

HRA Today



MAR-APR 2022
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OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

A MONTHLY ON HOSPITALITY TRADE
By Metro Media

A photograph of a restaurant interior. The room features a series of white, arched doorways that create a sense of depth. In the foreground, there are several wooden tables set with white tablecloths, glassware, and napkins. Two staff members wearing green uniforms and white headnets are visible in the middle ground, attending to a table. The lighting is warm and inviting, highlighting the architectural details and the clean, professional environment of the dining area.

**GLITTERING SIGNS OF REVIVAL
GREETING HOSPITALITY INDUSTRY**



Ministry of Tourism
Government of India

75
Azadi Ka
Amrit Mahotsav

Rediscover the incredible journey that changed Mohandas to the Mahatma.

Revisit the inspiring stories of India's independence.



As India celebrates the 75th anniversary of its independence, let's set out and explore those historic sites that stood witness to our freedom struggle - like the **Sabarmathi Ashram, home to the Mahatma** - and remember the countless sacrifices done by those who dedicated their lives for the country.

Incredible India



HRAWI turns 72 years



*The Hotel & Restaurant Association Association
Western India, turned 72 years on 1st of February, 2022*

*We wish the Association and all its
members the very best in the years to come.*

Since February 1951, when the Hotel and Restaurant Association (Western India) was incorporated as a Company limited by guarantee and not having share capital, the Association has served the interests of the hotel and restaurant industry. The Association over the last several years has taken effective steps to encourage, promote and protect the interest of member establishments. It has been rendering professional assistance from time to time to all its members on topics of vital importance. We wish the association and all its members the very best in the years to come.

HRA Today

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This issue of HRA Today contains 42+4 pages cover

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MAR-APR 2022

Contents



06 Glittering Signs of Revival Greeting Hospitality Industry

08 Stay Relevant Through Diversification and New Offerings: The New Mantra for Hotel Chains

10 Whitepaper on gender equality in hospitality industry raises hopes

14 News

34 Products

40 Appointments





President's Message

Dear Members,

The last couple of months have been relatively easy on the industry. The lifting of restrictions across a majority of the regions, has offered the hospitality industry a glimmer of hope. Also, the resumption of all commercial international flights should bring us FTAs and the much needed boost to revenues to cushion the one-side, free-fall in losses. The last two years have been one of the toughest phases that the Indian hospitality industry has witnessed and we pray that it will never have to see such times ever again. We are about to, so to say, re-start our journey from where we left off with full throttle and I wish everyone all the very best.

Earlier this month, representatives of HRAWI including me met with Shri Sanjay Pandey Ji (IPS), the new Commissioner of Police of Mumbai to congratulate him and also to bring him up to speed with the status of the industry in the city. The Commissioner was receptive and we thank him for taking time out for us. We also extend our heartiest congratulations to Mr Rajneesh Seth (IPS) for being appointed as the Director General of Police (DGP) of Maharashtra and we wish him a very successful tenure. We feel confident that under them both, the hospitality fraternity in the State will enjoy good rapport and support along with speedy redressal of issues expeditiously.

HRAWI has submitted a representation to the Maharashtra Government requesting for 50 per cent waiver in the Excise Licence Fee for FY 2021-22. Out of the twelve months, hotels and restaurants were allowed to operate without any interruptions to business for only one month. With restrictions of varying extent and nature imposed by the Disaster Management Authority on the license holders, hotels and restaurants in only 14 districts out of the 36 could fully operate

and that too just for twenty-eight days between 1st April 2021 and 31st March 2022. The remaining 22 districts across the State continue to operate with restrictions even today. While we welcome the State Government's decision for partially rolling back the increase in the excise fees for the FY 2022-23, we are requesting the Government to either offer a uniform waiver of 50 per cent or charge license fees for the FY 2021-22 to the extent of duration during which establishments were allowed to operate.

HRAWI is continuing to hold Food Safety and Standards Authority of India's (FSSAI) Online Food Safety Supervisory Training in Advance Catering (FoSTaC) programme with the most recent session held on 21st April, 2022. HRAWI is thankful to the hospitality establishments for proactively enrolling their personnel in the programme. We wish to thank the trainers deputed by FSSAI for imparting the requisite knowledge to hospitality professionals. We have made tremendous progress over the last few years with the programmes across the Western region and plan to continue organizing these programmes on an on-going basis in the future. The HRAWI has successfully trained and certified 2004 hospitality professionals across India's Western region in FoSTaC and FSSAI's Management Training Program.

(FoSTaC) programme. FSSAI's programmes are refreshing in a way that many of the things we learnt in Hospitality schools are reintroduced in specific context and professionals get to update themselves with the latest industry norms. We are glad that members are proactively participating and HRAWI will continue organizing these programmes for the benefit of its members as well as in the larger interest of the industry.

Sherry Bhatia
President - HRAWI



Glittering Signs of Revival Greeting Hospitality Industry

N.Vijayagopalan

Hotel industry will be able to return to the pre-Covid state only through a revival of the travel and tourism sectors. More travellers, more tourists, whether international or domestic, mean more guests for hotels.

We are now seeing resumption of international air travel from most countries. The relaxation on visas is an encouraging step as it would encourage travel. But domestic travel sector can never be forgotten. It actually needs to be given a stronger focus. It is necessary that the domestic sector

is kept alive by encouraging people to keep travelling nationally. The strong rebound in domestic leisure demand is expected to continue, as people have embraced the new 'normal' of travel in the post COVID-world.

Leisure travel is seen to bounce back faster than business travel. Experts expect that this trend would gain momentum in the coming years, as the domestic leisure segment continues to be underserved, with several emerging tourist places in India still lagging adequate infrastructure, including good



quality branded accommodation. For hospitality industry to recover, emphasis needs to be given to promoting various festivals and tourism events throughout the country. Attractive travel packages need to be worked out by the stake holders to enthruse travellers.

With leisure and business travel staging a comeback, the Indian hospitality industry, which had laid off millions over the first and second waves of the pandemic, has started hiring once again. The prevailing trends indicate that focus in hiring is on quality

rather than quantity. With guest satisfaction having now emerged as key to sustenance more than ever before, emphasis on quality of staff is the right strategy, for the simple reason that high-end technology alone cannot do justice to the hotel customers. The role to be played by the hotel staff in this regard is tremendous.

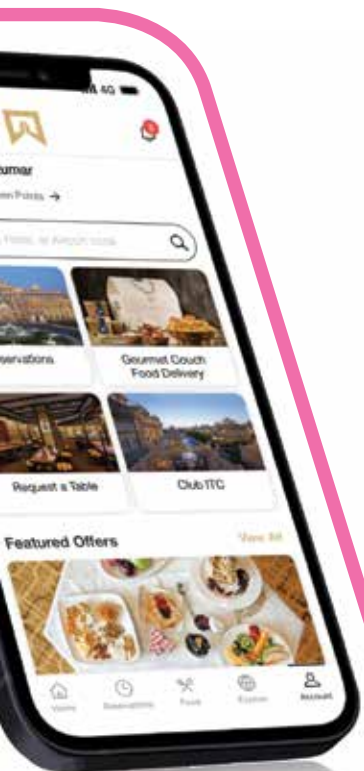
The hotel sector looks forward to wedding business re-emerging as a major revenue driver for it. Though conventions and conferences may take some more time to pick up, the focus appears to be more on resorts and leisure

destinations in the coming times. Webinars and virtual meets which have become the trend could be done more smoothly and differently by the hotels. With the number of people working from their homes not having significantly changed even as Covid is retreating, the increased use of packed food is an opportunity for the hotel sector.

It is fervently hoped that the year 2022 would witness at least a moderate revival of the Indian hospitality industry as it is on the long road to post-COVID recovery.

Stay Relevant Through Diversification and New Offerings: The New Mantra for Hotel Chains

N.Vijayagopalan



Hotel chains are obviously huge investment enterprises. They have to consistently evolve strategies to stay afloat, particularly in the prevailing pandemic receding phase, as they cannot afford to stay not dynamic. No wonder many hotel chains are venturing into new territories and new business segments and launching new initiatives and offerings to stay relevant amid the vagaries of Covid-19 waves and associated curbs. They are compelled to continue with those initiatives despite the dissipation of the pandemic.

Covid has taught hotel owners that digitisation or newer measures constitute the way forward. They have realized that brands that adapt would be the game changers. Such initiatives are a must for remaining well in a world that is unwell. Across the industry, the pandemic gave birth to many new concepts and products that have been so well-received that they are now replacing the pre-pandemic way of doing things. The industry expects these trends to continue and new patterns to emerge, further expanding the horizons of innovation and creativity for the

hospitality industry.

It is reported that Leela Palaces, Hotels and Resorts has launched a signature fragrance, 'Tishya by The Leela' in February alongside a new range of bath amenities. According to the hotel chain sources, the fragrance and bath and body collection has been conceptualised and executed in collaboration with Kimrica Hunter International, the country's largest manufacturer of luxury toiletries and guest room amenities.

Roseate Hotels & Resorts is reported to be working on its own range of tea, coffee, and wine, and it plans to launch two to three co-working spaces and two to three cafes every year. The chain presently has a Roasted by Roseate Café in Delhi and will open its second outlet in Punjab. It has co-working spaces in Delhi. They are also working on launching an app-based loyalty programme aimed at enabling guests to buy some of these products. The chain is also running an online platform, Upstage Collect that features a curated selection of brands such as Nappa Dori and Bombay Perfumery besides Chocolates from Roseate.

ITC Hotels launched a host of pioneering initiatives during the past two years that laid new benchmarks in hospitality, especially sustainability. While their Lavanderia (the safe laundry programme) continues, they have enlarged the footprint of their food delivery through Gourmet Couch on the 'ITC Hotels app'. Both Welcomhotel Bhubaneswar and Guntur are being added to the distribution scape. For ITC Hotels as in the case of many, technology has been the biggest game changer during Covid. Their newly launched app enables guests

to access multiple services such as food delivery and takeaways, besides restaurant and room reservations across ITC Hotels, Welcomhotels and select Fortune Hotels.

It is learnt Radisson Hotel Group is undertaking a strategic expansion with the aim to strengthen its food and beverages (F&B) portfolio. They are planning to expand Meetha, their premium offering of curated Indian sweets, which has received an overwhelming response across India, to cities like Bengaluru, Hyderabad, Bhopal, Amritsar, Guwahati, and Pune. They are working towards replicating the success of their first retail outlet in Mumbai with the opening of new stores in 2022 as they perceive Meetha to have a massive potential of evolving into a strong revenue stream for them.

Marriott International plans to have some innovative and unique experiences under Marriott Bonvoy and its guests will be able to avail experiences such as coaching clinics, attend matches or golf tournaments. Marriott Bonvoy is reported to continue its long-term relationship for another year with golfer Shiv Kapur as a Marriott Bonvoy ambassador. Through his collaboration with the travel programme, Marriott Bonvoy members will also be able to participate in exclusively curated 'Marriott Bonvoy moments' throughout the year such as teeing off with the golfer and attending golf clinics where Kapur will provide learnings on the finer nuances of the sport. Marriott Bonvoy Moments is Marriott Bonvoy's experiences platform, where members can use Marriott Bonvoy points accumulated

from travel and everyday activities such as credit card spends to gain 'VIP' access to concerts, culinary experiences, premier sporting events and more all over the globe. Marriott currently delivers food under its home delivery service Marriott Bonvoy on Wheels from over 80 hotels currently in nearly 30 cities. According to the brand sources, the service has been a consistent source of revenue and it will continue innovating on the offerings.

