



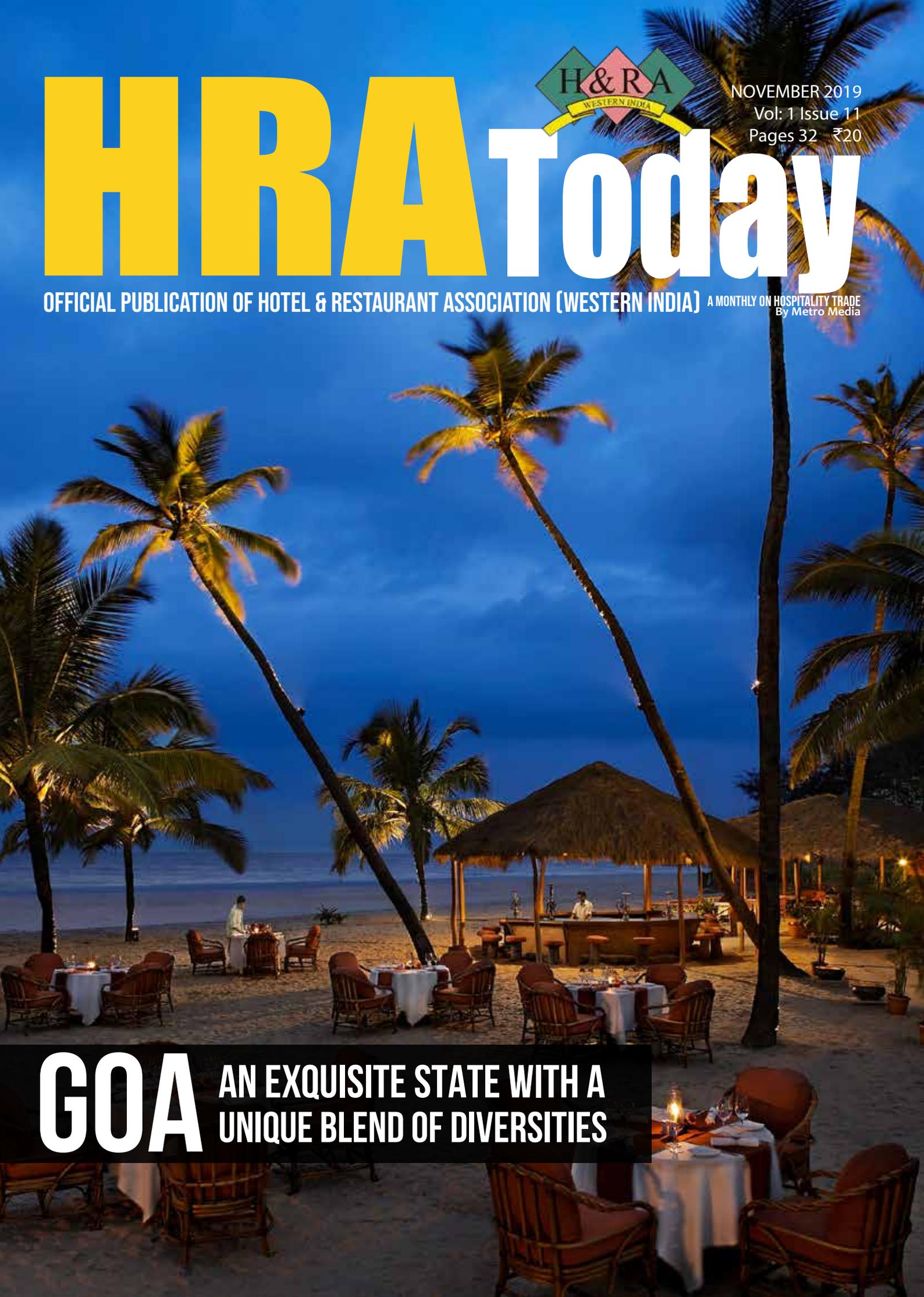
HRA Today

NOVEMBER 2019

Vol: 1 Issue 11

Pages 32 ₹20

OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA) A MONTHLY ON HOSPITALITY TRADE
By Metro Media



GOA AN EXQUISITE STATE WITH A
UNIQUE BLEND OF DIVERSITIES

Shop
any day.
Get offers
every day.

#SayYoToLife



Lifestyle & banking, dono.

🍏 | 🤖 Download & Register now

sbiyono.sbi



President's Message



Dear Fellow Members,

Firstly, let me thank each one of you for reposing your faith in me and my team once again and electing us to the Executive committee of your association.

As you are aware, the last few years have been very eventful. Our industry while still reeling with the incidence and impact of the GST and its implementation was in continuous lobby with the government, the fruit of which we could see by the reduction in the GST structure for the hotels charging 7500/- per room night from 28% to 18%. We thank the government for having understood our predicament and taking this positive step. Such positive initiatives, including E-Visa and UDAN further augment the growth of the industry. In our recent meeting with the Hon'ble CM, we had pointed out the issues smaller cities and towns face regarding connectivity, with focus on Aurangabad. You will be glad to know that post this meeting, Aurangabad and other western India cities have been connected further via rail and even via flight. We thank the CM for giving us a patient hearing and acting swiftly, understanding the issues. However, we feel there is still a very large scope for further such steps, to help the industry leverage the opportunity to help it grow and make our dynamic PM's dream of making the youth of India visit least 15 domestic destinations by 2022 a reality. HRAWI looks forward to working closely with the state and central government in making the Western Region the hub of tourist activity in India, attracting both foreign as well as domestic travellers.

The menace of OTAs and FSAs prevails. Our initiative to intervene as a representative of the Industry and talk with them, initially broke ground. When an almost stalemate for further talks was reached, a petition against the OTAs via the FHRAI was presented to

the CCI, which you will be glad to know, has been admitted. We attended a CCI workshop being on the panel with the senior representatives of the OTAs and FSAs and shared our concerns in full attendance of the CCI board.

Recently, In a path breaking move, FHRAI through HRAWI and NRAI came together and held a press conference protesting against the dubious activities of the FSAs, damaging the F&B industry, following their OTA siblings. We expect to break ground with the aggregators and come to a mutual agreement which would be a win win situation for both to co exist side by side as partners rather than competitors.

We must have a strong commitment towards the environment, for which our related sub committees are working hard to bring our fraternity members closer to the IGBC (Green) and ISRAE (MEP), through educational/ knowledge events. Recently, HRAWI represented FHRAI in the meeting called by a new Ministry, the Ministry of Renewable Energy. We now have two seats in the panel of the particular government board for the purpose and are working with the govt as well as representing the Hospitality Industry as their voice on board the committee.

Being the voice of the Hospitality in western India, HRAWI continues its interaction with the Government, voicing our concerns while continuing to interact and liaison with the various Ministries and Govt. departments to ensure stakeholder participation in every decision. We also look forward to working with the govt, both State and Central, to take Hospitality and Tourism to greater heights. For that, I would need your valuable and continuous support, as I have been getting in the past.

Thank You

Gurbaxish (Gogi) Singh Kohli

President, HRAWI

president@hrawi.com

PRINTER, EDITOR & PUBLISHER

Siji Nair*
sijicn@gmail.com

SECRETARY GENERAL

Aspi Nallaseth

EXECUTIVE EDITOR

Prasad M.

ASSOCIATE EDITOR

N. Vijayagopalan

MANAGER-MARKETING

Sreekanth K.S.

