

HRA Today



MARCH 2019
Vol: 2 Issue 03
Pages 32 ₹20
RNI No.: DELENG/2018/76917

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

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This issue of HRA Today contains 28+4 pages cover

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Hotels with amusement parks

Pradeep Sharma, President, IAAPI, says that there are several innovative ways by which hotels can tweak their offerings, making themselves more attractive to customers



My Dear Members,

I would like to start by offering heartfelt condolences from our fraternity to the families of the 40 brave heart CRPF soldiers who lost their lives in the pusillanimous Pulwama attack on February 14, 2019. This act has led to increasing animosity with our neighbour. A valorous retaliatory decision by our government saw our IAF fly to Balakot, and the rest is history. The response of our government has been very calculated to befittingly justify our action as being against the terrorists and not against our neighbour. In this moment of sadness, our hearts go out to the families of our brave hearts. Our Executive Committee meet in Nagpur this March started with a two-minute silence in their honour.

Cities like Mumbai, Delhi, Jaipur, Amritsar and the area of J&K are on high alert, attracting colossal media attention from the world. This spells doom for our fraternity. Owing to the present scenario, many countries have issued travel advisories against travel to India, mainly to the cities mentioned above. This has brought further concavity to the already dismal industry figures. With a prolonged winter, our hopes for a good season this year and attracting further visitors to the country hoping to expand tourism now looks bleak.

But as proud Indians, the need of the hour is for us to support our nation and our government in every way. Security is once again of prime importance. We need to make sure that our establishments are safe places for our employees as well as guests. We need to be more cautious and aware of our surroundings. Our continuing dialogue with OTAs and the government stresses, amongst other issues, on this very aspect of safety and security. We have been raising the red flag with the government as well as the OTAs to make them realise how illegal listings on these OTAs are actually ticking time bombs as far as safety and security issues are concerned.

While the government handles matters not in our control, we must look into safety and security of our guests. I request all our members to contribute as much and when they can towards the 'Army Welfare Fund Battle Casualties'.

We stand united, working towards making our country one of the safest tourist destinations. We hope for a safe season so as to avoid any impact on the image of our country and the inflow of inbound tourists.

India is blessed with everything a traveller desires. Countries with negligible attractions manage to invite numerous travellers due to build-up of connectivity and infrastructure; that must be our prime focus. There is something for everyone in India but it is pointless having scenic locales if one cannot reach there. Infrastructure is the lifeline for tourism and we need to invest more in upgrading infrastructure to complement tourism. Development of metro stations, connecting the cities to airports, as well as building freeways and expressways is helping drive hospitality and tourism.

A considerable percentage of growth was documented in 2018 in the domestic aviation sector. The growth was due to the increasing demand being generated from Tier-II and III cities. Airlines are encouraged to deploy smaller, fuel-efficient aircraft with increased frequency on certain routes, which does not invite large numbers of travellers at one time. With new service routes, new airline companies are connecting the metros and larger cities with Tier II and III cities and towns. The government is moving ahead with plans to develop 200 airports in these towns across the country in the next few years, catering to low-cost airlines. To encourage airlines to fly to smaller towns, the government plans to offer financial incentives to Indian carriers, including waiving of landing charges for aircraft with a maximum certified capacity of less than 80 seats operating from non-metro airports. Even night parking charges for airlines will be waived off!

Warm wishes,

Gurbaxish Singh Kohli
President, HRAWI
president@hrawi.com

The Ritz-Carlton to open hotel in Pune

The Ritz-Carlton Hotel Company has signed a long-term management agreement with Panchshil Corporate Park to launch The Ritz-Carlton, Pune, expected to open in 2019. The 198-room property is the brand's second in India and is one of the three hotels in its pipeline for the country. "Pune attracts a mix of business and leisure travellers and shows potential for continued growth in the luxury segment. We look forward to expanding our portfolio in this major cultural destination," said **Paul Foskey**, Chief Development Officer, Asia Pacific, Marriott International. Accessible from the airport, the hotel will house an Indian, a Japanese, and an all-day dining restaurant as well



as a lounge. With 36,000 sqft of indoor and outdoor banqueting venues, The Ritz-Carlton, Pune, will also be a destination for weddings, social gatherings,

business meetings and more. The company has also announced The Ritz-Carlton, Mumbai, which is slated to debut in 2020. The 238-room

hotel will be located in Worli, at the heart of Central Mumbai, a thriving new business district with easy access to Mumbai International Airport.

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Navi Mumbai airport will be a new experience: Fadnavis

As one of the key speakers at the inaugural session of Global Aviation Summit 2019 held in Mumbai recently, Chief Minister of Maharashtra, **Devendra Fadnavis**, said Maharashtra is an industrial state and the way the aviation sector is witnessing growth, there is a demand for more infrastructure, more airport spaces. Speaking about the construction of the new Navi Mumbai airport touted to be operational by 2020, the minister said that the airport will offer a

unique experience to travellers. It has capacity to add one per cent to our GDP and apart from this, there are nine airports in the pipeline in the state. While Pune airport is being developed to cater to one of the major IT hubs in the country, Nagpur airport is being developed for its strategic location in national and international flight routes.

A first-of-its-kind event, the summit witnessed the participation of 13 transport and

civil aviation ministers, 36 civil aviation authorities, 800 delegates, and more than 35 exhibitors from over 80 countries. The inaugural session was also attended by **Suresh Prabhu**, Minister of Civil Aviation and Commerce & Industry; **Olumuyiwa Benard Aliu**, President of the Council ICAO; **Jayant Sinha**, Minister of State for Civil Aviation; **RN Choubey**, Secretary, Ministry of Civil Aviation and **Sandip Somany**, President, FICCI.



Devendra Fadnavis

Sterling Holidays launches new resort in Mount Abu



Sterling Holiday Resorts has opened its latest resort - Sterling Mount Abu. This is the group's third resort in Rajasthan, which increases their total holiday network to 36 resorts across the country.