It is reported that Accor's Work@ibis shared work areas arrangement, that includes ready-to-use workspaces, meeting rooms, conference rooms and lounges with high-speed internet, essential work supplies, an area for coffee breaks and personalised F&B offers has been extremely well received by corporate partners, businesses and working professionals.

As per reports, Novotel's hybrid wedding concept Vivaah at Novotel has also been doing well with more and more bookings coming in for banqueting and residential weddings from various cities.

Thus it can be seen that the new mantra for Hotel Chains is : Stay Relevant Through Diversification and New Offerings.





Whitepaper on gender equality in hospitality industry raises hopes

Our Bureau

An approach study on gender equity in India's hospitality industry was launched by the Additional Director General of the Ministry of Tourism, Govt. of India, Rupinder Brar on 10th March 2022. The unique study is commissioned by WICCI Hospitality and Tourism and supported by Brigade Hospitality and Indian School of Hospitality (ISH) was appointed as the Chief Research Body for the study.

For this study, the team led by Dr. Payal Kumar, the Dean of Research and Management Studies at ISH, conducted 23 in depth interviews of executives at senior and mid-level positions in various organizations. The interviewees include male and female professionals at different levels like Managing Director, Senior Vice President, Country Head, General Manager and Director of Human Resources. These executives came from a range of hospitality brands

across India, including Marriott International, IHG Hotels and Resorts, Sarovar Hotels & Resorts, Crowne Plaza Hotels and Resorts, Radisson Hotel Group, Accor, OYO, Hotelivate, Wyndham Hotels and Resorts, Lemon Tree Hotels, Indian Hotels Company Limited, Fortune Hotels, and Hyatt Hotels and Resorts.

The study revealed several prejudices and barriers to women who aspire for leadership roles, which were broadly put under three categories, i.e. at the individual level, at the group level and at the firm level. At the individual level, women employees face more work-life pressure than their male counterparts. Their networking capabilities are underestimated and it is assumed that they face mobility issues when they have to travel for work. At the group level, stereotyping by colleagues, preconceived notions and paternalistic attitudes of bosses are a major hindrance. And at the firm level, a lack of

mentoring opportunities and gender stereotypes by employers pose a grave challenge.

The study makes it clear that for women in India to reach the top of the booming hospitality industry, they not only need talent and drive but also deep structures of organisational and familial support.

It is expected that this study will lead to policy recommendations on achieving gender equity, or 'fairness of treatment' for both male and female employees in terms of rights, benefits and opportunities. It is hoped that the suggestions will lead to positive action by policymakers in the government, which will prove significant for the hospitality and tourism industry. It is possible that more research in this area and subsequent policy changes help India rise in the Global Gender Gap Index, where it poorly ranks at 108.



National Digital Tourism Mission

The draft report for setting up of National Digital Tourism Mission is published by the Union Ministry of Tourism for feedback from the public. The ministry has invited final comments on the draft report.

Background

In July 2021, an inter-ministerial task force for National Digital Tourism Mission was constituted by the Ministry of Tourism. The mandate of the task force is to:

1. Consult the tourism industry and experts.
2. Define the mission, vision, objectives, and scope of the National Digital Tourism Mission.

The inter-ministerial task force prepared a draft report on National Digital Tourism Mission, which laid down:

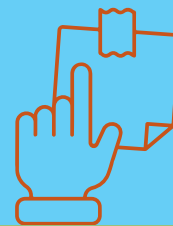
1. Domain and technology principles.
2. Standards and governance structure.
3. Plan for the implementation of the National Digital Tourism Mission.

Observations in the draft report

1. The draft report highlighted that the tourism sector is highly fragmented and there are many challenges in subsectors of tourism such as transport, accommodation, restaurants, etc. However, there are many opportunities in these sectors.
2. The draft report noted that the tourism sector is unable to reap the combinatorial benefits of information exchange because most of the tourism systems developed by the government and the private sector are currently functioning in silos.
3. The current data systems don't interact with each other using a common language, thereby hindering data analytics and the subsequent policy-making. Thus, there is a need for seamless and standardized data exchange among various stakeholders of the tourism sector.

The National Digital Tourism Mission aims to bridge the current information gap among various stakeholders of the tourism sector with the help of a digital highway. The objective is to harness the full potential of digitization in the tourism sector by enabling the exchange of information and services.

The notification issued by FSSAI in the year 2018 with regard to Mandatory Training of all Central and State Licensed FBO's under FSS Act 2006 is furnished below for the guidance of all concerned.



**F.No. 1-2/ Correspondence/ FoSTaC/FSSAI/2017
Food Safety and Standards Authority of India
(A Statutory Authority established under the Food Safety & Standards Act, 2006)
(Training Division)
FDA Bhavan, Kotla Road, New Delhi 110 002)**

Sub : Training Programmes in food safety and standards for food business operators

In pursuance of Section 16(3) (h) of the Food Safety and Standards Act, 2006, the Food Safety and Standards Authority of India (FSSAI) has to provide training programmes in food safety and standards for persons who are or intend to become involved in food businesses, whether as food business operators or employees or otherwise.

2. The Food Authority, in its 24th meeting held on 21.9.2017, approved in-principle the guidelines of Food Safety Training & Certification (FoSTaC) that envisage inter-alia, that **all food businesses having either Central License or State License should have at least one trained and certified "Food Safety Supervisor" for every 25 Food Handlers or part thereof in each of their premises. These supervisors would carry out periodic training of all Food Handlers in the premises and maintain records for food safety audit and inspections. Accordingly all Food Business Operators are advised to nominate at least one Food Safety Supervisor for every 25 Food Handlers or part thereof in each of their premises and get them trained under FoSTaC by 31st through the Training Partners empanelled for the purpose.**

3 List of the Training Partners and other details regarding FoSTaC are available on ostac@fssai.gov.in

4. This is in continuation of Order of even No. Dated 6th October, 2017

A handwritten signature in blue ink, appearing to read 'MD e', written over a horizontal line.

(Madhavi Das)

Chief Management Service Officer

To

1. All State Food Safety Commissioners
2. All Regional Directors, FSSAI
3. All Central Designated Officers of SSAI

Copy for information to :

1. PPS to Chairperson

DEFINITION OF FOOD HANDLER & FOOD SAFETY SUPERVISOR IN CONTEXT OF FOOD SAFETY TRAINING & CERTIFICATION

Food Handler : Food Handler is any person who directly handles packaged or unpackaged food, food equipment and utensils, or food contact surface and is therefore expected to comply with food hygiene requirements.

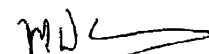
Food Safety Supervisor : Food Safety Supervisor (FSS) is a person who is trained to recognize and prevent risks associated with food handling in food business, holds a valid FSS certificate under Food Safety Training & Certification (FoSTaC) of FSSAI or training programme as approved by the Food Authority from time to time and shall be able to train & supervise the food handler.

F.No. 1-2 / Correspondence/ FoSTaC/FSSAI/2017
Food Safety and Standards Authority of India
(A statutory Authority Established under the Food Safety & Standards Act, 2006)
(Training Division)
FDA Bhawan, Kotla Road, New Delhi – 110002

Dated the 6th October, 2017

ORDER

1. In terms of Section 16(3)h of the Food Safety and Standards Act, the Food Safety and Standards Authority of India has to ensure training of persons who are, or intend to become involved in Food Businesses, whether as Food Business Operators or employees or otherwise. It has accordingly been decided that it would be mandatory for all food businesses having Central License or State License to have at least one trained and certified Food Safety Supervisor for every 25 food handlers or part thereof on all their premises.
2. To implement this policy, FSSAI has designed a large scale Food Safety Training & Certification Programme (FoSTaC) for food businesses across the value chain. The curriculum and content for the training have been created centrally. The training is to be delivered through Training Partners including large Food Business Operators; Academic and Vocational Institutions ; Training Partners approved under skill Development Councils and Missions ; Industry , Scientific and Technology Associations and Civil Society Organizations. FoSTaC is to be steered and managed by each State/ UT who would create an action plan and mobilise. Food Businesses and other Training Partners to undertake the training . FSSAI has set up a website for managing the training programme, assessment and certification. Further details are available in the enclosed note and <http://fostac.fssai.gov.in>
3. The policy to make training and certification mandatory for all Central and State licenses was discussed in the 20th CAC Meeting held on 22nd August 2017 and approved in principle by the Food Authority in its meeting held on 21.09.2017.
4. All States / UTs are now advised to initiate a special drive to take up and facilitate FoSTaC for the licensed FBOs under their respective jurisdiction immediately. The above training is to be made mandatory in phases over the next two years. States/ UTs need to designate a senior officer as a Nodal Officer for FoSTaC to implement the policy . States / UTs are also required to fill in and submit the attached FoSTaC form within 4 weeks.



(Madhavi Das)
CMSO, FSSAI

Ph 011 – 23216582

FSSAI issues notice on use of recycled plastics as food contact materials



FSSAI has issued a notice specifying the authorisation mechanism for recycled plastics manufacturers as per the draft Food Safety and Standards (Packaging) Regulations, 2022, for permitting the use of recycled plastics as food contact materials. Under the 'mechanism,' the operator of a recycling plant shall apply and

obtain an 'authorisation' from the 'food authority' by submitting necessary information in the prescribed proforma. And the 'authorisation' will allow such manufacturers to recycle plastic as food contact material while the food authority will have the right to inspect the premises, as and when required. According to the approved mechanism,

the applicants desirous to manufacture food contact material from recycled material need to submit an application form along with a fee of Rs 2,000 and submit the application to the CEO, FSSAI.

According to official sources, the applications will be scrutinised and an 'appropriate' recommendation would be made for the approval within 30 days of the receipt of the application as specified in the guidelines.

The applicants would be issued an authorisation letter similar to the approvals issued under the products/claims approvals, with a general condition that the food authority reserves the right to inspect the record, premises, manufacturing and other related facilities of the applicants prior/post authorisation.

Sayaji Group of Hotels launches 'Surakshit With Sayaji' campaign



The five star luxury hospitality brand, Sayaji Group of hotels recently launched its 'Surakshit With Sayaji' campaign. This campaign aims at highlighting the safety measures and the

Covid protocols followed at properties across nation to ensure a delightful stay experience for its guests. The campaign also highlights the prompt idea of staycation and how the brand is

prepared to cater its guests to have a healthy vacation in home away from home.

Brand along with its sister concerns Effotel and Enrise are gaming up to expand swiftly and very rapidly across the nation and the campaign is just a step towards ensuring the country the level of responsibility brand is coming up in the nearing times. The hotel hails its origin from Vadodra back in 1980's when Sajid Dhanani launched this dream brand with customer satisfaction as its only motive, a true 'Atithi Devo Bhava' attitude that has been incorporated in the brand from day one of its inception.