ASST MANAGER-MARKETING

Ananthu P. Nair

DESIGN

Naveen

National Representatives

Mail: today.hra@gmail.com

Mumbai	: Raveendran
Kolkata	: Priya Kundu
Chennai	: Subramaniam
Bangalore	: Hans Injackel

International Representatives

Mail: today.hra@gmail.com

Muscat, Oman	: Dr. Sanjaiyan
Dubai, UAE	: Binoy Syama Krishna
Abu Dhabi, UAE	: Sabari R Nair
London, United Kingdom	: Narendra Shah
Zurich, Switzerland	: Johnson Pereira
KL, Malaysia	: Sudarshan
Singapore	: Roshan Fernandez
Seattle, USA	: Pramod Manjali
Kuwait	: Jayashree Ganga Prasad
Doha, Qatar	: Raghesh
Düsseldorf, Germany	: Abraham George
Sydney, Australia	: Rakesh Devadas
Christchurch, New Zealand	: Sony Jose
Canada	: Shinto Mathew

This issue of HRA Today contains 28+4 pages cover

All information in the HRA Today is derived from sources, which we consider reliable and a sincere effort is made to report accurate information. It is passed on to our readers without any responsibility on our part. The publisher regrets that he cannot accept liability for errors and omissions contained in this publication, however caused. Similarly, opinions/views expressed by third parties in abstract and/or in interviews are not necessarily shared by HRA Today. However, we wish to advise our readers that one or more recognised authorities may hold different views than those reported. Material used in this publication is intended for information purpose only. Readers are advised to seek specific advice before acting on information contained in this publication which is provided for general use, and may not be appropriate for the readers' particular circumstances. Contents of this publication are copyright. No part of HRA Today or any part of the contents thereof may be reproduced, stored in retrieval system or transmitted in any form without the permission of the publication in writing. The same rule applies when there is a copyright or the article is taken from another publication. An exemption is hereby granted for the extracts used for the purpose of fair review, provided two copies of the same publication are sent to us for our records. Publications reproducing material either in part or in whole, without permission could face legal action. The publisher assumes no responsibility for returning any material solicited or unsolicited nor is he responsible for material lost or damaged. This publication is not meant to be an endorsement of any specific product or services offered. The publisher reserves the right to refuse, withdraw, amend or otherwise deal with all advertisements without explanation. All advertisements must comply with the Indian and International Advertisements Code. The publisher will not be liable for any damage or loss caused by delayed publication, error or failure of an advertisement to appear.

HRA Today monthly is Edited, Printed and Published by Siji Nair, R M Nivas, TMRA F 6 Pangappara (PO) Thiruvananthapuram Pin 695 581. Published from Thiruvananthapuram, Printed at Akshara Offset TC 25/3230(1), Vanchiyoor, Thiruvananthapuram 695 035. Owned by Hotels and Restaurants Association (WI), Editor- Siji Nair
RNI No. DELENG/2018/76917 * Responsible for selection of news under the PRB Act.

NOVEMBER 2019

Contents



- 06 Adding Vibrancy to Goa Tourism, GITM 2019 concludes.**
- 08 Goa: An Exquisite State with a Unique Blend of Diversities**
- 13 69th AGM of HRAWI held at Mumbai**
- 14 Digital Innovation to Maximise Guest Satisfaction**
- 18 News**
- 24 Appointments**
- 26 India Wine Awards 2019**
- 28 Brands**



ADDING VIBRANCY TO GOA TOURISM GITM 2019 CONCLUDES

An erstwhile Portuguese colony and the hippie haven in India, Goa is the exotic place to free yourself from the daily ruckus and have a great getaway. The vast golden beaches, the lanes that hint at the diverse cultural heritage, the local cuisine and the architectural marvels of this coastal destination has made Goa a key attraction for travellers from around the world. Promoting Goa as the exquisite travel destination and uplifting the tourism sector in the region has always been the sole aim of the Goa International Travel Mart (GITM). GITM attempts to bring forth a space for interactions between the masters of travel-trade where serious deliberations on how to endorse Goa as the ultimate destination take place.

The 3-day international travel and trade mart concluded on October 25. This was the 3rd edition of the global event, which was previously held in 2011 and 2014. The event put forth a platform for the key players

in the travel and related trading sectors to showcase their strengths to a global audience. The event showcased an array of events from key stakeholders in the travel and tourism industry from both inside and outside the country. Face-to-face interactions with top players in the travel and tourism domain were part of the mart. The international mart presented an open platform to discuss and bring upon innovative initiatives focussed on the promotion of travel and tourism industry in Goa. Stimulating the adjacent industries of hospitality, leisure and other related industries was the key concern at the event.

Around 150 domestic buyers along with 125 international buyers participated in this year's trade mart. International buyers from countries like the US, UK, France, Germany, Austria, Hungary, Australia, New Zealand, Croatia, Bulgaria, Israel, Jordan, UAE, Middle East, Italy, Czech Republic,



Around 150 domestic buyers along with 125 international buyers participated in this year's trade mart. International buyers from countries US, UK, France, Germany, Austria, Hungary, Australia, New Zealand, Croatia, Bulgaria, Israel, Jordan, UAE, Middle East, Italy, Czech Republic, Russia, Poland, Norway, Finland, Denmark, Sweden, Malaysia took part in the event.

Russia, Poland, Norway, Finland, Denmark, Sweden, Malaysia took part in the event. The event showcased glimpses from the travel, tourism and hospitality industries that endorsed Goa as the ultimate destination. The 3-day gala showcased a variety of destinations from different spheres in the state that could propel the tourism prospects of the state.

The event open up space for innovations in the business opportunities associated with

the place during this three day interaction. Buyers from across the diverse spectrum of the tourism industry participated at the event. The mart showcased immense tourism investment potential in Goa.

Goa possesses a striking resemblance to the exotic beaches around the world and has been fondly called a tourist's paradise. The GITM 2019, organised on such a global scale, attracted the key players into this international travel and tourism event. The

travel mart proposed innovative ideas in boosting the travel and tourism sector in the state, luring in more visitors to this place. The rich and diverse culture of Goa is a key appeal that attracts them to Goa. Goa is also one of the major party destinations in India. The international travel mart will surely be instrumental in strengthening the travel trade opportunities of Goa in both the domestic and international market. The event had showcased the strength of our domestic market as well.

GOA

An Exquisite State with a Unique Blend of Diversities

Siji Nair





The lovely State of Goa was the cynosure of all eyes with the Goa International Travel Mart-2019 (GITM). The three day event which ran from October 23 to 25th rolled out in style and splendour. A vast exhibitor profile including Airport authorities, domestic and international Airlines, hotels & resorts, medical tourism, Spas & Wellness centres, State Tourism Department, national and international tourism organisations, travel agents, tour operators, spice farms, adventure sports, pilgrimage and tour

operators etc., made the event a truly panoramic one.

GITM aims at showcasing Goa as a travel destination and stimulating travel, tourism, hospitality, leisure and other related countries both from within the country and outside. A unique State on many counts and known as 'Pearl of the Orient' and 'Tourist Paradise', Goa is located in the western coast of India in the Konkan coastal belt. The magnificent scenic beauty, exquisite beaches, and the architectural splendours of its temples, churches and old houses have made Goa a much preferred

haven for tourists from around the world.