Sterling Mount Abu features 69 guest rooms and offers amenities such as a 24x7 fitness centre, a well-equipped holiday activity centre, a spa, a swimming pool, yoga and meditation room, and a state-of-the-art conference hall which can accommodate

up to 140 guests. The resort has a poolside bar and multi-cuisine restaurant. As a special experience, the resort also has a private entry into the forest, which facilitates bird watching or a hike exclusively for Sterling guests. It has natural landscaping to preserve the inimitable beauty of its surroundings, and thus is in perfect harmony with nature. The Dilwara Jain Temples, built in the 11th century and a quick stroll from the resort, are also a key attraction for guests.

The Fern Kesarval Hotel & Spa opens at Cortalim, Goa

The Fern Hotels & Resorts has announced the opening of The Fern Kesarval Hotel & Spa, Verna Plateau-Goa. The opening of the hotel takes the tally to 57 hotels managed by the company. The property is a 60-room hotel offering contemporary accommodations, a multi-cuisine restaurant, banquet halls, a swimming pool, and poolside lawns. It offers four different categories of rooms: Winter Green, Winter Green Premium, Fern Club, and Hazel Suite. Commenting on the opening of the hotel, the COO of The Fern Hotels, **Suhail Kannampilly**,

said, "This is the third hotel which we are managing in Goa. People visiting Goa will now have one more place to experience our eco-friendly hospitality."

Kesarval Gardens, which originally were the pioneers in open-air weddings in Goa, will however continue to be an independently-run wedding venue. Anybody can book the Kesarval Gardens and have a choice of bringing in their own caterers or The Fern Kesarval Hotel & Spa can also provide catering services for the wedding function.



Lion's Den Resort in Gir joins RCI network

RCI and Kabaria Hospitality have entered an agreement to affiliate the Lion's Den Resort in Gir, Gujarat, into the RCI network. The resort offers exclusive weekend homes at Gir Forest.

Being a premier property in the region and a prime destination for tourists, this affiliation will help members of Lion's Den Vacation Club get priority rating with RCI when it comes to exchanging their Lion's Den Vacation Club Holidays for a holiday anywhere else within India and across the globe with over 4300 resorts to choose from. Commenting on

the affiliation, **Sabina Chopra**, Managing Director, RCI India, shared, "We are absolutely thrilled to welcome Kabaria Hospitality (Lion's Den) into the world's largest vacation exchange network and we look forward to working closely with them to build new and innovative programmes that will provide increased flexibility, benefits, and opportunities to their owners and our members. At RCI, we believe in creating family holidays with unforgettable memories, and our partnership with Kabaria Hospitality (Lion's Den) will complement this vision."



Viola Beacon Resort opens in Lonavala



The Fern Hotels & Resorts has added another hotel to its portfolio with the launch of Viola Beacon Resort, Lonavala. This is the 56th hotel which is managed by the company. The other Beacon properties are located in Ajmer, Amritsar, Bhopal, Jodhpur, Mumbai, New Delhi, Rajkot, and Udaipur. Beacon Hotels are positioned as "smart and efficient" hotels in the economy segment, providing value-for-

money accommodation and offering limited services with all essential amenities. Located off the old Mumbai-Pune highway in the Waksai-Maval area of Lonavala, the 40-room hotel is 6.5 kms from the Lonavala market. The COO of the group, **Suhail Kannampilly**, says, "This is the first hotel opened by the company this year. We plan to open more than 20 properties in 2019."

UpSouth launches sixth branch in Pune

Renowned QSR (Quick Service Restaurant) chain UpSouth recently launched its sixth branch in Pune. Post creating its successful presence in Viman Nagar, Pune Airport, Aundh, Wakad, Phoenix Market City and now Wanowarie, the brand is looking forward to launching more outlets in the city by the year end. UpSouth is a self-service and sit-down restaurant that is committed to bringing Indian and South Indian vegetarian cuisine in a modern, quick-service format with the highest level of quality.

"We are here to create a convenient, affordable, hygienic, and quality-driven South Indian QSR chain in an upscale environment. We are looking forward to creating an impactful presence in the Pune market through internal investments and franchising options. South Indian cuisine is recognised as one of the most popular cuisines. Hence, a great opportunity for UpSouth is to build a successful QSR format nationwide," says **Kumar Gaurav**, Vice President, Billionsmiles Hospitality.