FSSAI issues direction on declaration of RDA on label



The apex food authority has issued a direction regarding the declaration of percentage contribution to Recommended Dietary Allowance (RDA) for different age groups on the label of the product. It has clarified that in case of food for specific age group or physiological

condition, respective RDAs may be considered for the purpose of labelling.

According to the FSSAI, "It is clarified that in the case of foods which are targeted to a specific age group or physiological condition, respective RDAs may be considered for declaring per serve percentage (%) RDA based on the recommended dietary allowance specified by the Indian Council of Medical Research." FSSAI, in a statement, has pointed out that it had received representations from the stakeholders regarding declaration of percentage contribution to RDA in case of

foods targeted to specific age groups.

The Labelling and Display Regulations 2020, stipulate labelling of nutritional information per 100g or 100ml or per single consumption pack of the product and per serve percentage contribution to RDA calculated on the basis of 2000kcal energy, 67g total fat, 22g saturated fat, 2g trans fat, 50 g added sugar and 2000mg of sodium (5g salt) for average adult per day, on the label. The enforcement of the FSS Labelling and Display Regulations would begin from July 1, 2022.

Leela Leadership Development Programme of The Leela Palaces, Hotels and Resorts



The Leela Palaces, Hotels and Resorts has launched Leela Leadership Development Programme (LLDP), in response to a growing need for talent to support its expansion plans. This 15-month programme is designed to identify and groom the best talent in the industry and nurture luxury leaders of tomorrow giving them a platform to carry forward a rich legacy while carving one of their own.

Built around a world class curriculum, in partnership with Indian School of Hospitality (ISH), in alliance with Les Roches,

an institute of higher education focused on reimagining hospitality education for today's generation and tomorrow's businesses, the training programme is tailored to take into account the necessary skills and competencies specifically nuanced to cater to the needs of the hospitality industry and the expectations of a luxury consumer today. It is intended to facilitate functional training including knowledge, skills and behavioural aspects through a combination of classroom and on the job training with blended learning modules on global

hospitality competencies.

Available for both internal and external candidates, this programme is available for those who have a bachelor's degree in hospitality and one year of experience in a luxury hotel. The programme will develop the finest hospitality talent who have a passion for hospitality and transform and fast track their growth into managers and future general managers within the hotel.

The programme is inviting applications for three levels, General Management Trainee, Housekeeping Management Trainee and Sales Management Trainee. The programme will be conducted through boot camps and online classes, including capstone projects, assessments and extensive training at the iconic properties.

HRAWI submits representation to Maha Govt. for Excise Licence Fee



The Hotel and Restaurant Association of Western India (HRAWI), has submitted a representation to Maharashtra Government, requesting an immediate rollback of the 15 per cent hike in the Excise Licence Fee for FY 2022-23. Citing the unpredictable nature of restrictions and other measures that may come into effect, if and when another pandemic wave breaks out, the association has also requested that Government offers a 50 per cent waiver on the fee for FY 2022-23.

Sherry Bhatia, president, HRAWI, said, “We are disappointed that Government instead of helping us in our fight for survival has thought of burdening us by increasing the Excise Licence Fee by another 15 per cent. There is fear and anxiety in the hospitality sector due to the stop-start nature of repeated restrictions caused by the pandemic waves. Significant capital has been

ploughed in by the industry to reopen and restart operations and is continuing to make efforts to bring back workers. Under these circumstances, let alone being in any capacity to bear an increase, it is impossible for FL3 licence holders to pay licence fees at all. We strongly oppose this increase and request that decision to hike the fee is immediately withdrawn and the industry be given a 50 per cent waiver on the existing fee for FY 2022-23.”

Citing unpredictability of business even in the future with the science community expecting more waves of the pandemic to hit, HRAWI has urged Government to provide an extension of deadline to pay the licence fees for FY 2022-23 from March 31 to June 30, 2022. It has also requested that establishments be allowed to pay the renewal fees for FY 2022-23 in four instalments.

“We completely lost last year’s holiday season business and we

are already in February 2022. Payment of the Excise Licence Fee in another 30 days will be extremely difficult for a majority of the establishments. So, we request Government that it provides us an extension on the cut-off date to pay the fees as well as give us a breather to pay the renewal fees in four instalments,” added Bhatia.

HRAWI has stated that a complete lockdown was imposed on restaurants for 6 months and 12 days during the first wave of the pandemic and then, for another two months and 20 days during the second wave. Even when restaurants were allowed to operate, severe restrictions with curbs on operation timings and seating capacity were imposed on them.

Pradeep Shetty, senior vice president, HRAWI, said, “Through the last two years, restaurants continued paying for salaries, property taxes, statutory fees, electricity, water and other overheads. However, licence holders were unable to carry out the business due to the restrictions imposed by the State. The restaurant industry was severely affected with none to low footfalls. In the pre-pandemic days, the industry did not flinch while paying the Excise Licence Fees but today, it is a different story.”

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lines**

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Hospitality industry demands immediate rollback of 15% hike in excise license fee



The hospitality industry, which is struggling to recover from the COVID-19 induced lockdown and economic slowdown, has urged the Maharashtra Government for an immediate rollback of the 15% hike in the excise license fee for 2022-23. The Hotel and Restaurant Association of Western India (HRAWI) in its representation has strongly opposed the increase citing the unpredictable nature of restrictions and other measures that may come into effect, if and

when another pandemic wave breaks out. The Association also appealed to the state government to provide an extension of the deadline to pay the license fees for FY 2022-23 from March 31 to June 30, 2022. It has also requested the state government to provide a 50 per cent waiver on the existing fee for FY 2022-23.

“We are disappointed that the Government instead of helping us in our fight for survival has thought of burdening us by increasing the excise licence fee by another 15%. There is fear and anxiety in the hospitality sector due to the stopstart nature of repeated restrictions caused by the pandemic waves. Significant capital has been plowed in by the industry to reopen and restart operations and is continuing to make efforts to bring back workers,” said the Association

President Mr. Sherry Bhatia. He further stated that under these circumstances, let alone being in any capacity to bear an increase, it is impossible for FL3 license holders to pay license fees at all. “We strongly oppose this increase and request that the decision to hike the fee be immediately withdrawn and the industry be given a 50 per cent waiver on the existing fee for FY 2022-23,” he added. Mr. Bhatia said the industry has completely lost last year’s holiday season business and already in February 2022. “Payment of the excise licence fee in another 30 days will be extremely difficult for a majority of the establishments. So, we request the Government that it provides us an extension on the cut-off date to pay the fees as well as give us a breather to pay the renewal fees in four installments,” he added

Pan-Asian restaurant, Mama Miso, opens in South Goa



Mama Miso give travelers to South Goa an opportunity to indulge in some quality time with fellow gastronomes over scrumptious food and an eclectic environment. The ambiance is ideal for all occasions, be it an Alfresco-style brunch in the beautiful garden seating or a nice late evening dinner on the deck. Diners can swiftly move from the indoor to the outdoor spaces

as the day progresses making Mama Miso a coveted place for boozy brunches, cozy dinners and business lunches.

“We are thrilled with the love and response that we have received from our guests. We are proud of what we have created with Mama Miso. The food and our collection of beers, sake, and many other Asian drinks are made to perfection. It is the perfect way to unwind after a long day of exploring the city and the Tea Bars offer a variety of teas and coffees that amalgamate well with a side of good conversation!” says Guitry Velho, VP and GM, Heritage Village Resort and Spa, Goa.

Gourmands can pick from a

selection of Asian dishes like the Rock Shrimp Tempura, Honey and Chilli Crispy Lotus, the Butter Garlic Miso Lobster, which has been carefully curated by Chef Karan Rawat. The cocktails and desserts selection pays a tribute to the Far East and includes the Umami Mary, Asian Pear Mule and fun Bubble Teas.

Speaking about the curation of the menu, he said, “Our Menu brings together the best of Asian Cuisine, paying emphasis, especially on the Asian street food culture. Our open kitchens make for a transparent as well as an intimate dining experience for all to come and enjoy.”

Omicron threw Indian hospitality industry into disarray



The COVID-19 pandemic has brought the fast-moving world to a standstill, paralysing all the businesses across the globe. The hospitality industry is among the worst hit. After two years of COVID restrictions, the Omicron variant -- which many experts say is mild -- is turning ugly for the business sector of India. Like the sectors that have remained devalued due to the coronavirus, the impact of the new variant is throwing the Indian business community into disarray.

As per data released by the Federation of Hotel and Restaurant Associations of India (FHRAI), the hotel industry in India took a hit of over 1.40 lakh crore in its business during the last two years. The FHRAI has appealed for a moratorium on loan and interest payments, saying that without support, the sector will collapse. Seeking a relief package for the industry, FHRAI has written to Prime Minister Mr.

Narendra Modi to give some relief to the owners who have faced a huge setback due to COVID-19.

“Frequent lockdowns and restrictions coupled with travel restrictions have resulted in the industry experiencing the worst phase,” FHRAI vice president Mr. Gurbaxish Singh Kohli stated in the letter sent on January 11. “Every time the situation eases a bit, there seems to be some hope. However, the stop-start arrangement hasn’t allowed the hotel industry to have a continuous run. The situation is having a cascading effect on employment in the sector”. Apart from another round of lay-offs and pay cuts, the situation will pose another serious threat before the industry in the form of unavailability of trained professionals, he said. “Fear and anxiety have gripped the sector. This is despite significant capital having been ploughed in by the industry to reopen and restart operations.

FHRAI said as per industry estimates, the financial losses to the industry from the first two waves were so severe that around 30 per cent of hotels and restaurants in the country shut down permanently and

the remaining establishments continue to run into losses even today.

The hospitality industry has reported losses to the tune of Rs 1.40 lakh crore plus 50 million job losses due to the pandemic. Kindly provide a sector-specific special relief package and enable the sector to survive,” Mr. Kohli stated in the letter to the Prime Minister.

After the rising number of cases, several state governments announced a ban on gatherings, resulting in the cancellation of marriage ceremonies and other big functions, leaving hotel owners in distress. To compensate for the loss of the last two years, travel agencies too tried to revive their business. A sudden rise in COVID cases has, however, forced an unofficial travel ban that has disrupted their business. The hospitality and tourism sector is considered the backbone of economic growth, especially in developing countries. However, this thriving sector is particularly vulnerable to natural and human-made disasters. As such, there is no official travel ban on flights but as “precautionary measures”, people have stopped travelling due to the rapid spread of the new variants.

IHCL to set up Vivanta hotel in Nashik



Indian Hotels Company Ltd (IHCL) has signed a contract with Deepak Builders and Developers to set up Vivanta hotel in Nashik, Maharashtra, which is slated to open in 2023. The Vivanta hotel will be located next to the Nashik Freeway and in close proximity to the city’s IT zone as well as the upcoming metro station at Dwarka Circle.

The 144-room Vivanta hotel in Nashik is a brownfield project and will be part of a mixed-use development. According to company sources, the signing of this hotel is in line with its vision of strengthening its presence in key markets across India. With this, the company will have hotels across three of its brands in the city.

FHRAI urges the centre to make travel expenses deductible under IT returns



India's hotel and restaurant industry has urged the Centre to make travel expenses deductible under IT returns in Budget FY23. Notably, the sector has been heavily battered due to the COVID-19 pandemic and the subsequent restrictions imposed to check the infections' spread.