Lying on the west coast, Goa is one of the smallest states in India known for its brilliant beaches, scrumptious food and Portuguese heritage. Panjim, the capital city located in the centre is well-connected with an international airport and roads and trains run from North to South part of Goa.

With a coastline stretching for over 100 kilometres, Goa has numerous beaches that attract millions of visitors. While Baga and Calangute are more popular among the Indian family crowd,

Anjuna and Arambol draw a lot of foreign tourists. The beaches in South Goa are relatively lesser explored, but some of them like Agonda and Palolem are more beautiful.

Though the unique beauty of its beaches has a haunting effect on nature lovers, Goa is much more than just beaches and sea. It has a soul which goes deep into unique history, rich culture and some of the prettiest natural scenery that India has to offer. Much of the real Goa is in its interiors, both inside its buildings and in the hinterland away from the coastal area.

Over the century, various dynasties have ruled Goa. Rashtrakutas, Kadambas, Silaharas, Chalukyas, Bahmani Muslims and most famously the

Portuguese have been rulers of Goa. Portugal established a colony in Goa in 1510, bringing with it Christianity and European culture. Not until 1961 did the Portuguese leave, giving Goa its freedom. Goa was liberated by the Indian army from Portuguese colonisation on December 19, 1961 and became a Union Territory along with the enclaves of Daman and Diu. On May 30, 1987, Goa was conferred statehood becoming the 25th State of India. The lively remnants of Portuguese culture are strikingly visible throughout the nook and corner of the State in the architecture of old houses and other buildings, in churches, in streets etc.

Having been the meeting place of diverse races, religions and

cultures of the East and the West over centuries, Goa has a multi-hued and distinctive lifestyle quite distinct from the rest of India. Hindus and Catholic communities make up almost the entire population with minority representation of Muslims and other religions. A very unique aspect of Goa is that all the communities have mutual respect towards one another and have a secular outlook, which have given Goa a long and unbroken tradition of religious harmony. It is noteworthy that the warm and tolerant nature of the Goans allows them to celebrate and enjoy the festivals of various religions such as Ganesh Chaturthi, Diwali, Christmas, Easter and Id with equal enthusiasm.





Goa also boasts of beautiful architecture from the colonial era with many churches and old-style bungalows. The people are quite friendly towards tourists and celebrate many festivals throughout the year. While the seafood is excellent, Goa has one of the best nightlife in the country with trendy bars, beach shacks, elegant cafes and many clubs and discotheques. Thanks to lower alcohol prices in the State, Goa is also great for younger tourists with relatively tighter pockets.

The tourist attractions in Goa are aplenty, and hence only a chosen few among them have been included in this feature.

Fort Aguada is a famous tourist attraction in the north of Goa, the Fort Aguada was built in 1612. The fort stands on a hill lock that overlooks the mouth of the Mandovi River. One side the fort is flanked by the posh Taj Village hotel, while the other faces the sea. From the fort, you can catch stunning views of the sunset and the Mandovi River.

Calangute beach which is the largest beach in north Goa stretching from Candolim to Baga is a great place for fun and games,

the Calangute beach is home to many experiences. At this beach, you can enjoy a plethora of water sports, party at the best shacks and enjoy a sun tan one of the beach beds. During the tourist season, the beach can get a bit crowded.

The Vagator Beach has over the years gained immense popularity. The beach is famous for its parties and beach shacks. It is home to the 9 Bar one of the most happening party destinations in Goa and a few hotels. Apart from parties, another good reason to go here is to watch the sunset and enjoy stunning views of the beach from the cliff.

The Chapora Fort actually became famous after the Hindi film 'Dil Chahta Hai' was filmed here. The fort was built by the Portuguese in 1617 near the Chapora river. Made entirely from laterite rock, the fort now stands in ruins. However, there are some portions of the fort that still stand strong. Getting to the fort is simple, you can either go to the fort by bike or walk up to the fort.

Located in Mapusa is the Bogdeshwara Temple which was built in honour of Kanakeshwar

“

Goa also boasts of beautiful architecture from the colonial era with many churches and old-style bungalows. The people are quite friendly towards tourists and celebrate many festivals throughout the year.

”

Baba or Bogdeshwara. The temple is popular with business owners and the fisherfolks of Mapusa who believe that if one prays at this temple, their wishes are fulfilled. The temple feast is celebrated in the months of December or January, depending on the Hindu calendar.

Kala Academy located along the Portuguese influenced 18th June Road is a haven for Goan art and culture. To experience Goan culture, it is best to watch a tiatr (Goan play) at the Kala Academy. If you love art, drop by at the many galleries inside the academy and visit the travelling art exhibitions. There is a small café within the Kala Academy premises that serves snacks and tea.

Located in North Goa, the Reis Magos Fort is a lovely structure. The best time to visit the fort is after 3 pm, to watch the sunset. There is a small museum shop near the foot of the fort. To enter, you will have to pay an entry fee for Rs. 50 per head. Situated nearby is the Reis Magos Church.

A great place to experience shopping, the Anjuna flea market



is held every Wednesday near the Anjuna Beach. At this flea market, one can shop for a wide variety of commodities. From clothes to bikes, spices, tattoos and more, you will find it all at this market. While you're busy shopping, do not forget to enjoy delicious local snacks like chorizo pav and goan sweets. There are also live gigs held at the flea market.

Located in the village of Pilerne, the Museum of Goa is a must-visit place for anyone looking to learn about Goa's cultural heritage. The museum has exhibits and books that take one back in time to Goa's rich cultural heritage. There is also an art gallery in the museum that displays excellent artwork and sculptures.

The Arambol Beach in Goa is of the finest and unexplored beaches, this side of town. With amazing restaurants and a clean and quiet beach shore, the place is a great escape from crowds and the hustle of the other beaches in Goa.

For those who are lovers of shopping, an ideal market is

there in Mapusa. Open through the week in the morning and evening (the market is closed in the afternoon), you can shop for everything under the sun at the Mapusa Market. From alcohol to sweets, clothing and masalas, you can get whatever you are looking for at reasonable prices. There is a popular bar called the Pub that's a great place to grab a beer or indulge in some seafood.

A towering structure in the Old Goa Church complex, the Bom Jesu church is famous. It houses the mortal remains of St. Francis Xavier, the patron saint of Goa. The church has many beautiful altars and lovely artwork on the ceiling. On the first floor of the church, there is a small art gallery.

Located near Ponda, the Mangueshi temple is one of the most visited Hindu temples in the State of Goa. There is a tall deepastambha that is made using Christian and Muslim art influences. The Mangueshi temple houses an ancient Shivalinga that is believed to be more than 100

years old.

Water Sports in Goa have always seen its fair share of excited tourists and adventure seekers. The beach capital of India enjoys a long and uninterrupted coastline with relatively calmer waves and even sea floors. While water sports in Goa can be enjoyed at any one of the beaches in the north or the south, they are more popular and draw huge crowds at Baga, Calangute, Benaulim, Candolim, and nearby beaches. There are a number of water sports activities such as kneeboarding, kite surfing, snorkelling, parasailing & paragliding, diving, kayaking and many more.

That is just a glimpse of the exquisiteness of the magnificent State of Goa. Goa which is a unique blend of diversities once again came to limelight with the hosting of the International Travel Mart-2019. The event gave a tremendous boost to not only the tourism of Goa but that of the entire India.