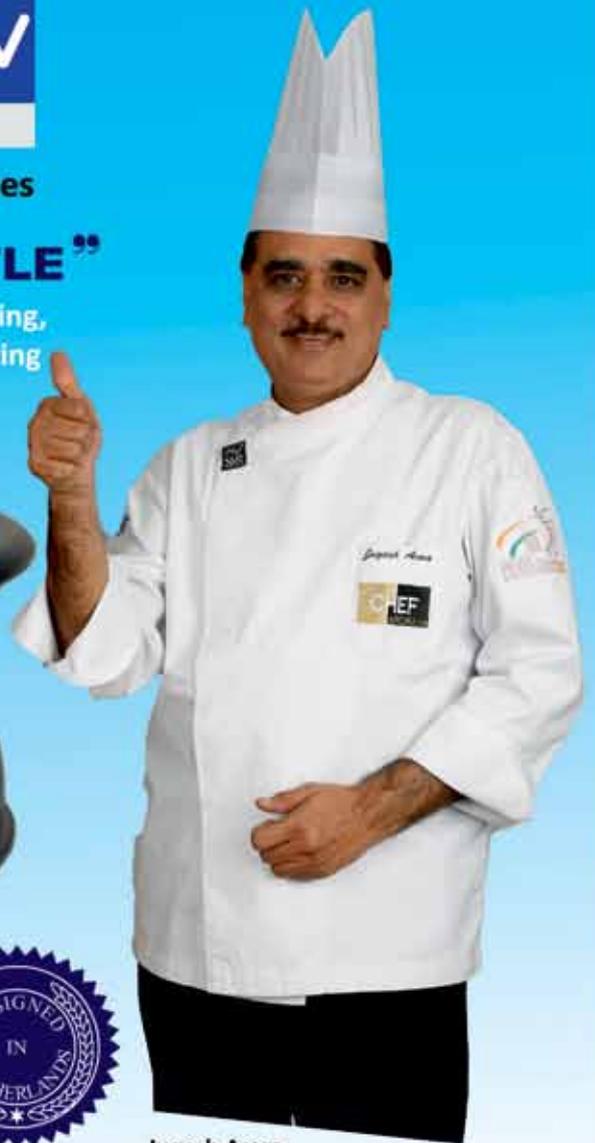




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Safety first, says HRAWI

In a first, HRAWI arranged an interesting seminar on Fire Marshals Training, on March 11, 2019 at the Mumbai Fire Brigade Headquarters in Byculla. Under the new codified fire norms, it is necessary that organisations have trained fire marshals at their establishments. The training complies with the regulatory reform (Fire Safety) order 2005. It was designed for HRAWI members who are desirous of having their members designated as Fire Marshals at their workplace. The seminar was conducted by **Prabhat Rahangdale**, Mumbai Fire Chief & Director - Directorate of Maharashtra Fire Services; **DM Patil**, Senior Station Officer and his team. The venue was packed to capacity with over 125 hospitality professionals from across the city. At the end of the training, participants were awarded a badge and certified as Volunteer Fire-fighters.





Industry trends for 2019

Six hospitality experts share with us their perspective on what will trend this year and how they have prepped themselves to take advantage of it. According to them, Artificial Intelligence and sustainability will top the list.

Hazel Jain



★ **Shubham Chandra**
General Manager, Conrad Pune

Millennials are dominating the travel space and hotels witness an extensive inflow of millennials these days for business as well as leisure. Majority of guests today are self-sufficient and tech-savvy travellers who are comfortable using Apps or mobile websites. Hotels need to make sure their offerings are up-to-date and

user-friendly. Inbound leisure travel is on the rise and these days we see guests from around the globe, either for work or for leisure, who wish to experience the local culture, food, and historical sites.

The explosion of social media is causing hotels to become more involved in destination promotion. This adds value and guests find such content relevant for their travel plans. At business meetings and conferences, travellers expect hotels and conference centres to have high-quality technical equipment and a knowledgeable support staff. Guests are also increasingly expecting innovative wellness options. In addition to healthy food options, growing trends include lighting that energises, air purification, yoga spaces, in-room exercise equipment, vitamin-infused shower water, wellness spa treatments and so on.



★ **Manish Vasudeva**
General Manager, Radisson Blu Resort & Spa Karjat

Most guests are seeking more privacy, which comes with hotels that are more spacious and have larger private dining facilities. State-of-the-art swimming pools and spa facilities are becoming more and more popular as guests not only consider the hotel as a place to stay at but also a facility to relax and rejuvenate. Hotels are also adopting sustainable environmental practices. The sector as a whole has realised that sustainability is a key factor to build a successful hotel branding strategy. An increasing number of brands are being recognised for their green initiatives, which also make guests want to select them as a stay option. Today, guests are constantly looking for loyalty programmes and promotional

discounts so that they also earn while spending. In this thriving e-commerce age with an increasing number of competitive discounts offered by travel portals, guests are always on the lookout for deals. In addition, easy booking and flexible cancellation policies are a priority for guests.

Since ours is a destination property, most of our guests are looking to relax and rejuvenate. Keeping this in mind, we have curated revitalising spa therapies like the deep tissue massage and jet lag therapy. Also, with so many weddings being hosted at the property, our menu comprises essential bridal treatments and a number of skincare regimes for wedding guests.





★ **Pankaj Saxena**
General Manager, Radisson Blu Pune Hinjawadi

One thing all are protrusive on is that hotel technology is set to play a superior role in virtually all aspects of hospitality, from standard operations to marketing systems and fulfilling the guest satisfaction index. We also see data or experience-driven personalisation as an emerging trend. The most up-and-coming innovation strategies will be those that cater to the diverse needs and expectations of today's global travellers. Social experiences will be

key to attracting business travellers, millennials, and gen-Z travellers. Managing with an increasingly diverse range of clients, we are balancing online and offline experiences that maintain the human touch and build consumer trust. We also predict that real-time communication will be key this year. Speaking the same language is necessary for communication.

The hospitality industry is more dynamic and fast-paced than ever before, particularly when it comes to events. We are motivated by health concerns as well as a desire for authenticity, exploring local flavours. These days, the visual presentation of food has also taken on new value through social media.



★ **Satyajit Kotwal**
General Manager, The Resort Mumbai



Maximum usage of Artificial Intelligence (AI) is one trend that will take over every other. More and more hotels are already accepting this

as the way forward and are already working towards it.

Guests (mostly millennials) these days are not keen on interacting with humans. They prefer online solutions, voice devices, face recognition devices, etc. It is AI which will help achieve customer and operational excellence. The year looks very promising for hotels in India. Though 2018 was also good in terms of occupancies and ADRs, in 2019, demand is expected to multiply and result in a huge gap. Occupancies as well as ADRs will increase considerably.





★ **Victor Chen**
General Manager
Le Méridien Goa - Calangute

Sustainability will be the order of the year, be it in terms of resources being used, environmental programmes, or nurturing communities around the business. People are becoming increasingly sensitive to

environmental and social issues. This has to be considered in branding, but we have to be aware of green-washers; consumers are now well-aware that window-dressing exists and they will not buy it. We are committed to driving sustainability through all our services. All our rooms are equipped with jute slippers and jute bags instead of terry slippers and plastic bags. We have replaced plastic straws at our restaurants and rooms with paper straws, and we also run a programme where we reward guests who opt to re-use linen that was laid out for them on the day of their check-in, with either loyalty points or credits that can be availed at restaurants.



★ **Akshay Dimri**
Executive Assistant Manager, Alila Diwa Goa

Guided by recognising and catering to the guest's idiosyncratic preferences and fancies, and through personal interactions with staff, hotels are curating tailored or personalised experiences for their

patrons. These trends are also revolving around with the new technology revolution, rise of responsible and sustainable tourism, engagement with the local community through conservation efforts, and new and different ways in which hotels are incorporating food for the guest experience.