According to Mr. Gurbaxish Singh Kohli, Vice President, Federation of Hotel and Restaurant Associations of India, since foreign travel is at least 12-15 months away from returning to the pre-pandemic levels, Centre should give impetus on domestic travel."We have requested Finance

Minister to allow domestic travel for individuals and corporates to be a deductible expense in their IT returns. This tax incentive could be offered for a fixed number of years until hospitality comes back to pre-pandemic conditions".

The move will encourage the 28 million-plus people who otherwise travel out of the country, to holiday in India. We also ask for a review of the decision to introduce LTC cash vouchers in lieu of LTC fare to the Central Government employees. Besides, the hospitality industry has asked the Centre to be granted the infrastructure status. At present, only those

hotels built with an investment of Rs 200 crore or more have been accorded infrastructure status. This threshold has to be brought down to Rs 10 crore per hotel to give a fillip to the budget segment hotels. This will enable hotels to avail of term loans at lower rates of interest and also have a longer repayment period.

"We have also requested that hospitality should be accorded an industry status and set up a corpus fund to incentivise all states to align their policies and set off any losses that may occur due to its implementation. The lower cost of operations spread over a higher payback period will reduce the cost of our supply which will boost demand."Among other measures, the industry has requested for working capital support with a guarantee from the Centre to banks and NBFCs. In addition, it has asked that the Rs 60,000 crore 'Loan Guarantee Scheme for COVID Affected Sectors' be notified with immediate effect.

Hospitality sector seeks government relief package



The Federation of Hotel and Restaurant Associations of India (FHRAI) has written to

Prime Minister, Narendra Modi, seeking a special relief package for the tourism and hospitality sector

due to the disruptions caused by the Covid-induced lockdowns. The association has requested that the Centre treat it as the "most distressed sector due to COVID-19".

In the letter, the FHRAI mentioned that post the first wave of Covid infections, occupancies at hotels were 1-3 per cent for Q1FY21 and part of Q2FY21; while post the second wave of COVID infections it stood at around 11-16 per cent. Compared

to this, pre-Covid occupancy levels hovered around 69 -89 per cent. The performance of the restaurant segment has been equally dismal. From 80-92 per cent footfalls during pre-COVID times; it dropped to zero during the first wave of the Pandemic; and then stood at 10 -15 per cent during Covid 2.0.

As per industry estimate, the financial losses have led to closure of around 30 per cent of the hotels and restaurants in the country; while remaining establishments continue to run in losses. The hospitality industry has reported losses of Rs.140,000 crore and

around 500 lakh jobs were lost due to the pandemic. FHRAI said the industry was looking forward to some recovery in the present wedding-cum-New Year season. But the sudden surge in fresh COVID infections and the new Omicron-variant had dashed their hopes.

“The restrictions imposed presently are akin to a lockdown and the business in hotels and restaurants are less than 10 per cent in all major locations. This situation will manifold the extensive damages of the sector and it would take nothing less than 5 years for the industry to

return to the pre-pandemic levels,” it wrote in a letter to the Prime Minister. Copies of the letter have been shared with the Union Finance Minister and Tourism Minister too.

With another tourist season washed out due to the current spurt in infections and allied restrictions, the industry body foresees many other business establishments in the sector closing down. With sufficient capital already being invested by players, FHRAI has urged the Centre’s intervention in the matter.

FHRAI writes to CMs seeking waiver of statutory charges for hospitality establishments



As States impose lockdowns, curfews and other restrictions on the working of the hospitality establishments as a measure to contain and control the spread of the COVID-19 new variant, the Federation of Hotels & Restaurant Associations of India (FHRAI) has urged States to consider waivers in various statutory charges on the industry to lessen the financial stress on the sector due to these restrictions.

FHRAI has approached all State chief ministers through separate memorandums to consider waiver of statutory payments such as property tax, water charges,

electricity charges and excise license fee of the hospitality establishments for a minimum period of one year.

“The successive waves and continued disruptions have created a volatile economic environment in the sector making survival as the key focus. Being a highly capital-intensive industry, the hospitality sector has to manage a lot of overhead expenses even while it is not functioning,” says a memorandum signed by Mr. Gurbaxish Singh Kohli, vice-president, FHRAI.

It is imperative for the hospitality

industry to have an environment conducive for business to be able to sustain. However, frequent lockdowns and restrictions coupled with travel restrictions have resulted in the industry experiencing the worst phase in its life cycle. The stop-start-stop arrangement hasn’t allowed the hotel industry to have a continuous run, the memorandum notes.

With another tourist and business season washed away due to the new wave, the sector is staring at a dark future in the midst of increasing debt burden, obligations of statutory liabilities, etc. with no means and ways to meet them. In these circumstances, the memorandum says that without adequate support from the government’s many more hospitality establishments in the country would be compelled to shut shop with a cascading effect on employment and livelihood.

Maharashtra hikes excise levy by 15% for bars, 70% for wine shops

Grappling with the COVID-induced restrictions for almost two years, restaurants and bars in Maharashtra have suffered yet another jolt, with the state excise department raising the annual levy. The department has increased the annual excise fees levied on all bars by 15 percent, citing a gazette notification. For wine shops, the fee has been increased by as much as 70 percent.

With this increment, the annual fee for bars has been revised from Rs 6.93 lakh to Rs 7.97 lakh, as per the report. For wine shops, the



revision hikes the fees to Rs 21 lakh from Rs 15 lakh earlier. The hike has come at a time amid the request

from bars and restaurants owners to give a 50 percent waiver to cope with the losses that occurred due to a series of COVID-19 lockdowns in the state.

According to the report, the apex body of the industry has said that the hike would be a big blow to the sector, which is already suffering due to frequent lockdowns imposed by Maharashtra to curb the COVID-19 pandemic.

Budget: There was room for more direct support, says hospitality industry



The hotel and industry associations said the extension of Emergency Credit Line

Guarantee Scheme (ECLGS) is a welcome move and indicates that the government has acknowledged the distress in the hospitality and tourism sector. However, they expressed dissatisfaction over the extent of the support pointing out there was room to do more for a sector that has been severely battered by the three waves of the pandemic.

The government has extended the ECLGS up to March 2023 and earmarked an additional Rs 50,000 crore for hospitality and related sectors, Finance Minister Nirmala Sitharaman said in her Budget speech.

Mr. Gurbaxish Singh Kohli, vice president, FHRAI said the number of meetings it has had with the Finance Ministry and other ministries led the apex body to believe that the

government was surely going to announce some sort of specific relief for the industry. "But it is a huge disappointment that it has not come through." Among other things, the industry has been requesting long-term credit facilities in view of the vulnerabilities and the time it would take for businesses to resume normalcy, he said.

"The hospitality and related services, especially those by micro and small enterprises, are yet to regain their pre-pandemic level of business," said Sitharaman in her speech. Considering these aspects, the ECLGS will be extended up to March 2023 and its guarantee cover will be expanded by Rs.50,000 crore to total cover of Rs 5 lakh crore, with the additional amount being earmarked exclusively for the hospitality and related enterprises

FHRAI seeks waiver of the secondary condition under EPCG scheme from Finance Ministry



The Federation of Hotel & Restaurant Association of India (FHRAI) has sought a waiver of secondary condition from the Ministry of Finance with regard to average foreign exchange earnings under the EPCG scheme retrospectively from FY 2007-08 onwards. In a letter to Finance Minister Nirmala Sitharaman, the association has sought intervention to resolve the long-pending issue of the hospitality sector, which is adding to the woes of the industry which is in deep distress due to the impact of COVID -19.

Explaining the issue in its communication, Mr. Gurbaxish Singh Kohli, Vice President, FHRAI, said that ‘in this time of deep crisis, this long-awaited relief would be a lifesaver for the beleaguered industry’. “Many of our hotel members who had taken the licenses under the EPCG Scheme from 2007 - 08 onwards were not able to maintain

the secondary condition, i.e., - maintaining the average foreign exchange earned during the first three years from the date of issue of license over and above the Export Obligation fixed for the license, due to some external factors. Though most of the hotels managed to fulfil the primary condition of export obligation, they were not able to maintain an annual average over and above the EO. The decline of foreign exchange earnings during this period had been in excess of 5 per cent on a year-on-year basis and FHRAI has been following up with the Ministry of Tourism & DGFT for the last many years for a waiver of this condition which was added only in 2008 as part of the Foreign Trade Policy,” Mr. Kohli explained.

He further added that show cause notices are being issued to the hotels now for failing to comply with the condition by the DGFT offices and these hotels have

been put in Denied Entity List (DEL). “FHRAI had brought this issue of decline in the foreign contribution of the hospitality sector to the notice of DGFT way back in February 2017 itself, and that coincided with the completion of the first block of the eight years when the license expired post the introduction of the secondary condition in the year 2007-08. It is pertinent to note that the secondary condition was not applicable to the service industry prior to 2007-08. When the condition was introduced in 2008, the hospitality sector in India was doing well but on account of the global financial crisis that swept the world, the hotel industry was affected with less and less foreign travel due to contraction of the global economy and the huge impact in US and Europe,” he mentioned.

Justifying its demand, FHRAI in its memorandum said that since the hotels had already met the primary condition of export obligation by fulfilling the necessary forex for the licenses granted, approving of the request of waiver of secondary condition will not bring any factual loss to the government exchequer. “Even if the EO period is extended by another four to five years, as per a possible solution suggested for this problem, still the original average as fixed in the license cannot be maintained when the business/forex declined sharply year-on-year or remained static in the hospitality sector. In a de-growth situation, annual average as fixed in earlier years cannot be fulfilled mathematically or practically,” it further said.

Ahmedabad gets its first Vadilal dessert café



The first café by Vadilal Enterprises Ltd., called 'Now For Ever' has been opened in Ahmedabad. It represents the

fusion food, delectable desserts and attractive ambience to cater to millennials and Gen-Z. The company has plans to expand it

to key cities such as New Delhi, Surat, Jaipur by the end of this year. Their plan is to have one outlet in every major city across the country.

It has over 60 plus dishes on offer, with every dish made with ingredients which are exported to countries like USA, Singapore, UAE, Australia and many more. Along with ice creams, the cafe also offers a new menu of trendy and Instagram-worthy desserts and fusion food dishes.

FSSAI Health Star Rating

Consumers will soon be able to tell whether their food packaging is harmful or healthy and nutritious. According to the Food Safety and Standards Authority of India (FSSAI), packaged food goods will soon display a 'health star' as part of the new system.

This system will be similar to the one that is being used by the Bureau of Energy Efficiency for assessing the energy efficiency in electrical devices. The packaged foods will have number of stars displayed on them which will indicate whether the item is healthy or unhealthy. The amount of fats, sugar, and salt in the food item will be used to determine the rating. A study was conducted by IIM Ahmedabad regarding the methodology to be used to display the health ratings of the food items. The display of star ratings was recommended in this study as it would be easier for the customer to understand. It has been decided that the ratings will be placed in front of the packets as studies show that this method is much



more effective towards affecting the choice of the consumer.

The study showed that energy-dense foods are readily available in the country which is leading to non-communicable diseases

and obesity in India, which is why the FSSAI began looking for ways to educate consumers about the nutrition profile of the food they are consuming.