69TH AGM OF HRAWI HELD

AT 'THE WESTIN MUMBAI GARDEN CITY', GOREGAON (EAST) MUMBAI

Mumbai: At the 69th Annual General Meeting held in Mumbai, Gurbaxish Singh Kohli, Director, Pritam Hotels has been re-elected as the President of the Hotel and Restaurant Association of Western India (HRAWI). Sherry Bhatia will serve as the Sr. Vice President along with Pradeep

Shetty as the Vice President. Nirav Gandhi and Chetan Mehta have been appointed as the Honorary Secretary and Joint Honorary Secretary respectively while Dilip Kothari was re-elected as the Honorary Treasurer and Aspi Nallaseth as Secretary-General.





Digital Innovation to Maximise Guest Satisfaction

N.Vijayagopalan

Indian hotels have been at a rather lower pace in technology adoption compared with their western counterparts. But the scenario is fast changing, in spite of the constraints and the challenges faced by different categories of hotels in India in adoption of technological innovation for enhancing the quality of customer experience.

Hotel industry is one where innovation has a very high significance, given the fact that all the players have realized the imperative necessity of delivering the best services and experiences to the guests in every transaction.

Organizations exist because of customers. Therefore, identifying and understanding the needs and wants of customers to enhance their experience is the focus of any successful organization. Innovation can be explained as the process of developing a solution in the form of a physical product or service that delivers new value to customers. The hotel industry in India is striving hard to be as innovative as possible.

The current trend is that even mid-priced hotels are concentrating on ambience and aesthetic appearance rather than just focusing on providing only

additional customer facilities and functional benefits. Higher-priced hotel chains now provide stylish amenities like shelving and state-of-the-art cupboards and cabinets in their guest rooms which earlier used to be the kind of amenity provided by boutiques.

The most important area in which hotels are adopting innovations to enhance the customer experience is technology. Hotels have become aware of the fact that they have to use technology to implement more innovative services designed to increase customer engagement. With about 35 per cent of the world's population being socially networked, hotels that are able to use social media effectively have started deriving incredible benefits by creating awareness about their service, managing

to decide about their vacation destination, for sharing their vacation experiences and writing reviews about the places they had been to on vacation. Now large high-definition, flat-screen televisions in guest rooms are not an uncommon sight in hotels. And hotels in the mid segment and above provide modern conveniences such as Free Wi-Fi, iPod docking station, wired and wireless Internet access, electronic door locks etc.

Adoption of digital and Artificial Intelligence (AI) solutions to keep track of users is gaining ground in the hotel industry. The industry professionals believe that AI has entered the hospitality business as a boon to the hoteliers that helps them to offer a multitude of amenities and services to



experience at every touch point through the customer lifecycle. Chatbots/artificial intelligence in hospitality is changing the way booking inquiries are handled and visitors are converted into patron customers. The front-desk hotel staff that is normally liable for conducting booking-related queries could well be replaced with conversational bots. These intelligent chatbots are programmed to create simulated conversation through natural language processing and natural language generation (text/voice) in native language. Interactions for hotel booking that are enriched with intelligent chatbots offer immense convenience to customers: 24/7 availability, fast-paced delivery service along with several custom options for booking room services.

In the modern hotels, now there are numerous data collection points and each touch point provides meaningful data about the customer which can be utilised to provide a better experience each time.

All these highlight the fact that hoteliers have started appreciating the catalytic role that digitalisation is playing in generating customer satisfaction and enhancing the guest experience.

perceptions about the brand, motivating satisfied customers to spread positive word of mouth about their experience and responding with agility to address negative experiences posted on the web. Social media is now a critical tool for the hotel industry thanks to the increasing numbers of people using social media

their guests while saving up the important resources. The real boost of artificial intelligence in hospitality sprung from the fact that it has the power to impact and transform the industry completely. It is not anymore just about food, hygiene and ambience, but replicating exemplary customer



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 = 15

Name of the Establishmet	Address
Hotel Amora	Rewadih Road, Rajnand Gaon, Chattisgarh - 491441
Paradise Country	Village + Post- Kadve, Taluka -Velhe, Zila- Pune, Maharashtra - 412107
Hotel Pratap Heritage	CTS- 248/2 ,Velly View Road, Mahabaleshwar - 412806
Sterling Kanha	Village Mocha, Tehsil Bichhiya, Mandla, Madhya Pradesh - 481762
Goradias Lords Inn	Off. Pimpal Wadi Rd, Shirdi, Maharashtra - 423 107
Hotel Om Sai Residency	Om Sai Residency, Bhumi Elegant Row House Bunglow, Neae Ryan Intl, School Back Gate, Thakur Complex 90 Feet Rd. Kandivalai (E), Mumbai 400101
Holiday Inn Pune, Hinjewadi	Pune Banglore Highway, Next To Balewadi Sports Complex, Pune - 411045
Hotel Centre Point	DC-1, TTC Industrial Area, Thane Belapur Rd, Turbhe Naka, Navi Mumbai - 400705
Hotel Dua Continental	Opp Patni, Automobile, Kamptee Rd, Nagpur - 440001
The Fern, Goregaon	4/277, I.B. Patel Rd, Behind Hp Petrol Pump, Village Pahadi, Goregaon (East) Mumbai - 400063
The Fern Residency	Parbhani, Midc, Plot No -12, Basmat Rd, Parbhani, Mumbai - 431401
Hotel Suncity Club & Resort	Effluent Canal Project Rd, Gotri - Sherkhi Rd, Vadodara - 391330
Citrus Hotel	204, E Ward, New Shahpuri, Kolhapur - 416001.
Hotel Virgosumeru	109, A Sumeru Corporate, Besides Hdfe Bank, Waghawadi Rd. Bhavnagar, Gujarat - 364002.
Hotel Regenta Central - Rajkot	Everest Park, Kalawad Road, Rajkot, Gujarat - 360005

RESTAURANTS = 14

Name of the Establishmet	Address
Under The Moon	Survey No. 45/3, Pipla Rithi Dahegam Kamleshwar, Nagpur - 441501
New Aram Restaurant	Nand Niwas, P.N.Park, Jamnagar, Gujarat-361008
Tea Break	Shop No. 04, Parmar CHS Ltd, Paraujpe B Scheme Road, Vile Parle - e, Mumbai - 400057
MRP Pune (Three Aces Restaurant LLP)	Shop No 18, Mariplex Mall, Kalyan Nayak, Pune - 411 014
Terttulia Bistro (AIAI Hospitality LLP)	Shop No. 02, Balewadi High Street, Laxman Nagar, Balwewadi, Pune - 411045
Grandmama's Cafe, KP Pune (Amhara hospitality) (grandmamas cafe)	Libras Nest Survey no.21A/10B, South Main Road , Koregaon Park, Plot no.394, Pune - 411001
Grandmamas Cafe Phoenix Market City, Pune (Amhara hospitality) (grandmamas cafe)	Unit no. 53, Upper Ground Level, Phoenix Market City, Viman Nagar, Pune - 411014
Hammer and Song (Fountain Hospitality Pvt. Ltd.)	10 Arcade, World Trade Centre, Cuffe Parade
Pablo The Art Café Lounge	240/A, Opp. HDFC Bank, Civil Line, Nagpur - 440001
Grand Mama's Café	Shed 41, Phoenix Mill Compund, D. S. Marg, Gandhi Nagar, Lower Parel, Mumbai - 400034
Café Markiv's	Ground Floor, Industrial Assurance Bldg, J. TATA Road, Churchagte, Mumbai - 400020
Sizzle House Restaurant	Shop No 01, Bhagirathi Sadan, 235/237, V. S. Marg, Shivaji Park Road, Mahim - 400016
Vadilal Industries Limited	Shop No. 11 & 12, Circle B, Below Pakvan Restaurant, Nyay Marg, Bodakdev Ahmedabad, Gujarat - 380054
The Cheaters	165, Mittal Tower, C - Wing, Nariman Point, Mumbai - 400021