Travel patterns have also changed. Travellers are becoming more aware of their carbon footprint and are looking to minimise it wherever and however they can, starting with booking rooms at hotels with the same values. According to reports, 55 per cent of millennials extend business trips for extra leisure time. Driven by the blurring lines between work and leisure along with the need to have a comprehensive travel experience, corporate and leisure travel is expected to see an uptake. We recognise this and therefore offer self-styled wellness packages which give guests the flexibility to enjoy leisure at their own pace. We also offer distinct leisure conferencing packages with unique F&B and thematic experiences. Some of these include Dine in the Dark; gala dinners with choice of Carnival, Nirvana, Bollywood or Hawaii theme; BRAAI, a fun barbecue concept; and masterclass with chefs. In addition to this, MICE travellers can also participate in activities like Ocean of Fun, a treasure hunt in the village, etc.



The journey of change

The Indian Network on Ethics and Climate Change (INECC); Laya, an NGO based in Visakhapatnam; and **Chef Michael Swamy** recently organised a discussion on food sustainability in Mumbai.

The discussion on 'Towards Food Sustainability: The Journey of Change through a Climate Kaleidoscope' held at Hotel Marine Plaza in Mumbai earlier this year was the second in the series of six such events that will be organised over the next few months at various locations in India. Through these events and workshops, the organisers aim to bring the discourse as a key issue to be addressed at various levels.

A panel discussion titled 'Creating a Mumbai Agenda for a Sustainable Food Future: A Menu of Solutions' was organised. The discussion was important from the perspective of finding ways to have a sustainable food future against the backdrop of feeding a more populous country, fostering development and poverty alleviation at the same time, and mitigating climate change while also addressing other environmental damages. This discussion was also very timely in the context that Mumbai was hosting the fourth season of 'World on a Plate' with two other food festivals, one at Mahalakshmi and the other at Versova. The organisers felt that the aspect of food sustainability, which is not normally on the agenda of these festivals, could be a vital thread to be discussed and brought forward at this time. The panelists comprised chef **Michael Swamy**; chef **Nilesh Limaye**; nutritionist **Aditi Prabhu**; **Atul Gokhale**, Director of Symbiosis Culinary Institute, Pune and



Sarab Matharu, a young, urban farmer. It was attended by over 20 participants who have been engaged in various dimensions of food security, sovereignty, and food sustainability.

Opinions shared

Swamy highlighted the vital contribution that the chef community could make, being the ones who have the power to influence at two levels - one, in relation to food policies and two, moulding customer behaviour and demands. He urged the chef community to become trendsetters for strengthening the sustainability agenda.

Prabhu shared the challenges of urban lifestyles that come in the way of cooking homemade healthy food. She reflected that the lack of time together with the value that urban people put

on convenience food is a worrying trend. She also gave hope saying that young people are slowly coming forward to learn to grow their own food, and cooking and taking up healthy diets. Limaye called upon the culinary fraternity to source local species and experiment with local food. He implored the chef fraternity to pick up fresh food from the local farmer and also cautioned on the aspect of carbon miles accumulated from transport of international food.

Gokhale shared Symbiosis Culinary Institute's unique curriculum which lays thrust on regional food and cooking before getting into French, Mediterranean, Lebanese and pan Asian cooking, unlike other culinary institutes in India that value international cooking as a priority.

“The discussion was important from the perspective of finding ways to have a sustainable future for feeding a more populous country”



I believed tried conquered

Across industries and across geographies, women are increasingly making a mark for themselves. Their journey, however, has been anything but easy! Being equally attentive to work and the household, grappling with the vintage idea of incompetent female bosses (a common but groundless opinion), and bringing in change amongst a group of immensely resilient employees are only some of the many issues that women are smartly quashing. In an industry that demands long work hours and battling hectic schedules, more and more women are bringing in a positive change. In this section, some of these very women share their success stories with us through a series of columns that describe their journey!

(Views expressed in this section are solely of the respective authors. The publication may or may not subscribe to the same.)



Empowering others

Anshu Sarin, CEO, Keys Hotels, believes in fostering a work culture that gets the best out of every employee. The approach is to grant freedom within the framework, which inspires the team to take charge, make mistakes, and learn at the same time.



Anshu Sarin

As any journey does, mine came with its own set of fun and learning opportunities, from when I started out as a management trainee with the Taj Group of Hotels to leading one of the major mid-market hotel brands in the country today as its Chief Executive Officer. Old as I sound (and unwillingly I accept that I am!), it has been over two decades since I started my professional sojourn with the Taj Group of Hotels. Eight people were part of the programme and four years later, only two of us continued on in the hospitality industry.

As the leaders of the industry, one must ensure that the company has embraced this tidal change by having a culture that is not bound by the traditional hierarchical norms. I believe in fostering a work culture that gets the best out of every employee. Employees are urged to speak up and express their ideas and problems.

Transparency and exchange of ideas is supported. Employees are encouraged to take responsibilities without the fear of making mistakes. As a team, our approach is to grant

freedom within the framework, which inspires the team to take charge, make mistakes, and learn at the same time.

Our staff is regularly trained and we ensure our facilities are kept up to the highest standards. We adopted 'design thinking' – an approach much ahead of its time in the industry – to bring in more guest-friendly services. This promoted the Keys' expansion plans and increased its footprint with recent additions being in Kolhapur, Gurugram, and Port Blair.



Equal opportunity

Hema Hariramani, Hotel Manager at The Westin Mumbai Garden City, shares her story about her journey so far at the Marriott group and how being of a certain persuasion is no longer a talking point in the industry.

“
What has definitely changed over the past few years is that there has been a sharper focus across industries to grow their women leadership percentage
”

I started my journey with the Marriott group in 2000 and I have been fortunate enough to be able to learn and grow simultaneously within the same company. Every time I have been entrusted with a new responsibility by my organisation, I have been able to leave a legacy behind when moving to my next assignment. I have always experienced a progressive culture and an environment where innovation, thinking out of the box, caring for your associates, and pushing the needle forward with every passing day is encouraged. My journey until now has been enriching and whenever I think about the days and years that have gone by, it brings a smile to my face; there has been immense learning at every stage

which has made me a better and stronger individual.