FSSAI to permit IEM food products import till further orders



The Food Safety and Standards Authority of India (FSSAI) has decided to extend the permission to import food products for Inborn Errors of Metabolism (IEM) until further orders. Imports of IEM foods listed by the FSSAI were allowed till March 31, 2022, through a notification in 2021.

FSSAI in an order stated, “The Food Authority has approved the list of IEM conditions. The list will come into effect from 1st April 2022. Till such time, the direction issued on 30.06.2021 will continue to be in force”.

The food authority was approached by the stakeholders seeking clarity on the issue related to the import of IEM food products. Under the FSS (Food for Infant Nutrition) Regulation 2020, no food business operator shall manufacture, market or import products for IEM conditions except those specified by the food authority. In the June

2021 direction, FSSAI has also laid conditions for the import of such food products.

The importing firm would submit to FSSAI well in advance, all the necessary documents related to the composition, label and claims for the product they intend to import. FSSAI after due examination, would allow the import of such foods on a case to case basis. Also, labels on these foods shall clearly mention the medical conditions for which they have to be used while the importer or manufacturer of such foods shall ensure that they are consumed only under supervision of health care professionals.

Pride Group of Hotels signs ‘Pride Hotel’ in the lake city of Bhopal



Pride Group of Hotels has signed ‘Pride Hotel Bhopal’. Located in the heart of the city, the hotel is easily accessible to

prominent tourist and leisure destinations, marketplaces, and commercial establishments. The hotel will encompass 75 rooms, 2 banquets, a multi-cuisine restaurant Café Pride, and a board room. With its presence around 40 great locations, 4,000 rooms, 80 restaurants, 107 banquets, conference halls, thereby reinforcing itself as a

one-stop destination for MICE. Currently, Pride Hotels operates and manages a chain of hotels under the brand name ‘Pride Plaza Hotel’ an Indian Luxury Collection, ‘Pride Hotel’ which are conveniently centrally located business hotels, ‘Pride Resorts’ at mesmerising destinations and mid-market segment hotels for every business ‘Pride Biznetels’.

Hilton debuts largest hotel in Asia Pacific with opening of Hilton Singapore Orchard



Hilton unveiled opening of Hilton Singapore Orchard, the company’s largest hotel in Asia Pacific. Located at the heart of Orchard Road, the 1,080-room property reportedly sets a new benchmark of hospitality for **24 HRA Today** Mar-Apr 2022

the city’s renowned shopping district with a vibrant blend of contemporary design, innovative dining experiences and extensive meeting spaces.

According to company sources, Hilton Singapore Orchard is a showcase of their flagship brand and places them in a strong position to usher in a new era of travel with focus on both leisure and business guests. It features modern contemporary design that pays homage to Singapore’s rich

colonial history and agricultural heritage. Botanical references are reflected throughout the hotel’s artwork and interiors while embracing a seamless and eco-friendly guest experience. Energy-efficient technology such as in-room motion, air-condition and light sensors feature in every room and suite, while digital key access and smartphone connected services offer greater convenience for guests on the go.

HRAWI collaborates with FSSAI, conducts FoSTaC programme



The Hotel and Restaurant Association of Western India (HRAWI), in collaboration with Food Safety and Standards Authority of India (FSSAI), conducted an Online Food Safety Supervisory Training in Advance Catering (FoSTaC), For the month of March, the programme was conducted by Mr. Praveen Andrews and the training was

attended by 20 participants. For the month of April, the programme was conducted by Mr. Vivekanand and 54 participants were attended.

The programme focused on standard health and food handling practices for hospitality personnel and also covered information on licencing requirements of FSSAI,

for hospitality establishments in the country.

Sherry Bhatia, president, HRAWI, said, "Maintaining impeccable kitchen etiquettes are paramount for any respectable establishment. Since the pandemic broke out, the programme has become even more relevant and important for a hospitality professional today. Over and above the required knowledge on food handling and hygiene, the training imparts information on Covid appropriate behaviour and covers all the necessary dos and don'ts to follow for a hospitality professional. The programme has found good participation so far and we urge all hospitality establishments to enrol their staff in this training."

MoFPI to have pvt trg partners under PMFME scheme



The Union Ministry of Food Processing Industries (MoFPI) has decided to engage private training partners for capacity building under the PM Formalisation of Micro Food Processing Enterprises (PMFME) scheme. In this regard, a statement by MoFPI says that the training partners can be from 35 states and Union territories. The engagement of the private training partners will be done by the state nodal agency while the responsibilities

of the training partners shall be to mobilise the trainees, create batches for training according to domain, products and so on and shall conduct training as per the batch approval by the state nodal agency.

PMFME is a Centrally-sponsored scheme for providing financial, technical and business support for upgradation of existing micro food processing enterprises with an outlay of Rs 10,000 crore for a period of five years from 2020-21 to 2024-25 and two lakh units

will be assisted with credit linked subsidy under the scheme.

The MoFPI statement reads, "Capacity building is an important component of the PMFME scheme and encompasses a whole range of activities designed to empower the institutions, individuals, and groups. Under the scheme, it is envisaged to provide training to trainers (master trainers, district level trainers), district resource person, entrepreneurs, self-help groups, farmer producer organisations, cooperatives, workers and other stakeholders."

The training activities were to be taken by various training partners, institutes of state government, NGOs and so on, designated by the state nodal agency while MoFPI will enlist the participation of private training partners as per norms.

Lexicon Institute of Hotel Management signs MOU with Marriott Hotels India



With the aim of offering employment driven educational advantage to those aspiring for a career in hospitality, the soon-to-be-launched Lexicon Institute of Hotel Management has joined hands with Marriott Hotels India. According to hotel school sources, its objective is

not just imparting theoretical knowledge, but to develop students skillfully so that each can live by the motto 'Believe In Yourself'.

Within the partnership agreement, the hotel group, will own a class in the second and third year of the program, whereby the students will receive mentoring and will be given career guidance. Further they will be assisted in projects and will be a part of problem-solving teams in their hotels, understanding issues through research and analysis. Senior leaders would assist in curriculum design, thus bridging skill gaps prevalent in traditional

Hotel Management programmes.

In addition, students will enjoy inputs through guest lectures and faculty development programmes that will keep the students and faculty abreast of the latest in the hotel industry. The Executive Leadership Programme, will be supported by the group's leadership, that will help mould young hospitality aspirants into confident hospitality professionals.

Further, the Lexicon IHM students will get preference for internships and placements at the hotels itself. All this is going to be backed by consistent evaluation and performance grading.

FSSAI issues guidelines for recycling PET and PET resin for food contact application



After issuing the direction allowing recycled plastics to be used as food contact material, the FSSAI has issued guidelines for recycling of post-consumer PET and acceptance criteria for recycled PET resin for food contact application.

The guidelines include provisions only for recycling process of post consumer PET bottles into food grade PET resins that can be used for bottling and other packaging

purpose. Food grade recycled PET means resin that has undergone a validated decontamination process to achieve suitable purity for directly holding food or beverage.

These guidelines describe the recycling processes and testing methods, as well. The testing includes validation test for residual concentrations and quantitative analysis for substance present in PET, & for substance migrating from the PET containers into beverage.

The guidelines also stipulate for supply chain documentation that seek declaration of compliance on safety of the recycled food contact material. Also, it asks the FBOs to provide customers with relevant documentation upon request.

Other documents required to be maintained by the FBOs include

supply chain communication, supporting documents, registration and authorisation (by the FSSAI), and reference used (of the reputed authorities worldwide like BIS, USFDA, or other standards).

Further, the guidelines prescribe the requirement regarding the operation of 'super clean mechanical recycling processes.'

According to the FSSAI, the recycling process shall have at least one decontamination step capable of removing contaminants for a level of purity suitable for food contact and it should be validated with 'challenge test'. The experimental data of the challenge test needs to be reviewed by a recognised competent authority and only recycling process that have been affirmed to the effective shall be regarded as 'super clean'.

Travel companies, hotels begin hiring as bookings rise



India's travel, tourism and hospitality industry has opened up its hiring funnel as a falling number of Covid infections and easing of restrictions are leading to a revival in leisure travel bookings as well as a pickup in business travel.

Travel agencies and online portals such as Thomas Cook and EaseMyTrip are recruiting people across functions. Leading hotel chains such as ITC-backed Fortune Hotels, Lemon Tree Hotels and Royal Orchid Hotels are also strengthening their manpower. The demand for manpower comes amid a revival in travel plans as more people are getting double vaccinated, economic activity picks up and amid a massive pent-up demand after many had to put their travel plans on hold in January due to the rapidly spreading Omicron wave. Several wedding celebrations — which were postponed due to the third wave — are also lined up over the next couple of months leading to the rise in hotel occupancy, said top company officials.

A large part of the hiring is focussed on scaling up of product and technology categories, while some are being done to back fill the exits. The hiring revival in the travel and tourism industry comes after millions of job losses and huge revenue erosion during the first and the second waves of the Covid-19 pandemic.

According to market reports, Lemon Tree Hotels, which had to let go of several employees by the end of the second wave, plans to hire about 1,500 people over the rest of the year with the opening of 20 upcoming hotels and to add manpower to its existing hotels. In the fiscal third quarter, the hotel chain had hired 1,500 as travel resumed after the second wave. Royal Orchid and Regenta Hotels plans to hire 1,000 people as it expands to new markets and cities and adds 100 hotels to its portfolio in 2022.

Travel agents too are augmenting manpower with travel picking up and the possibility of accelerated growth with the opening of

airspace and borders. EaseMyTrip plans to double its employee strength by the end of the next financial year.

According to Economists and top company officials, the expansion of the Emergency Credit Line Guarantee Scheme (ECLGS) in the recent union budget by Rs 50,000 crore, with the additional allocation earmarked exclusively for the hospitality sector, will have a multiplier effect in employment generation. The budget allocation of Rs 50,000 crore for the hospitality and related enterprises is seen sending a positive signal for the industry to say that the worst is behind us. This is expected to give an impetus to the sector to expand, leading to the creation of both white- and blue-collar employment.

The relaxation of rules for international travellers — no compulsory isolation or RT-PCR test for the fully vaccinated — is also expected to lead to an increase in foreign tourist arrivals.

Others that are ramping up include Zostel, a chain of backpacker hostels, which is looking to hire people who can scout for and set up properties in India, said chief operating officer Deep Banka. Fortune Park Hotels is looking at onboarding a minimum of 1,000 people in the next six months.

Pride Group of Hotels signs 'Pride Biznotel' in Gir



Pride Group of Hotels, one of the fastest-growing hotel chains, has now signed 'Pride Biznotel' at the renowned Lion den at Gujarat's Gir National Park. The property will come into operation from April 2022. It will be the group's 12th property in the State of Gujarat. The brand is a moderately priced, upscale,

full-service hotel that meets the discerning needs of the business, adventure and leisure traveller.

The brand claims Pride Biznotel Gir will offer the most fascinating hospitality experience at one of India's most famous holiday destination."