ASSOCIATES = 07

Name Of The Establishmet	Address
Western Refrigeration Pvt.ltd.	7B Pannala Compound, 78 Lbs Marg, Bhandup (West), Mumbai- 400078
Aris Bioenergy Pvt. Ltd.	210, Maker Chambers V, Nariman Point, Mumbai - 400021.
Magnus Amusement Machines Pvt. Ltd	R- 235, Midc, Ttc Area, Pipeline Road, P.o. Ghansoli, Rabale, Navi Mumbai - 400701
Krishna Impex	2, Kaliandas Udyog Bhavan, Ground Floor, Unit No 02, S. H. Tandel Marg, Near Century Bhavan, Prabhadevi, Mumbai - 400025
Ans Hospitality	802/B, Shree Ambika Heritage, Sector - 1, Kharghar, 410210
Brijeel	135, Hubtown Solaris, N. S. Phadke Marg, Opp Teli Gali, Andheri (East)
V. M. Salgaocar Institute Of International Hospitality Education	Manora, Raia, Salcette Goa 403720

National conference of Tourism Ministers



The one-day national conference of Tourism Ministers was held in New Delhi. The conference was attended by State Tourism Ministers and secretaries of tourism and senior officials from 19 States and Union Territories and various issues related to the development and promotion of national tourism was discussed at the conference. Union Minister of State for Tourism and Culture Prahlad Singh Patel inaugurated the conference.

Speaking on occasion, he called for better coordination between the Central Government and State governments to increase the number of tourists in India. He asked the officials of States to organise surveys in their respective States to understand how foreign tourists perceive India and work towards removing their negative impressions if any. He urged States and Union Territories to follow with the help of Archeological Survey of India the norms of UNESCO while

making proposals for gaining heritage site status for sites in their States. He called on all the States and Union Territories to keep important tourist sites and monuments in their states open till late night for visitors.

The minister launched the Hindi version of the new 'Incredible India' portal at the conference. Chinese and Spanish versions of the new 'Incredible India' websites will be launched next month.

He handed over three new MoUs and five Letters Of Intent to the prospective 'Monument Mitras' at the conference. During the conference, discussions were held and valuable inputs and feedback were collected from States and UTs for bettering Indian tourism. Presentations were also made by the State Governments during the function and Kerala, and Sikkim was especially praised for showcasing their best and unique practices in the tourism sector.

World-class Zoo near Statue of Unity in Gujarat



A new world-class zoo will come up near Statue of Unity, the towering pride of India, situated at Kevadiya town in Narmada district in Gujarat. The aim is to convert the place into a top

tourist attraction especially for those interested in wildlife and animal lovers. According to a PTI report, the zoo which will be called Sardar Patel Zoological Park will be completed before the end of

October next year. Rajiv Gupta, Additional chief secretary and MD of Sardar Sarovar Narmada Nigam Limited, said that the zoo was part of a plan to develop Kevadiya town as a major tourist attraction. The zoo which will cover an area of 1300 acres will house different animals like lions, tigers, leopards, twelve types of deers and antelopes, giraffes, zebras, rhinoceros and bison. The zoo will be in line with the Prime Minister Narendra Modi's wish to develop the region as a major tourist hub in western India. About 19 lakh tourists are estimated to have visited the statue since its inauguration last year.

ITC to make its luxury hotels 'single use plastic free' by year end



In an initiative to take its commitment to environment and sustainability to newer heights, ITC Luxury Hotels has announced total ban of all single use plastic items from its hotels by December this year to become the 'first hotel chain in the world' to achieve this distinction.

The hotel group has resolved to make its 'front of the house' area single use plastic free by October and rest of the areas by December this year. ITC is the only hotel chain in the country which has all its luxury flagship properties LEED Platinum rated.

In order to achieve the target by the deadline set, ITC Hotels has created a cross-functional task force, performed a detailed assessment to identify usage of Single Use Plastic, possible alternatives and a Plastic Free roadmap for the future. The task force has identified 350 distinct plastic items to be removed from usage in its hotels.

As per the company release, the task force has quantified the total plastic generated at the ITC Luxury Hotels to approx. 2.5 lakh kg/year. The key components contributing to this were identified as 150 lakh water bottles, 15 lakh straws, 8 lakh stirrers, 8 lakh toothbrushes, 7 lakh ear buds, 3 lakh shoe shine and others. There are 160 items of Single Use and 190 of Multi-use plastic in a Hotel. The focus is to eliminate or find substitute for those 160 Single Use Plastic items, said HC Vinayaka, Vice President - Technical, EHS & Sustainability, ITC Hotels Division.

Israel Tourism's road show in New Delhi



Israel Ministry of Tourism (IMOT) conducted a road show in New Delhi as part of a move to improve commercial ties with the Indian travel trade fraternity. The team interacted with over 300 key travel and tour operators and with members of the media. The road show included interactive business to business (B2B) sessions, educational programmes and workshops to help trade members to plan itineraries and respond to customer queries. Sammy Yahia, Director of Tourism for India and Philippines markets at IMOT, said that tourist arrivals from India to Israel had exceeded expectations in the past few years and was continuing in 2019 and this trend was expected to continue. India currently stands third in Asia among the top source market for Israel.

Special plan for Jammu and Kashmir Tourism



The Information and Broadcasting (I&B) Ministry is planning several incentives for film and television production companies to launch their projects in Jammu and Kashmir and Ladakh. One of the many

proposals to bring back the popular tag of the region as 'Paradise on Earth' is a corporate package for film production houses who are keen to visit Jammu and Kashmir and Ladakh with their units to produce film and television serials. The government is also mulling amending the guidelines for setting up new FM radio stations in the region. According to reliable sources, the government after getting

feedback from the stakeholders, will roll out its incentive plans so that this beautiful region is promoted extensively for inbound tourism as well as film production. After the abrogation of Article 370 and reorganisation of the State, Prime Minister Narendra Modi appealed to Hindi, Telugu and Tamil filmmakers to select Jammu and Kashmir and Ladakh as their potential work area. The government is keen to improve infrastructural facilities in the region to give a fillup to tourism.

Sanya to open tourism office in India



China's rapidly flourishing resort city, Sanya will soon open its tourism office in New Delhi, in order to attract the increasing number of Indian tourists to the country's seaside resorts and hotels. An unexplored tropical paradise, Sanya is located

along the South China Sea at the southern tip of Hainan island which is the southernmost province of mainland China. Sanya has been working to make inroads into the Indian market for quite some time and has recently hosted travel and

media familiarisation tours for developing their Indian market. Since Chinese travel companies already have offices in New Delhi, the Tourism board can also work with them along with air carriers like China Southern and China Eastern airlines, as well as local Sanya tourism stakeholders. Also, the Tourism board has decided to cooperate with local Indian companies to do more activities and events in the year. They are planning a direct air connectivity between Sanya and India at least by extending the Bangkok flight to India, depends on how the Indian market grows.