Within the company, there has always been equal opportunity to all. I recollect when I was Director of Sales & Marketing opening the Courtyard Mumbai. My then General Manager, Sanne Emborg, managed the hotel and the associates seamlessly. This was in 2009, which is a great indication of how Marriott India had women general managers leading the way since almost a decade. Until recently when I was heading the National Sales for Marriott India, there was never a question 'because she is a woman' where any of my abilities to perform my job were questioned. When I moved to The Westin Mumbai Garden City in June 2018, I was looked

at as an individual with a certain skill set and the ability to perform a job and achieve the required result.

What has definitely changed over the past few years is that there has been a sharper focus across industries to grow their women leadership percentage. Talking about it openly and sharing success stories of other women on different platforms are ways that few of us inspire the many women who wish to work but are unable to due to certain constraints. At Marriott, there is no differentiation between genders on pay scales or anything else with regards to a job. It is only the capability of an individual which is gauged along with the skill set which is required for leadership roles.



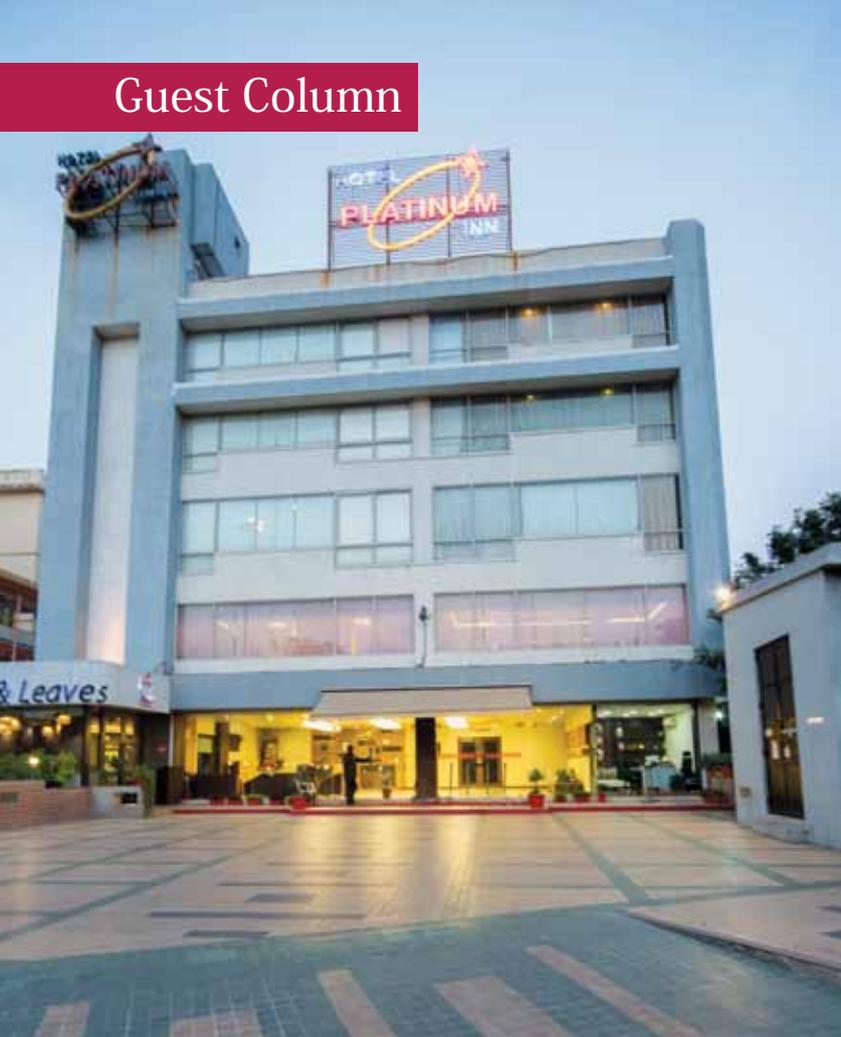
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Proving her mettle

Sunita Damani, Director, Platinum Hotels, Ahmedabad, took the practical approach to understanding the operations of a hotel and winning the trust and respect of employees.

I entered the hospitality industry with Platinum Hotels in Ahmedabad around 12 years ago, and it wasn't a cakewalk. Initially, the staff was not very accepting of a female boss, especially of the new rules I introduced. So, I had to figure out a way. For the first six months, I used to sit in the lobby of the hotel, observe what was going on, or take a stroll at 2am and 4am to understand how the entire system functioned. This helped me to slowly build a bond with everyone who worked at the hotel – from the housekeeping staff to the front office staff.

I had no experience in the hospitality space, but being a housewife and a stay-at-home mother had taught me enough to understand the problems at the hotel and what needed to be done. I was quite particular about

cleanliness, hygiene, and etiquette. Eventually, I learnt the tricks of the trade, learnt about the hierarchy at the hotel, and how everyone functioned. I sat down with them, listened and understood their problems, and gave them simple solutions. It helped build a trust among them. In fact, to understand the business right from its roots, I got to ground-zero and took up the ladle one day and cooked 12 different dishes. This changed the staff's opinion and they started confiding in me. The Heads of other departments also started consulting me with every decision and trusting me with all the issues that needed to be solved. That was an achievement!

My learnings

The most important virtue I learnt was patience. The hotel's staff consisted of untrained locals who had been hired for their talent but

lacked discipline. I had to be very patient in training them to follow rules, be organised, to maintain hygiene, and to ensure all the amenities were well-kept and always up-to-date. Though they enjoyed the process, it wasn't an easy phase. During the training, more than 50 employees resigned. They thought the rules were too stringent and did not like the fact that a lady (especially) was telling them how to do their work more efficiently. But that didn't stop me from enforcing the rules.

The balancing act

Balancing home and work wasn't really a problem for me because my children are all grown up and independent. Moreover, my entire family is very supportive of me and pushes me to be involved, also assisting with matters of work at times.



Sunita Damani



The fire inside

Ritu Rana, Director of Sales, Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet, Mumbai – Marriott Executive Apartments, believes in creating her own reality and draws inspiration from within herself to do that.