Furore over Genetically Modified (GM) foods norms: FSSAI finds them essential



It appears that the proposed regulations for Genetically Modified Food Products have created a furore amongst civil society, which reportedly has made several contentions with the FSSAI, which has reportedly received a large number of representations against the proposed regulations expressing concerns. However, FSSAI officials say that GM food items are already available in the market, like soybean oil. Besides, there are GM enzymes that are currently in use in the food industry. And therefore, there was a greater need to regulate GM food and its derivatives.

FSSAI has not banned GMO products but has been directing

FBOs to seek permission from the Authorities before importing any GMO products. FSSAI understands the effect of GMOs on the environment and the health of the consumers. Hence, experts suggest that initially starting by implementing the system of seeking approval can be improvised later to completely ban the use of such ingredients. Seeking approvals allows the authorities to know the amount of GM ingredients imported in the country and then consider alternatives to replace the use of GM products.

Meanwhile, the proposed regulations lay rules applicable to Genetically Modified Organisms (GMOs) or Genetically

Engineered Organisms (GEOs) or Living Modified Organisms (LMOs) intended for direct use as food or for processing, and food or processed food containing Genetically Modified ingredients produced from but not containing LMOs or GEOs or GMOs. According to the draft, 'No person shall manufacture, store, distribute, sell or import in the country any food or food ingredient, as the case may be, derived from Genetically Modified Organisms, except with the prior approval of the Food Authority.' Further, all food products having individual GM ingredient 1% or more shall be labelled and shall be as: 'Contains GMO/Ingredients derived from GMO'. The draft also specifies the procedure for grant of prior approval which says that a prior approval for environment safety was needed from GEAC in case food contains living modified organisms. In case of food that does not contain living modified organisms but is genetically modified or engineered food, application can be submitted to FSSAI directly.

FSSAI told to ask FBOs to give veg or non-veg info as an obligation



The Delhi High Court has directed FSSAI to ask food business operators (FBOs)

to provide full details with respect to the ingredient and its source (veg or non-veg) on

food products' label. The High Court has also asked the Food Authority to issue a fresh notice regarding declaration of the info and about the 'obligation' on the food businesses for the same. According to published reports, the Delhi High Court had ordered that the Food Authority should issue a fresh notice and make it widely publicised stating that the

obligation is placed on FBOs to disclose the vegetarian or non-vegetarian nature of the food. The court has observed that the 'non-discloser' of the food item

being veg or non-veg, affects the 'fundamental rights'.

Earlier, on court's direction FSSAI had issued a direction asking

food businesses to declare on the label 'correctly' whether the food product is 'Veg' or 'Non-Veg', irrespective of the percentage of any ingredient in the food.

Sections 32 & 38 of FSS Act may be used in conjunction & harmoniously: FSSAI



Food Safety and Standards Authority of India (FSSAI), has stated that the food safety officers can, if required, take the samples of the 'concerned food article' even in case of 'improvement notices' served to the food businesses under Section 32 of the FSS Act. The FSSAI has stated that the two enforcement sections of 32 (improvement notice), and 38 (drawing of statutory samples of the food article), of the FSS Act may be used in 'conjunction and

harmoniously', if required.

The food authority earlier had clarified that under Section 32 (improvement notices), the lifting and analysis of food samples is not mandatory. Especially when grounds of non-compliance are evident from the product label, advertisement, or when the composition of the said product is not under challenge. It was also clarified earlier that such food businesses may be granted

reasonable time to suitably improve/modify their product label, rectify the advertisement, to strictly comply with the relevant regulatory provisions, failing which further enforcement action shall be initiated against such FBOs as per the provisions under the FSS Act.

The objective was to avoid inordinate delay in matters which do not involve food safety and avoiding unnecessary burden on the adjudication system of the states.

Now the Food Authority has clarified that these earlier clarifications do not bar the food safety officers from taking samples for analysis. The FSSAI has asked the state food authorities that the two sections of 32 (improvement notice), and 38 (drawing of statutory samples), may be used in 'conjunction and harmoniously'.

FBOs told to comply with hypoallergenic milk substitute stds from April 1



FSSAI has asked food businesses to comply with the standards

of hypoallergenic milk substitute products as specified under the

FSS (Food for Infant Nutrition) Regulation, 2020 from April 1, 2022. FSSAI has issued a clarification regarding standards of 'hypoallergenic infant milk substitutes' saying that the regulations will come into effect from April 1, 2022, and the 'Food Business Operators' need to comply with the notified regulations.

“It is to clarify that regulation 15(1)(a) (of infant nutrition regulation) already covers hypoallergenic infant milk substitute products based on extensively hydrolysed whey protein or casein or free amino acids. Hence the two hypoallergenic conditions (mentioned in the order) are subsumed in the regulation. The food businesses operators

shall comply with the standards of hypoallergenic infant milk substitute as specified under the regulations which will come into effect from 1st April 2022,” reads the order.

Last year in June, the FSSAI has issued an order allowing the import of products related to ‘hypoallergenic conditions’ - severe allergy due to multiple food

protein intolerance that cannot be effectively managed by extensively hydrolysed formula and cow milk protein allergy - till March 31, 2022, after the food businesses sought time to comply with the standards notified in December 2020. The dates for compliance of these regulations were extended up to April 1, 2022.

Indulge in the joy of gifting with ‘Moments by the Leela’ E-Gift Card



The Leela Palaces, Hotels and Resorts introduced Moments by The Leela E-Gift Card. It is specially designed so guests can indulge in gifting with experiences

ranging from escapades, dining, and spa therapies across Leela hotels in India. Moments by The Leela prepaid gift cards can be purchased online and redeemed

for multiple transactions against accommodation, holiday packages, dining, spa and other spends across participating hotels from The Leela portfolio in India.

JustMyRoots partners with celebrity chefs, to facilitate food delivery



For the first time in India, food lovers will be able to order their favourite dishes cooked by their favourite chefs. JustMyRoots has partnered with top celebrity chefs, catering to the

wishes of the consumers, enabling delivery of made-to-order dishes by their favorite celebrity chefs and influencers.

With a robust network of delivery system and supply chain, it is the only brand in the country to have developed this concept of taking meals cooked by celebrity chefs to the end consumer, across cities. It is India’s first inter-State home delivery service that facilitates delivery of perishable cooked food/others across cities with packaging that keeps the food fresh for more than 26 hours. Over a period of three years the

company has been delivering cooked meals, unique and authentic to a particular region across the country to customers in over 25 cities.

Considered to be a game changer in the field of food delivery, under this collaboration, customers will be able to place live orders while the celebrity chef is cooking. Whether the chef is cooking on any platform, be it on social media channels or OTT, their fans can place order on the app and get that favourite dish delivered right at their door step.

jüStA unveils the jüStA Morjim Beach Resort, Goa



Justa Hotels has launched Justa Morjim Beach Resort, Goa. The resort boasts of well appointed rooms with inspiring décor and layout that blends with

the natural surroundings. The property has 18 rooms categorized into superior, premier, deluxe and suite. It also has sun decks, sit outs, private beach access, gardens and much more.

Guests can indulge in activities such as taking a dip in the vast swimming pool, walking on the beach close by, playing multiple indoor games or participate in a rejuvenating yoga session at the yoga shala. They can also enjoy a luxurious spa massage crafted by blending natural ingredients inspired by traditional Asian

therapies combined with modern beauty recipes. The Wire Room is an intricately designed restaurant serving both local and global cuisine accommodating up to 80 people at a single time. The food at this Food and Beverage outlet is already gaining popularity with the patrons from Morjim and beyond.

Morjim is well known for its beach, green surroundings, dolphins and Olive Ridley Turtle sightings. This attracts several animal and bird watchers from all over the world.

Unlicensed eateries, aggregators in Mumbai facing tough legal times



A group of restaurants in the country has approached the Bombay High Court, seeking its intervention in shutting down all unlicensed eateries across Mumbai till they get such necessary licences. Indian Hotel & Restaurant Association (AHAR) also wants the court to direct the Municipal Corporation of Greater Mumbai (MCGM), commissioner of police, and other authorities to take appropriate action under the law against illegally operating eating houses.

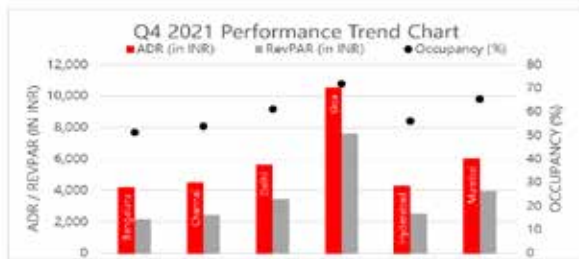
The association also alleged that food delivery aggregators such as Zomato and Swiggy have enrolled several illegal eating houses as their members, and has urged the court to initiate a thorough investigation and order registration of FIR against officials of eight food delivery service providers.

According to the association, taking advantage of lockdown imposed by the Government of India, several unauthorised and

illegal eating houses who were operating their businesses, have increased their business activities, and several new unauthorised and illegal eating houses have sprung up all over the Mumbai and other cities across India. It alleged that these illegal eating houses are operating without mandatory permits and licences including those under the Maharashtra Shops & Establishment Act and Food Safety and Standards Authority of India (FSSAI) registration.

AHAR is the largest association of hotel and restaurant owners in the country, and has more than 8,000 affiliate members in Maharashtra. Apart from various state and central regulatory authorities and ministries, AHAR has made eight online food delivery aggregators including Zomato, Bundl Technologies that operates Swiggy, and Dunzo Digital among others as respondents.

Indian hospitality sector witnessed a 100.3% YoY RevPAR growth in Q4, 2021: JLL



The Indian hospitality sector witnessed a growth of 100.3% year on year in Revenue Per Available Room (RevPAR) in quarter four of 2021, according to JLL's Hotel Momentum India (HMI) Q4, 2021. The quarterly RevPAR of Q4 (October-December) was at 41.9%. As per JLL, while the latter part of Q4 started to witness some impact from the Omicron wave, the quarter was largely the best performing period of the last

year bolstered by long weekends, holidays during festivals, and social gatherings. Business travel also resumed albeit in low numbers in some markets. The last quarter of 2021 (Q4 2021) also witnessed a significant increase in international arrivals as compared to the same time in the previous year.

The firm said the next two quarters are expected to witness

growth in airline and rail travel and provide impetus to hotel performances as the current wave subsides. The domestic segment will continue to drive demand for both corporate and leisure travel. As restrictions against social gatherings ease, the social MICE (Meetings Incentives, Conferences, and Exhibitions) segment will improve to provide much-needed business to the industry going forward.

The firm said the total number of hotel signings in Q4 of 2021 stood at 85 hotels with 7,347 keys. The hotel signings witnessed a significant increase of 81.9% as compared to signings in Q4 2020. Domestic operators dominated signings over international operators with a ratio of 52:48 in terms of inventory volume.

IRM India Affiliate, IHCL collaborate to strengthen risk-readiness in hospitality



With an objective of strengthening risk-preparedness in the hospitality industry, the Institute of Risk Management, India Affiliate (IRM India Affiliate) has signed an MOU with Indian Hotels Company (IHCL), India's largest hospitality

company. The partnership is aimed at building a robust enterprise risk management ecosystem in the Indian hospitality sector. IRM is the world's leading professional body for Enterprise Risk Management (ERM), offering 5-level pathway

and internationally-recognised designations in ERM.