B2C Travel Expo in Amravati from November 29



Babanrao Kolhe, President, ATTA

The Amravati Tour and Travel Association (ATTA), based in Amravati in Maharashtra, will be conducting its second edition of the three-day business - to - consumer (B2C) Travel Expo - 2019 from November 29 to December 1 in Amravati. The expo in its first year was a huge success with more than 50 stalls and it was supported by the Hong Kong-based cruise and resort company, Genting Cruise Lines. The aim of conducting the expo is to attract more and bigger travel agencies to Amravati.

Helipad for heli tourism in Goa by next year



Goa is an internationally famous tourist destination in India and is well known for its pristine beaches and a variety of adventure tourism activities like wind surfing, jet skiing, paragliding, Ringo rides, snorkelling, scuba diving, hot air balloon rides, sea rafting, and HOHO (hop on-hop off) bus tour etc. If all goes well, Goa will have another feather in its tourism cap and will be ready to welcome tourists on helicopters by mid-2020. The Goa Tourism Development Corporation (GTDC) plans to have a helipad

in the state and the government recently commenced steps to start the project, outsourcing it to a private company for Rs 3.3 crores. The work on the helipad to be built at Ela in old Goa will start in October 2019 and is expected to be completed by May 2020. The project aimed at promoting heli tourism in the state will be implemented by GTDC under the 'Swadeshi Darshan scheme' of the Union Ministry of Tourism. The launch of helicopter rides is expected to add to the attractions of adventure tourism of the state.

Somnath and Dholavira selected as 'iconic sites'



Director of the Ministry of Tourism Ashima Mehrotra said that Gujarat was a great destination for tourism and the state is a key player in various fields like textiles, architecture, industry and entrepreneurship. A convention was held at Ahmedabad this year on the sidelines of the meeting of the Association of Domestic Tour Operators of India (ADTOI). Two places in Gujarat Somnath and Dholavira were selected as

'iconic sites' for holistic and tourism development under the 'Adopt a Heritage: Apni dharohar Apni pehchan' project. P. P. Khanna, president of ADTOI and convention chairperson, said that important factors for growth of tourism included good infrastructure and amenities, cleanliness and safety and security. Skill development is an important factor that can help promote employment and domestic tourism.

Accor to launch new hotels



Accor will be launching two new Grand Mercure properties in India, one in Gandhi Nagar in Gujarat and another in Bangalore. Grand Mercure, GIFT (Gujarat International Finance Tec-city), at Gandhi Nagar will be launched in October. The hotel in Bangalore is expected to be functional by December at Gopalan Mall with 206 rooms. The Gandhi Nagar hotel will have 151 rooms.

Ahmedabad hosts Bahrain tourism's road show



Bahrain Tourism and Exhibition Authority (BTEA) organised road shows in Ahmedabad and Kolkata to promote Bahrain tourism in India. In line with Prime Minister Narendra Modi's policy during his recent visit to Bahrain to add new areas of cooperation between the two

Ahmedabad and Kolkata participated. BTEA used the occasion to hold talks with several tour and travel operators in India to also promote tourism in Bahrain. Bahrain had witnessed 43 per cent increase in tourist arrivals from India in the 2018-19 fiscal year. The main tourist attrac-

countries and strengthen bilateral ties, BTEA conducted the shows in which more than 150 tour and travel agents from

tions of Bahrain like Fateh Grand Mosque, Bahrain Port, Riffa Port, old houses, Muharraq, Bahrain international circuit, gravity skydiving have been hot favourites for tourists. The kingdom has world-class convention centres and various international water sports activities. The country's idyllic beaches and large banqueting spaces have contributed to its gaining the tag as a super wedding destination in the Middle East. The kingdom has launched the world's largest underwater theme park in an area of 1, 00, 000 square metres this year and emerged as world's major tourist destination.

HRAWI, FSSAI conduct FoSTaC programme at Four Points by Sheraton, Vashi

The Hotel and Restaurant Association Western India (HRAWI), in association with Food Safety and Standards Authority of India (FSSAI), conducted Food Safety Supervisor Training in Advance Catering (FoSTaC) programme on 21st September,

2019 at Four Points by Sheraton, Vashi. The programme meant for hospitality professionals has high significance as it is a part of the country's apex food regulator's mandate that requires individual food business operators (FBOs) to get their personnel trained in food

safety and hygiene standards.

The programme was specially designed to address the key issues in food safety and to enlighten the participants and create awareness among them on the vital concept of Food Safety Hygiene practice.



Glimpses from FoSTaC programme at D.Y.Patil, Navi Mumbai



APPOINTMENTS



Arvind Razdan
Senior Vice President,
Sales and Marketing,
V Resorts

In his new role at the boutique leisure travel brand, Razdan will be responsible for driving the Marketing, Sales, Brand and PR strategies for the group in India and overseas. At V Resorts, he will be in-charge of creating a strong offline business support by market penetration in feeder markets like Delhi NCR, Mumbai, Bangalore and Ahmedabad. In his previous appointment, Razdan was Vice President Sales at Royal Orchid Hotels where he was responsible for driving business for the group's 16 hotels in the north. Prior to this, he has worked with InterContinental the Grand New Delhi, The Leela Palaces, Hotels and Resorts.



Melville John
General Manager
Hilton India

In his new role, Melville will oversee the day-to-day operations of the property and guide the growth and development of DoubleTree by Hilton Goa Panaji. With over two decades of extensive experience across the globe, Melville brings his expertise to strategically position DoubleTree by Hilton Panaji as the destination of choice. Through his career, he has worked with several established brands such as Four Seasons Hotels and Resorts, Marriott Hotels and Resorts, Leela Palace, Hotels and Resorts at iconic luxury properties in India, Maldives, Canada, Thailand, Azerbaijan and Egypt.



Aniket Kulkarni
Hotel Manager
Fairfield by Marriott
Pune Kharadi

Aniket Kulkarni's role as the Hotel Manager for Fairfield by Marriott Pune Kharadi will be to deliver high levels of customer service and successful positioning of the hotel. Kulkarni will be responsible for curating strategic initiatives for the hotel. Kulkarni has a long exposure to the luxury and upscale hotel segment. He has been with Marriott International for the last 14 years and is adept and well-acquainted in the industrial know-how. He is a Bachelor in Hotel Management & Catering Technology from Pune University.



Ganeshan Maniyan
Director of Food and
Beverage
JW Marriott Pune

With long experience and deep understanding of the hospitality sector, Ganeshan Maniyan has been appointed as the Director of Food and Beverage at JW Marriott Pune. In his new role, Ganeshan will oversee the operations of all food and beverage at the property. In his previous role at Courtyard by Marriott Hebbal, he was responsible for heading and managing the Food and Beverage operations and maintaining high standards of guest satisfaction. He brings to the table his expertise after a long-spanning career in the industry, with prominent hospitality brands under Marriott International.



Soumendra Chakravarthy
Director, Food & Beverage
Novotel Imagica,
Khapoli

Novotel Imagica, Khapoli has appointed Soumendra Chakra varthy as Director of Food and Beverage department. Having an experience of more than 16 years, he had been associated with renowned hotels like Novotel Chennai, Novotel Bangalore Novotel Visakhapatnam, The Napket, Kuwait etc.