A woman is what she makes herself to be: strong, fierce, challenging, upfront, unbiased. In my professional journey, I have tried to showcase indomitable courage and professionalism to a great extent. I hail from a town in Haryana where women were not so forward and weren't encouraged in terms of education or an outgoing lifestyle. They were extremely reserved and confined to household chores. In my family, I was the first girl child to make a breakthrough and explore other dimensions. I started studying at a boarding school at the age of eight, and there was nothing to stop me after that. I am an all-rounder and have received accolades from the Chief Minister of Haryana for

excellence in swimming at the national level.

I have always tried to take the road less travelled and undertaken challenges head on. I cleared the Combined Defence Services examination and also pursued an MBA from Pune. Yet, I decided to get out of my comfort zone and started my career with Starwood. Hospitality became my forte and my career growth started at The Westin Mumbai Garden City. I was the only executive in a group of 20 to be selected for the Fast Track programme, and worked my way through it.

My personality complements my job profile in a field where you need to be upbeat and extrovert. I am bold and have always acknowledged

and empathised with my colleagues and helped them at any given point of time. I am an independent woman and know how to hold my ground and I try to motivate those around me at all times. It is true that you need to step out there once and then the path does not seem so difficult!

“

A woman is what she makes herself to be; strong, fierce, challenging, upfront, unbiased

”





Positivity incarnate

At 24, **Monaz Irani**, Co-founder and Chef at Plate & Pint, is living her best life – creating a new F&B concept, working alongside her staff cooking and waiting tables, and spreading smiles with food.



It's been a little more than a year of Plate & Pint. It started off with a great passion for food but fuelled with initial doubts and anxiety, which is natural. Now I can proudly say that making this a reality is one of my biggest accomplishments. It makes me happy and is a very integral part of my life.

My mother, a baker, is my inspiration. My childhood was filled with seeing her work at her first bakery - Delifresh. The love and hard work she put into it and the satisfied smile at the end of the day was what made me the person I am. After school, I completed my BSc. In Hospitality, Hotel Administration & Nutrition from IHM Mumbai, post which I did an Intensive Diploma in Patisserie from Le Cordon Bleu, London. I also worked at the Taj Mahal Hotel, which

strengthened my base for my culinary journey. I did manage my parents' café to study the market, after which I decided to revamp it into Plate & Pint. Now, I work alongside my staff, from cooking to waiting tables. We're a team and I enjoy every moment of it. The dream to spread smiles with food has only solidified.

My learnings

It is important that everyone get an opportunity to pursue their dream and passion, and get a chance to do what they desire. It's so empowering to see that now men and women are making an equal mark in the culinary industry. So many women are achieving so many things and crossing so many milestones in spite of everything. We're stronger and more resilient than most people think. I was lucky that my family gave me all the support I needed at every step.

My mantra - always have an eye for detail and aim for perfection, react positively to criticism and most importantly, be patient. I always say that the food industry is as taxing as it is fulfilling. Even through all the workload, I make sure my work is my priority, but also make it a point to balance work with my personal life. I make it a point to exercise regularly - either swim or work out at the gym. Late evenings are my time to unwind with friends or spend some time alone. It's important to maintain a balance between the two.

I face the usual challenges one would face in this line: staffing, guest feedback, maintaining consistency in food and service, and how to accept helpful criticism. The business is physically and psychologically taxing, but I enjoy coming to grips with it and grow.



Hotels with Amusement parks

Pradeep Sharma, President, IAAPI, talks about how hotels can tweak their offerings to make themselves more attractive and relevant.

The Indian Association of Amusement Parks and Industries (IAAPI), that looks after the interests of amusement parks, theme parks, water parks and Indoor Amusement Centre (FEC) in India, recently concluded its 19th 'Amusement Expo' which is the biggest B2B exhibition on sourcing for the amusement and theme park industry in Southeast Asia. It was held from March 6-8, 2019 at Bombay Exhibition Centre, Mumbai, and was supported by Ministry of Tourism, Gov-

ernment of India and Madhya Pradesh Tourism as its partner state.

According to **Pradeep Sharma**, President, IAAPI, amusement parks can help increase hotel occupancies. He says that today, amusement parks are not just about rides and fun games but have evolved into tourist destinations with rides, exhibits, F&B options, retail outlets, and quality accommodation. As per national and international trends, hotels and resorts

at tourism destinations attract highest occupancy which includes amusement parks as well as entertainment and leisure centres. "It creates holiday and weekend destinations, thereby assuring captive audiences with combined offers for stay, entry to the amusement park, and food. Such a destination ensures repeat visitors. Large and medium corporates prefer amusement parks for their training programmes to motivate employees by inviting them with their families. This

“Combining hotels with amusement parks will help in creating new tourist destinations”



Pradeep Sharma



“Hotels at tourism destinations attract highest occupancy which includes amusement parks as well as entertainment and leisure centres”

helps corporates in employee retention and team bonding. All this is driving more hotel occupancies,” Sharma adds.

He sees new trends emerging in India. These include virtual reality, trampoline parks, and paintball to name a few. Indoor and outdoor sporting arenas which include actual dedicated play zones for football, cricket, or golf are also seeing growth along with high thrill rides for amusement parks, water parks, and adventure parks.

“Entertainment and food go hand in hand. So, highway *dhabas* and large restaurant chains are investing in indoor amusement centres today. The dedicated play zones have been created for kids and youth, and have helped in generating additional revenue. *Dhabas* with entertainment and play areas have seen tremendous increase

in footfalls of families with kids. In metros, sport bars are attracting youth in large numbers through attractions like bowling alleys, virtual sports, etc. This has helped in generating employment since professional operators are required to successfully run and manage the centre,” Sharma adds.

Setting up amusement parks in hotels

India has 160-plus amusement parks and the growth of the sector is going to be beyond city limits. Depending on the location and resources available, various options like amusement parks, water parks, theme parks, mythological parks, adventure parks, or indoor amusement centres can be explored. A medium-sized park requires approximately five to 10 acres of land with a capex of ₹20-50 crore and for a small park area, as small as

Industry status

The Indian amusement industry is expected to grow at a CAGR of more than 25 per cent, with the annual revenue of around ₹2261 crore (\$315 million) in 2018 and is estimated to grow to at least ₹6,250 crore (\$884 million) by 2022.

two to three acres with a capex of around ₹6-15 crore can be explored depending on rides, attractions, and the theme. “As both the industries are an integral part of the tourism industry, it would be a good idea to network with members of HRAWI and FHRAI as it will provide a platform to exchange ideas that can further develop into business ventures. Combining hotels with amusement parks will help in creating new tourist destinations,” Sharma concludes.