As the hospitality sector seeks new avenues of growth through diversification and change in business models, an ERM framework can be a critical factor in ensuring business continuity, raising capital, generating revenue through innovative models and increasing stakeholder confidence. Identifying risk champions across the hotel value chain and getting them trained in the fundamentals of ERM is expected to significantly enhance the quality of decisions thereby making risk-intelligence an embedded component of everything a hotel does.

Radisson Hotel Group adds nine hotel signings across South Asia in 2021



Radisson Hotel Group further strengthened its portfolio in India with the signing of nine new hotels across five brands in 2021. Located in key gateway cities and emerging destinations, these new hotels will collectively add over 1,000 rooms to its domestic network in the next three to five years. In 2021, the Group grew its presence in India with the opening of 12 new hotels and introducing two new brands,

including Radisson Individuals and Radisson RED.

The Group announced four hotel signings in the first half of 2021 despite pandemic challenges. These included Classic Grande Imphal, a member of Radisson Individuals, The Elite Narsapura, a member of Radisson Individuals, Park Inn by Radisson Vadodara and Park Inn by Radisson Vellore. These were followed by

five additional signings towards the second half of the year – Radisson Resort Kumbhalgarh, Radisson Blu Resort and Spa, New Gurugram, Park Inn by Radisson Deoghar, Radisson Hotel Jamsheedpur, and Park Inn by Radisson Ahmedabad Daslana.

Currently, with 105 operating hotels in India, Radisson Hotel Group added 1,161 rooms to its network in 2021 with 12 hotel openings. Its diverse portfolio recorded the addition of hotels and resorts across Dharamshala, Nashik, Lonavala, Pahalgam, Sonamarg, Chandigarh, Vizag and Imphal amongst other leisure destinations. With an increasing demand for domestic and experiential travel, Radisson Hotel Group stands ready to deliver memorable experiences to guests with its countrywide network of hotels.

The Westin Goa hosts The Goa Collective Bazaar throughout 2022



The Westin Goa recently announced an year long association with 'The Goa Collective Bazaar (GCB). Catering

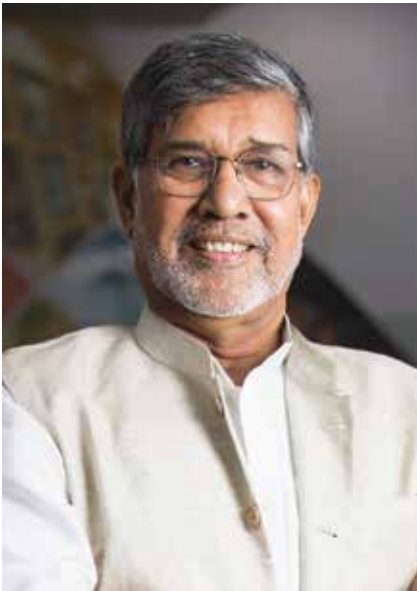
to localities and tourists who have spent many days at Anjuna Flea Market, and Ingo's Saturday Night Market, The Westin Goa now

redefines flea markets and brings a complete shopping experience.

The Feb'22 edition of GCB which was also the first The Westin Goa x The Goa Collective Bazaar witnessed 700+ footfalls with over 70+ unique stalls giving attendees a glimpse of the property.

This new venture is aimed at promoting local brands, giving them a space to showcase their offerings and ultimately creating an experiential for the Goa community. Goa Collective Bazaar popup will take place on 22nd March at The Westin Goa.

Nobel Peace Laureate Kailash Satyarthi joins the 'Icons Of India By The Leela' initiative



The Leela Palaces, Hotels and Resorts welcomed Nobel Peace Laureate Kailash Satyarthi, to its Icons of India by The Leela initiative. He envisions a world where all children are free, safe, healthy, receive a quality education, and can realize their potential. Partnering with Kailash Satyarthi Children's Foundation (KSCF), The Leela has committed to empowering children by sponsoring 10 Bal Mitra Gram (BMG) or Child Friendly Villages, an internationally recognized model for child-centered rural development while promoting

child protection and child development.

Icons of India by The Leela is an initiative aimed at recognizing and nurturing the essence of India and the richness within through a celebration of India's finest who are the world's best. Through this initiative, The Leela aims to create meaningful experiences that inspire guests and allow them to connect through a shared passion. The brand had earlier announced sarod virtuosos Amaan and Ayaan Ali Bangash as their Icons of India by The Leela.

PRODUCTS

Agromatic Foods launches range of high protein vegetarian meat under brand 'Letz Vez'



Bengaluru-based startup Agromatic Nutrifoods has announced its foray into the alternative protein segment with the launch of a new plant-based meat brand 'Letz Vez'. In the initial phase of launch, the company has introduced six products, namely Kebabz, Keemah, Nuggetz, Pattiez, Popz, and Sausez. According to the brand, the entire range is vegan- and vegetarian-friendly, while being rich in protein, fibre, vitamins and minerals. It is claimed that unlike conventional meat products, Letz Vez plant-based meat is completely free from trans-fats and cholesterol, making it a healthier protein alternative for everyone. The brand also claims that, produced using the latest high moisture extrusion technology, the products have been developed after years of extensive R&D undertaken by a dedicated team of food scientists and experts.

Lavazza sustainable coffee range now available in India



Lavazza, the Italian brand that is among the world's leading coffee roasters, brings to India a collection of sustainable coffee blends from around the world with its range of La Reserva de ¡Tierra! - Colombia, Brasile, India and the newly launched La Reserva de ¡Tierra! selection which is an aromatic espresso with medium body and a sweet taste. It is claimed to be a unique blend with a perfect balance between notes of jasmine flowers, almonds and milk chocolate that has been developed by skillfully selecting and combining Arabica from the best origins of Central and South America.

The range is claimed to be a collection of the finest and sustainable coffee blends carefully designed and crafted to offer professional baristas, the unique taste experience of a coffee origin land.

Nourish Organics launches Variety Pack Range with cookies, cereal, bar



Nourish Organics a homegrown clean label, sustainable, organic food focussed brand launches a new Variety Pack Range which includes The Variety Cookies Pack, The Breakfast Cereal Variety Pack and The Variety Bar Pack. The brand claims this new category is one of its kind and part of the company’s aim at making nutrition that fits one’s lifestyle through sustainable, honest food.

It is claimed that the Variety Cookies Pack contains a range of wholesome, nutritious, and yummy cookies in one go. The pack includes Oats Cranberry Cookies, Chocolate Coconut Cookies, Ginger Oats Cookies, Fig Amaranth Cookies, Chia Turmeric Cookies, Almond Buckwheat Cookies.

Red Bull India launches new limited edition with the taste of Watermelon



Red Bull India has launched new Red Edition with a refreshing taste of Watermelon. According to the brand, it is a perfect on-the-go drink to vitalise the body and mind and a refreshing take on the taste of the classic Red Bull Energy Drink. The drink is now available nationally across retail outlets like Reliance Retail, More, Spencer’s, Ratnadeep and across ecommerce platforms – Amazon, Big Basket, Flipkart, Swiggy Instamart.

Alpenliebe launches new coffee flavoured Eclairs



Alpenliebe – the candy brand from the house of the confectionery major Perfetti Van Melle India unveiled its association with BRU Instant for the launch of a unique offering Alpenliebe Eclairs Plus Coffee. The new coffee choco flavoured Eclairs - Alpenliebe Eclairs Plus Coffee has been launched in partnership with BRU Instant, from the house of Hindustan Unilever Limited. It is claimed that this will offer consumers the rich coffee taste and aroma of BRU coffee, combined with choco flavour and will further boost the consumption of Eclairs in the Indian market.

Taco Bell launches ‘Cheese Max Box’ filled with Mexican delights



Taco Bell, the world’s leading Mexican-inspired restaurant brand, has launched ‘Cheese Max Box’. The company said that it is a wholesome experience for all cheese lovers. It is claimed that this new meal box is designed to delight consumers, encouraging them to go-all in on cheese and conveniently savour their favourite offerings in one single box. According to the brand, it aims at providing a unique meal option to consumers who are looking to satiate their cheese cravings. The go-to combo comprises of four items – The Ultimate Cheese Taco, Mini Quesadilla-Cheese, Cheesy Seasoned Nachos & Unlimited Pepsi. The star-product of this combo is -The Ultimate Cheese Taco filled with mozzarella cheese along with two-blend cheese & Taco Bell’s signature exotic ingredients on top.

Hershey India expands its portfolio of breakfast with the launch of Crunchy Cookie Chocolate Spread



Hershey India Pvt Ltd, a part of The Hershey Company, a leading global snacking giant and the producer of chocolates in North America, launched Crunchy Cookie Chocolate Spread, which is an extension to the existing Hershey’s chocolate spread, available in variants including cocoa with almond and cocoa. According to the brand, Hershey India’s new crunchy spread, combining creamy chocolate spread and crunchy cookies, aims for chocolate lovers look forward to their breakfast and aims to expand the company’s reach to Millennials and Gen Z audiences, who are seeking multi-sensorial options to turn breakfast into the day’s favorite meal.

Signs of Revival of Tourism Sector in States/Union Territories

Here are the reports sent by a few State / City coordinators of Hotel and Restaurants Association (Western India).

NAGPUR

Financial Year 2021-22 experienced two Covid waves, of which the first one was extremely terrible while fortunately the other one was mild. Opposing continued lockdown by the State Government in April 2021, Nagpur Residential Hotels Association (NRHA) participated in silent protest under #MissionRoziRoti as called by Hotel and Restaurant Association - Western India (HRAWI), Association of Hotel and Restaurant (AHAR) and National Restaurants Association of India (NRAI) coming together and forming 'United Hospitality Forum of Maharashtra' (UFHM), wherein Restaurant and Hotels Owners along with staff got assembled outside their establishment maintaining proper distancing with masks and holding placards and posters of the protest.

In July 2021, despite Nagpur city witnessing Covid cases at Level-1, the State Government

carried strict lockdown protocols of Level-3. To express protest NRHA participated in a strong way by forming 'Sarkar Jagao Vanijya Bachao Sangharsh Samiti' (SJVBS) along with other trade association and carried various efforts including writing to the State Government and undertaking a massive Sarkar Jagao Car and Bike Rally.

On 27th September NRHA celebrated World Tourism Day along with elderly residents of Ashokvan, a project managed by Maharogi Sewa Samitti, Warora initiated by Padma Vibhushan Late Shri Baba Amte ji, near Jamtha, which is now home for leprosy recovered patients. NRHA team carried lunch packets, sweets, desserts, namkeen, and biscuits for the residents of Ashokvan; which was distributed following all Covid protocols. On the occasion, NRHA also carried tree plantation at Ashokvan.

In October 2021, AGM & Election for new body of two years was conducted wherein Tejinder Singh Renu and Deepak Khurana

were re-elected as president and secretary of NRHA, respectively.

In November 2021, a delegation of Nagpur Residential Hotels Association (NRHA) led by its president, Tejinder Singh Renu met Mrs. Vimala R, IAS – Collector Nagpur and submitted suggestions in writing and held discussions to improve city tour in order to promote regional tourism.