Somrup Chandra
Director of Food & Beverages
Marriott hotels,
Indore

Somrup Chandra role is to lead all five restaurants in Inodre Marriott hotels as the Director of Food and Beverages. He's having 15 years of professional experiences in various five star properties such as Grand Hyatt, Mumbai, Park Hyatt, Hyderabad, Hyatt Regency Pune and Sheraton Grand, Bangalore



Jazib Husain
F&B Manager
The Westin Pune
Koregaon Park

Jazib Husain has over 11 years of experience in Food & Beverage Operations, Customer Service and Guest Relationship Management. His last assignment was with Grand Hyatt Mumbai where he was appointed as the Restaurant Operations Manager. At The Westin Pune Koregaon Park, Jazib would be responsible for managing the restaurant operations, catering and events with impeccable leadership and detail.



Ajay Tiwari
Director of Engineering
JW Marriott Pune

Ajay Tiwari will be responsible for the overall Upkeep and Maintenance of the hotel and the management of engineering and maintenance operations within the hotel. Besides his day to day tasks, a key objective for him will be to maintain effective energy management/conservation and planned preventive & reactive maintenance programs at the hotel.



Pooja Gawas
Director of Sales
JW Marriott, Pune

Pooja Gawas has taken up the new role as the Director of Sales at JW Marriott, Pune. She brings to the hotel a vast experience in sales from various Marriott international properties, Taj Lands' End, Bandra, Mumbai and the Westin, Pune. Pooja Gawas is a seasoned executive in hotel industry.



Sukhbir Singh
General Manager
Novotel, Pune

Accor appointed Sukhbir Singh as the General Manager of Novotel, Pune. He's having industry experiences of over two decades and had been a part of brands like ITC hotels, Oberoi hotels American Express Novotel Guhawati etc . He is known to be a strategic manager skilled in sales and marketing.



Anmol Bhargav
General Mixologist
Hyatt Regency, Pune.

Prior to the new assignment, Anmol Bhargav was associated with the Taj and Marriott groups. Anmol brings in a wealth of creativity, knowledge, experience, passion and the right attitude to the new working property.



Tridip Ghosh
Vice President-Sales and
Marketing
The Orchid Hotel, Mumbai

The Orchid Hotel, Mumbai has appointed Tridip Ghosh as the Vice President, Sales and Marketing. With over 25 years of experiences in the hospitality industry he aims at driving revenue, contribute towards grand development and marketing initiatives for Orchid Hotel.



Sandeep Singh
Director Operations
Hyatt Regency, Pune

Sandeep Singh has joined as Director Operations in Hyatt Regency, Pune. His previous assignment was as the Director of Food and Beverages at the Westin, Gurgaon. He is a graduate in Hotel Management from Vivekananda Institute of Hotel and Tourism Management, Gujarat and has worked with several reputed hotel groups earlier.



Sachin Mylavarapu
Hotel Manager
St. Regis, Mumbai

Sachin Mylavarapu has been appointed as the Hotel Manager at the St. Regis, Mumbai. Having 17 years of experience in various brands of hotels across Asia, Europe and United States he brings to his new role a wealth of creativity, knowledge and business acumen coupled with dedication and commitment.

INDIA WINE AWARDS 2019 AWARDS KEY WINE PROFESSIONALS AND FEATURE MULTIPLE INTERNATIONAL MASTER CLASSES

The third edition of the India Wine Awards was held at Leela Mumbai on October 5. The India Wine Awards, led by the most qualified and foremost wine professionals in India and abroad, is an initiative powered by Sonal Holland, India's first master of wine, founder-director of SoHo Wine Club, and her Academy.

The India Wine Awards recognised key Indian wine professionals, building on the awards category introduced last year to acknowledge restaurants and hotels for their wine programmes. The Awards also featured people driven awards like Wine sommelier of the year, F&B director, promising wine personality and journalists.

A total of 116 medals (out of 376 nominations) were awarded to wines in the silver, gold and diamond best-in-show categories at the event. Last year, they introduced excellence in restaurant wine programmes – institutional awards – recognition for hotels and restaurants with the best wine selection and wine destinations. This year's event also featured three master classes focusing on Italian Wine, Chardonnay and vital role of quality glassware. Wine glass The Italian consulate and Italian trade commission have partnered Holland for the awards and the masterclass, Italian wines were highlighted on the awards night through multiple mediums.

Besides these, 17 restaurants in the country were recognised for their outstanding wine lists and as best wine destinations.

The winning wines included 17 Diamond Best in Class Trophies for those outstanding wines that had the top scores in the competition results. This year, the popular Best Wine Pairings with Cuisines Popular in India category had 8 Trophy Winners



emerge from 56 wines, paired with six dishes including sushi, Kung Pao chicken, pizza, Haleem, Thai green curry, and Fabelle chocolates from ITC group.

Wines entered in the competition were judged over two days, in September this year, by a panel chaired by Holland, comprising 17 distinguished wine professionals, hospitality leaders and tastemakers. As always, the tastings were done blind, without any knowledge of producer, region or quality level.

The Highlights of the Awards include the following.

- The IWA are India's first awards to recognise that at comparable price-points, well-made, premium examples of Indian wines are on par with international ones for their world-class attributes, indicating that the Indian wine industry is indeed maturing, and domestic wines are evolving for the better, in taste, quality and enjoyability.

- For the first time in the history of the IWA medal stickers have been introduced for all silver, gold and diamond best in show trophy winners, which can be affixed on award-winning wines. India Wine Award medal stickers affixed on bottles will help consumers immediately distinguish excellent wines from the ordinary. This consumer-centric initiative will guide customers to choose the

champions in the wine industry from retail shelves.

- This year the IWA launched a trio of masterclasses focussing on the appreciation of the different facets of wine. 'The Extraordinary Italian Taste' and the 'Varietal Tasting - Focus on Chardonnay,' were in partnership with Wine & Spirit Education Trust (WSET), global leaders in wine, spirit and sake education. 'A Journey of the Senses - The Glass and the Palate' in association with Lucaris Crystal, the leading stemware company from Asia, the official stemware partners at the IWA 2019. The resounding attendance to the masterclasses reflected a growing demand and urgent need for quality wine & spirits education among members of the trade as well as consumers.

The jury comprised of important names in the country's food & beverage industry, including Taljinder Singh - senior VP, SeleQtions & South Mumbai Hotels, GM - The Taj Mahal Palace Mumbai & Taj Mahal Tower, Mumbai; Zubin Songadwala - GM, ITC Hotels; Namrata Zakaria - Writer & Columnist, Mumbai Mirror; Dietmar Kielnhofer - GM, JW Marriott Sahar; Ruma Singh, senior wine writer; Subhash Arora - founder & editor- delWine, wine writer and wine judge; Lalit Rane - sommelier, St. Regis Mumbai, amongst many more.

FHRAI AND MANY OTHER INDUSTRY ASSOCIATIONS JOIN NRAI IN THE #LOGOUT MOVEMENT.