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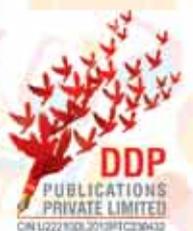
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APPOINTMENTS



★ **Rajesh Malliya**
General Manager
Hyatt Centric Candolim Goa

Rajesh Malliya has been designated as General Manager of Hyatt Centric Candolim Goa. He began his career with Taj Hotels and worked in different positions with the organisation for 11 years. In his current role, Malliya will be responsible for driving

Hyatt Centric Candolim Goa to new heights and delivering the Hyatt Centric brand experience. His first assignment as General Manager was at Four Points by Sheraton, Bengaluru, in 2013. Prior to joining Hyatt Hotels, he was General Manager at the Royal Orchid Bengaluru.



★ **Bhanu Gupta**
Director of Food & Beverage
Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet – Mumbai, Marriott Executive Apartments

Bhanu Gupta has been appointed as the Director of Food & Beverage at Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet – Mumbai, Marriott Executive Apartments.

In the new role, he will be heading a team of culinary professionals and experts, crafting an exciting and innovative direction to create unique experiences in all the food and beverage outlets at the complex property. Gupta has an experience of 15 years and has worked with various brands.



★ **Sunishchal Parasnis**
Director of Sales & Marketing
Hyatt Centric Candolim Goa

Sunishchal Parasnis has joined Hyatt Centric Candolim Goa as the Director of Sales & Marketing. With over 10 years of experience in hospitality sales and business development, Parasnis has vast knowledge of Goa's hospitality business and its

trends. At Hyatt Centric Candolim Goa, he will be responsible for the sales and marketing process to ensure competitive positioning of the hotel through strategic agendas, planning sales and distribution strategies in relevant domestic and international markets, as well as identifying valuable emerging markets.



★ **Viral Jasani**
Director of Human Resources
Sheraton Grand Pune

Sheraton Grand Pune has brought on board Viral Jasani as Director of Human Resources. He brings with him 15 years of experience in hotel operations and human resources. Armed with a Hotel Management degree from IHM Mumbai, Jasani has

been part of various hotels such as Taj President - Mumbai, Vivanta by Taj - Pune, Gateway Ahmedabad, and The Lalit – Mumbai. He has been a part of the Marriott India family since 2013. Prior to this, Jasani was the Senior Manager, Human Resources Services, India at Courtyard by Marriott Pune Chakan, based out of MHIPL.





Appointments



★ **Sandeep Naik**
Director of Housekeeping
Renaissance Mumbai

Renaissance Mumbai, the 600-room property located on the banks of Lake Powai, has appointed Sandeep Naik as Director of Housekeeping. He has an experience of 22 years in the field of hotel management, with a prime focus on housekeeping

and accommodation. In his 12-year stint with Marriott India, he has spent the majority of this tenure at Renaissance Mumbai. He was also involved in leading the team for opening two properties for Marriott - the 391-room Bengaluru Marriott Hotel Whitefield and Kochi Marriott Hotel. Prior to this appointment, he was associated with Omkar Realtors & Developers at Omkar 1973.



★ **Avinash Kumar**
Executive Chef
Novotel Imagica Khopoli

Novotel Imagica Khopoli has appointed Avinash Kumar as the new Executive Chef. He comes with over 15 years of culinary experience and enjoys crafting new and innovative creations as much as he likes preparing them. In the new role, Kumar will

assist in the functioning and processes of the hotel from setting the menu to ensuring the customers are served well, and from mentoring the culinary team to sourcing the right candidates for food and beverage. He has worked with some of the finest hotels in the country, including The Lalit, New Delhi; The Lalit Golf & Spa Resort, Goa; Holiday Inn Resort, Goa; Vivanta by Taj Holiday Village and Taj Exotica, Goa.

★ **Amol Patil**
Head Chef
Hyatt Pune, Kalyani Nagar



Amol Patil has been appointed as Head Chef at Hyatt Pune - Kalyani Nagar, located just three kilometres from the international airport, at an ideal spot for both business and leisure travellers. He has over 20 years of experience across the culinary sector and in the new role, will be responsible for spearheading entire restaurant operations, kitchen management, banquet event operations, and ensuring high quality services to achieve customer delight. He would also be extensively planning the menu and buffets, executing policies and procedures, and maintaining quality and consistency of food for enhancing satisfaction. This is Patil's second tenure with Hyatt Hotels as he was previously associated with Grand Hyatt Mumbai, where he served for six years, and Hyatt Regency Mumbai, where he served for two.

Form IV	
Statement about ownership and other particulars about newspaper HRA Today to be published in the first issue every year after the last day of February	
1. Place of publication	: DDP Publications Pvt. Ltd. 72 Todarmal Road, New Delhi - 110001
2. Periodicity of its publication	: Monthly
3. Printer's Name	: Devika Jeet
Nationality	: Indian
Address	: 72, Todarmal Road, New Delhi - 110001
4. Publisher's Name	: Devika Jeet
Nationality	: Indian
Address	: 72, Todarmal Road, New Delhi - 110001
5. Editor's Name	: Devika Jeet
Nationality	: Indian
Address	: 72, Todarmal Road, New Delhi - 110001
6. Name and address of individuals who own the newspaper and partners or shareholders holding more than one percent of the total capital : Hotel and Restaurant Association (Western India), 4, Candy House, Mandlik Road, Colaba, Mumbai 400 001.	
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'Chaise' style & comfort

Sporting traditional styles with contemporary accents inspired by nature, Ficus unveils a series of exotic and vibrant daybeds. The beautifully-designed and elegant Chaise Lounges are recliners that will instantly uplift a room's décor. Whether you want extra seating that's chic, a focal point that adds a dash of panache, or a statement piece for a room, a daybed is the perfect solution to décor dilemmas. It is crafted in precious teak but it can be customised as per preference.