NRHA celebrated Diwali get-together with family at Madhuban Village Farm & Resorts near Katol, wherein Members with family enjoyed games like; carom board, pool-table, Table Tennis, Football, spoon & marble race, and housie were conducted by NRHA for its members, which were enjoyed by all with great enthusiasm. Likewise, NRHA members also enjoyed Adventure sports, Swimming, and rain-dance with music.

In December 2021 and February 2022, NRHA met Collector Mrs. Vimala R. and submitted



As India celebrates the 75th Independence Day,

Let's revisit the incredible stories of courage and valour.

On the 75th anniversary of our independence, let's set out and explore those historic sites that stood witness to our freedom struggle and remember the countless sacrifices done by those who dedicated their lives and resources for the country.



**Sabarmati Ashram,
Gujarat**

Home to Mahatma Gandhi and the ideology that set India free - non-violence.

**Jallianwala Bagh
Memorial, Punjab**

This sacred pilgrimage site honours the fallen victims of the Jallianwala Bagh Massacre.

**Cellular Jail National
Memorial, Andaman**

A former British prison, the Cellular Jail now serves as a shrine to the political dissidents it once imprisoned.

**Red Fort,
Delhi**

On August 15, 1947, India's first Prime Minister hoisted the national flag at the Lahori Gate here.

**INA Memorial,
Imphal**

Dedicated to the soldiers of the Indian National Army, it pays tribute to the soldiers who sacrificed their lives for the nation.

**Jhansi Fort,
Uttar Pradesh**

The Fort stands as a tribute to the warrior queen Rani Lakshmbai who fought against the British.

memorandum to relax timings and restrictions as Covid cases had dropped drastically.

In March 2022, NRHA arranged FoSTaC offline training for its member at Hotel Dwarkamai, Nagpur wherein 21 Hotel members and their staff could take advantage of daylong training by the experts. NRHA also dispatched a memorandum to Shri Uddhav Thackeray – Hon'ble Chief Minister, Shri Ajit Pawar - Hon'ble Deputy Chief Minister, Shri Balasaheb Thorat - Hon'ble State Revenue Minister, Shri K. B. Umap - Hon'ble State Excise Commissioner requesting, reconsideration and rollback of this notification.

DAMAN

Lots of changes are taking place in Daman including new Tourist attractions like Bird sanctuary, Beach side new Roads, Water sports at Jampore Beach, Garden at Jetty, Redevelopment of Market while maintaining old Portuguese designs, Multi- Level Parking, Beach Amphitheatre, Tribal hand-made items, Souvenir Shop, Solar Parks etc. The other important developments are :

- Daman Diu daily Helicopter service at a subsidised rate of Rs 5000 plus to & fro.
- Airport coming up shortly in collaboration with Indian Coast Guard Service.
- Giants group is organising a Three days mega convention on 29 th ,30th April & 1st May, where members from all over India would be attending, thus benefiting the Hotels and Restaurants.
- Road Widening work going on in many parts of Daman.

All the above are expected to boost Tourism in the coming months.

GOA

In Goa the Government lifted COVID restrictions as there was a drop in COVID cases. The State Government allowed cinema halls, casinos, gyms, swimming pools, educational institutes, restaurants, pubs, spas, and all other commercial establishments to operate at full capacity. Tourists could now enter Goa via Road, Rail, and Airways without any testing at the State borders, Railway stations, and Airports or producing a fully vaccinated or RT-PCR COVID 19 negative certificate.

Due to the war in Ukraine, Russia had suspended International flights. The last flight arrived on March 3rd and returned on 7th March, 2022. The Indian Government would be restarting international flights from 27th March, 2022. That may bring some footfalls to Goa. TTAG wanted tourism minister to implement digital meters in taxis at the earliest and address the problems of poor infrastructure in the coastal beach belt and complete the on-going projects before taking up new projects. Several tourism related projects, such as the convention centre at Donapaula and the renovation of Donapaula Jetty, must be completed as a priority by the government.

The TTAG also demanded that the Tourism Minister address the issue of severe electricity problems in Calangute and the Baga coastal belt. There were also water and sewerage issues in the northern beach belt. Although the sewerage

lines have been laid down, they have not started working in the Calangute area. The tourists in South Goa were complaining of the foul smell at the Colva beach because of untreated garbage. It was demanded that the government permit app-based cab aggregators like Ola and Uber to operate in Goa as it would be beneficial for both drivers and customers.

(A separate story on Goa's ongoing/upcoming festivals is separately included in this edition.)



WELCOMHERITAGE TADoba VANYAVILLAS RESORT & SPA (ROYALE BLUE RESORTS INDIA PVT LTD)



WelcomHeritage Tadoba Vanya Villas is luxury property near Kolara gate of Tadoba Andheri tiger Reserve. This property is Spreaded across 65 acres, it is also a house of a private lake adjoining the property to take morning stroll. We also have 2 in-house restaurant , Banquet Hall, Lawn for social function, swimming pool, Gaming zone, and Spa



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Turnstone Hospitality LLP is a leading, full suite consulting house in the Hospitality and Tourism space headed by industry veterans who have led global mandates as CXOs and CEOs in the Taj & Marriot group. The core team, consisting of Mohankumar PK, Shishir Mathur, Manish Jain and T Shivdas are names to be reckoned with and have a collective experience of 125+ years.

Turnstone is a one-stop shop to assist and guide Hotel owners through the entire life cycle of their business, starting from inception to divestment. The single focus is to discover value adds in various pockets of operation and ensure a sustainable and profitable venture.



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APPOINTMENTS



Sanjeev Advani
Vice President -Sales
The Orchid Group

Advani is a hospitality professional with over 30 years of work experience in the industry. Prior to this, he was associated with Lemon Tree Hotels as area director of sales - Western Region. He has worked with reputed brands such as The Leela, Grand Hyatt, Oberoi, Hyatt Regency, Sofitel, Hilton Shillim and Lemon Tree Hotels.



Neha Rana Dutta
Chief HR Officer
Espire Hospitality

Dutta has 15 years of working association with Leela, Shangri-La, Hilton, Westin and Radisson. She has held many responsibilities with leading properties and is a seasoned hospitality industry personnel.



Ankita Bhawsinka
Cluster Senior Marketing
Communications Manager
Marriott International Pune

A PR professional with over nine years of experience in industries spanning from media and timeshare to hospitality, Bhawsinka is an alumnus of Symbiosis International University, having completed an MBA in Marketing and Finance. Prior to her current role, she headed the marketing and communications for Hyatt Regency Pune, including during the tumultuous phase of the pandemic.



Dinesh Maan
F&B Director
Conrad Pune

Maan brings over 13 years of professional expertise in the hospitality industry which includes converting strategic direction to quantifiable results with a focus on day-to-day operations. His areas of operations will be to maximise employee productivity, integrate F&B trends into Conrad's culinary offerings, further enhance the hygiene & safety standards and align F&B activities in tandem with maintaining smooth operations. Maan is a graduate in Bachelor of Hospitality Management from National Institute of Hotel Management Dehradun, Maan enjoys spending quality time with family in his leisure time.



Pratima Badhwar
Head - Commercial
Accor India and South Asia

Pratima Badhwar has a 19-year long career in the hotel industry with an extensive background in Sales and Distribution. Badhwar holds a diploma in Hotel Management from IHMCTAN Chandigarh, affiliated with IHM Pusa.

HRAWI MEMBER LIST SURGES

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



HOTELS	
Name of the Establishment	Address
Tadoba Vanya Villas Resort & Spa	Khasra No 41, Chaiti Tukum, Post Devadi Kolara Gate, Chimur - 442903
Hotel Royal Orbit	"Survey No. 194, Ghansore Village, cross Tilwara Bridge, Madhya Pradesh 482051"
Hotel Centre Park	B-Block, GTB Complex, New Market, Bhopal, Madhya Pradesh - 462003
The Onyx	Plot No. 03, Somalwada Square, Wardha Road, Nagpur - 440005
RESTAURANTS	
Name Of The Establishment	Address
FISCO Hub Restobar	Shanti Ashram Signal, New Link Rd, opposite Lotus Multispeciality Hospital, Borivali West, Mumbai - 400103
FISCO Restobar	Shop No 3, GYMKHANA, Blue Empress, Boraspada Rd, opp. POISAR, Dev Nagar, Kandivali West, Mumbai - 400067
ASSOCIATES	
Turnstone Hospitality LLP	Kabra Centroid, 1008-b Wing, CST Road, Kalina, Santacruz (E) - 400098
Sasha Integrated Services Pvt. Ltd.	79-B, Kandivali, Charkop Industrial Estate, Kandivali West, Mumbai - 400067
"Aurangabad District Hotel And Restaurants Owner Association"	"O/A, Hotel Kartiki, Samarth Nagar, Aurangabad - 431001"
"ACO Systems and Solutions Pvt Ltd"	"Unit No: 4B - 43, 4th Floor Paragon Plaza, Phoenix Market City, Lal Bahadur Shastri Rd, Kurla West, Kurla, Mumbai, Maharashtra 400070"
Food Culture	35-B, Khatau Bldg, 2nd Floor, Alkesh Dinesh, Modi Marg, Fort, Mumbai - 400021
D Cube Exhibitions	"Gala No. 2, Samyak Estate, Sonawala Cross Rd Number 2, Goregaon E, Mumbai - 400063"



Ministry of Tourism
Government of India



Rediscover the incredible journey that transformed a palace fort into a symbol of freedom.

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India's independence.



As India celebrates the 75th anniversary of its independence, let's set out and explore those historic sites that stood witness to our freedom struggle - like **the Red Fort** where on August 15, 1947, the first PM of India raised the Indian flag - and remember the countless sacrifices done by those who dedicated their lives for the country.

Incredible India

HOTEL INDUSTRY GETS DOMESTIC DEMAND AS A STRONG COMPANION

It is quite gratifying to note that the hotel industry of the country has started showing the much awaited positive trends. Market reports indicate that the hotel bookings for the March-May period this year have surpassed the pre-pandemic levels of the same period of 2019.

What has started driving the industry forward is the strong domestic demand. The trade and industry segments of the country have started to breathe properly with the Covid-19 third wave having drastically subsided. Leisure travel is also picking up momentum.

According to hotel industry chieftains, the long-term outlook of the industry is going to be far more positive than it was 5-10 years ago. At the same time, with the fear of the fourth wave of Covid-19 hanging in the air, the volatility and geopolitical sentiments around the world make it difficult to make a forecast beyond 3 months. This fact cannot be overlooked in forecasting growth of the industry.

While the international flights have resumed on March 27th, an immediate upsurge in this segment cannot be expected, as for tourists the best climate to come to India is between October and March.

It is hoped that there will be concerted efforts by all stakeholders to further push the domestic demand through attractive travel packages and increased focus on guest satisfaction. As international travel gains momentum within the next few months, we can hope that those rosy days would again greet the hotel industry.



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Rediscover the incredible journey that transformed a commoner into a warrior queen.

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As India celebrates the 75th anniversary of its independence, let's set out and explore those historic sites that stood witness to our freedom struggle - like the **legendary fort of Rani Lakshmi Bai**, who fought against the British colonial rule - and remember the countless sacrifices done by those who dedicated their lives for the country.

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