Handy granola

Sustenance Foods introduces handcrafted granola that is gluten-free, packed with nuts and seeds, 100 per cent natural, and sweetened with locally-sourced organic honey. Each batch is hand-mixed and baked in small batches at low temperatures to give it a nice crunch and a toasty flavour. It has three flavours: cranberry and pistachio, fig and walnut, and chocolate and hazelnut. It uses a unique blend of wholesome and all-natural ingredients to create a range of granola that tastes good and is healthy. The granola tastes wonderful when paired with yogurt or milk, spooned over ice creams, or sprinkled on salads.

Pot it pretty

World Bazaar introduces the 'Nature' series by Dutch brand Capi Europe. The unbreakable and extremely light planters can be identified by the distinctive orange colour on the inside. All Capi plant pots are double-walled, providing protective insulation in summer and winter. The collection comprises soft and earthy colours like charcoal, grey, ivory, black, and brown. The orange insulation layer ensures a constant temperature inside the planter and retains the water longer, so you don't need to water the plant as often. Planters in the 'Nature' series have a 10-year warranty against production errors. The average weight of the collection is just 500 grams. The pots are made of natural raw materials such as clay, plastic and fibre, and are 100 per cent recyclable.



Out with the old!

Parryware is fortifying its product portfolio with new sanitaryware products - 10 WCs and eight basins. Exclusively designed for modern-day bathroom spaces, the latest collection is available in soft, round, square and elongated shapes, making it an ideal fit for all bathrooms. To boost the overall aesthetic appeal of bathrooms, Parryware has launched the Aquiline, Omega, Nuva, and Gala collection of compact bowl basins. Designed with triple-layer glazing protection and everlasting shine coating, the latest offering ensures a glossy finish and enhanced product life. The brand has also introduced Inslim, a wall-hung basin. Equipped with vortex flushing technology, Parryware has also launched new designs in its single-piece water closet portfolio. The collection comes with slim seat covers and offers water saving and symphonic flushing technology. The Parryware range is available in key markets across 7,000 retail outlets in India.



Neo-modern minimalism

Viroc is the latest cement-bonded cladding solution by Ventura International. Made with Portland cement and mineralised wood particles (71 per cent Portland cement, 18.5 per cent wood fibres), it's used in exterior cladding applications where a neo-modern and minimalist look is needed. It has a natural appearance and comes in six colours. This natural cement particle board is created by a compressed and dry mixture of pine wood particles and cement. Viroc cladding panels offer moisture and sound resistance, making them ideal for internal or external use. Viroc panels also provide resistance to fungi, termites, rot, and water vapour. They can easily be installed on an aluminium framework like any other exterior cladding solution and are available in black, grey, white, ochre, yellow, and green.



Making heads turn

Ply Mahal has launched an exquisite collection of metallic designer panels to enhance interiors while defining a classy taste in décor. The collection of deeply-textured pliable decorative panels wonderfully creates an arresting focal point within living spaces. The panels are available in metallurgic hammer, spectre, hexagonal, and almond design in the royal shade of gold. With a three millimetre thickness, the luxury panels have a temperature stability of up to 60 degree Celsius. The collection comes packed with various metallic colour options to choose from, including silver, bronze and copper, to complement the decorative flare of interiors.



On the surface!

Loom Crafts has innovated a first-of-its-kind exterior surfacing solution - Loom Clad - poised to revolutionise the building construction code. Loom Clad is an extruded aluminium weatherboard system offering a choice of different profiles for use in new construction or for re-cladding. It is suitable for residential or commercial works as exterior cladding for the entire structure or for feature areas in combination with other cladding products. Suitable for use in the interior as well as exterior applications, the collection features cladding integrated into the door, screens, counter fronts, etc. Ergonomically designed, Loom Clad can be customised and installed as per the distinct demands of clients. It is available in a wide variety of textures and colours.



What suits your style?

With a rise in the number of working millennials and their affinity towards injecting style and class into the daily doldrums of business doings, travel bags are now geared towards enhancing the style quotient. The workplace as a platform plays an integral role in seeding new style statements and Carlton luxury travel bags helps leverage this trend further. Carlton's luxury travel bags, crafted with extreme precision and attention to detail, add to your style. With Crest's spacious interiors; Carlton Edge's revolutionary no-questions-asked, lifetime warranty (including airline damage); and Excalibur Plus's exquisite TSA Lock system, Carlton pays attention to safety, luxury and style, all at the same time.





TEJAS PARULEKAR

Co-founder | SaffronStays

Born and raised in Mumbai, I am a CA by training and corporate banker by profession. During a family trip in Europe, my husband and I noticed a dearth of curated and quality home-stay options in the country. This inspired us to create a platform that offered the comfort of a home while

on holiday, and SaffronStays was born. In my spare time, I enjoy watching people cook as I am enthralled by their passion and expertise. Apart from this, I have a keen interest in board games, love swimming, playing basketball, and trekking in the monsoon. I also enjoy watching curated films and love spending time with my children.

“ I enjoy watching people cook and am enthralled by their passion ”

SACHIN SHET

General Manager | Alila Diwa Goa

I relax by spending time with my family, listening to music, and playing outdoor games. What I am most passionate about is food and adventure sports. I have even completed marathons. I also enjoy travelling. Though most of my holidays have

been memorable, my trips to Udaipur and Tuscany were the best so far. That makes Udaipur one of my favourite holiday destinations within India. Outside the country, it has to be Florence in Italy. My favourite cuisines are Goan, Thai, and Italian.

“ I am most passionate about food and adventure sports ”



SWETA MOHANTY

Wine and Spirits Trainer | Aspri Spirits

I unwind by going out with my friends and chilling with them. We are known as #thetravelingtrio! I am extremely passionate about my work. I also cook a lot when I get the time and I am a home chef promoting Odiya cuisine,

something not many know about me. My most memorable holiday moment was when I was on top of the Khardungla Pass at 18,380 feet. It was euphoric to have made it up there. My go-to holiday destination in India is Ladakh.

“ I am a home chef promoting Odiya cuisine ”



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