The protest which started against deep discounting and other predatory policies employed by the Food Service Aggregators (FSA's), has turned into a movement. The Federation of Hotel & Restaurant Associations of India (FHRAI), the apex body of the Hotel and Restaurant Industry in India, comprising of HRANI, HRAWI, SIHRA & HRAEI, has extended its whole-hearted support to the #Logout movement initiated by the National Restaurant Association of India (NRAI) in August, 2019. Along with FHRAI, several other associations such as AHAR, Thane Hotel Association, Pune Restaurants & Hotel Association (PRAHA), NHRA, Vadodara Food Entrepreneurs (VFE) have also unitedly joined the #Logout movement which started as NRAI and FHRAI are two national representative bodies of the Industry and their coming together as a group is a very significant development meant to send out a strong message to the FSAs about their highly-detrimental and predatory trade practices. Several city-based and affiliated bodies joining the campaign strongly indicate that the pain is being felt across the entire industry and everyone is aligned together in this movement.

On the movement gaining momentum, Gurbaxish Singh Kohli, President, Hotel and Restaurant Association of India (HRAWI) & Vice President, FHRAI said, "The group recognizes the need for a peaceful co-existence of the Hotel and Restaurant Industry with e-commerce aggregators, but is also very clear that the terms of engagement between the two sides have to be equal at all times, that no one can usurp the role of the other, and aggregators cannot dominate the Industry or conduct its business in a manner that is detrimental or negatively impacts the Industry's growth or profits." He added that "The group is further clear that



these aggregators, who are heavily funded by Private Equity Funds, have to recognize that their role is that of a 'market-place and/or a service-provider', akin to a travel agency or a discovery platform like Yellow Page of yore. Their role is to merely aggregate services of the Industry; they DO NOT represent the Hotel and Food Service Industry. Therefore, they cannot decide or dictate commercial terms to and on behalf of the Industry."

The united Associations have identified a few core complaints and grievances, against Zomato and others aggregators like deep discounting, lopped / oppressive contracts with arbitrary rule changes, high commissions, high penalties and unilateral changes to them, delayed payments and unreasonable penalties, unreasonable additional charges, unethical practices such as showing a restaurant closed when riders are unavailable, private labels, forced use of delivery services, unreasonable & arbitrary rules of engagement, in transparency and inconsistency of search algorithms, imposed certification, data masking of OUR OWN CUSTOMERS from the hotels, employing coercive tactics by threat of drop in rating etc., breach of promise & changing goalposts, surreptitious attempts to collect OUR CUSTOMER DATA through schemes such as Free Wi-fi etc.

"This group also unanimously agreed that the ZOMATO GOLD is

an extremely detrimental product for the Industry and strongly opposes the same. It is clothed in such a manner that it misleads a few gullible members into disastrous consequences. The FSAs are slowly but surely gaining dominance with the help of massive funding being made available to them through venture funds and private equity capital, the funds are then used towards several unfair trade practices. As responsible industry bodies, we stand strongly to protect their interests", says Katriar, President, NRAI.

"The group has joined hands to save the Industry, protect its individual member entrepreneurs and the Hospitality & Food Service Industry from becoming sick, and will not hesitate in embarking on a nationwide agitation and resistance against Zomato and others if its demands are not met within a stipulated time frame," says Pradeep Shetty, Vice President, HRAWI & Jt. Hon. Secretary, FHRAI

This group of United Associations mooted a five-point charter towards realizing the above objective of #TakingBackControl and sent out a strong message to all FSAs that they must: - (1) Always CONSULT us (2), Never APPEASE customers solely at our cost, (3) Always ensure our PROFIT as you ensure your GMV-led valuation, (4) Never POLICE us, (5) Never COMPETE with us.



Rufil launches soft paneer; German technology used for vacuum packaging

Rajendra and Ursula Joshi Food Industries Pvt Ltd (Rufil) has launched soft paneer in the market. It is manufactured with automated operations and packed using German technology for giving one of the best vacuum-packed paneers in the market. According to Rufil this helps in giving a better-quality product and in retaining the freshness and softness of paneer for much longer time than compared to other packaging available in the market. The plant is located in Mahindra World City, Jaipur.

Currently, Rufil produces products like milk (full cream, toned and double-toned) in 500ml and 1,000ml packaging, curd in 1kg packaging, plain buttermilk, cup dahi and masala chhach.



Gobble Me Good brings Indonesian coffee brand Wake Cup to India

Gobble Me Good (GMG), the dynamic food and beverage franchise management company, has opened doors to the Indian market for the renowned Indonesian coffee chain, Wake Cup Coffee & Eatery with the launch of their first ever outlet in India. Located at High Street Phoenix, Lower Parel, Mumbai, this outlet marks Wake Cup's first foray into the international market, following its success in Indonesia with 13 branches across the country.

There is on an exclusive array of edible gold-dusted and silver-dusted coffees called the Gold Digger and the Silver Spoon, in the eclectic line-up of authentic Indonesian coffees and other beverages.

Coffee lovers can choose from an array of flavour lattes, mochaccino and signature iced coffee like Ice Pandan Coffee, Ice Cendol Coffee and Ice Robusta Coffee. It also features a unique menu of non-coffee lattes like Blackforest Latte, Taro Latte and Matcha Latte.



Mother's Recipe expands instant mix category with Instant Upma launch

Mother's Recipe, a leading household name in the ethnic food division, has expanded their instant mix category with the launch of traditional Indian breakfast Upma. The South Indian specialty, prepared using ingredients like semolina (suji), black gram dal (urad dal) onion, green chilli, cumin, curry leaf, lemon powder and asafetida. Consumers just need to add hot water, and it is ready to eat in five minutes.

Mother's Recipe's Upma pack is available in 73g Cup Upma and 170g pillow pouch formats across all hypermarkets, local stores, exclusive brand outlets and Mother's Recipe e-store in major and mini metro cities.



ITC's Aashirvaad launches Millet Flour under Nature's Super Foods range

Aashirvaad, India's market leader and one of India's leading staples brands, has launched a new range comprising Gluten-free Flour, Ragi Flour and Multi Millet Mix Flour under the umbrella of Aashirvaad Nature's Super Foods. This is in line with the brand ethos of Nurturing through Nature.

These flours can be added to regular atta and batters to make nutritious chapatis, dosas and more. According to Aashirvaad, these products are enriched with the goodness of nature, being abundant source of vitamins, fibre, protein and minerals, thereby known to provide more satiety and nutrition. The current range comprises innovative offerings including, Gluten-free Flour, Ragi flour and Multi Millet Mix flour, which are naturally gluten free, rich in dietary fibre and a source of protein.

Araku coffees launches Signature, Selection variants for Raksha Bandhan

Araku coffee is a specialty, certified organic luxury coffee brand from the Eastern Ghats of India. Araku is now available in India exclusively via its website. It will commemorate Raksha Bandhan with four variants of coffee - Signature, Selection, Micro Climate and Grand Reserve.

These are freshly roasted every day, and available in the forms of beans and customised grinds.

Signature

Signature is the symbol of aromatic balance and roundness of Araku coffees. It is especially recommended for people trying the coffees for the first time, and is priced at Rs 490 for 250g.

Selection

Selection is a coffee that is both powerful and round. It has been built to please espresso connoisseurs looking for a bold, full-bodied and pungent coffee. It is priced at Rs 580 for 250g.

Micro Climate

Micro Climate is particularly sharp and fruity. It is a rich, smooth and full-bodied coffee, and is priced at Rs 580 for 250g.

Grand Reserve

The Grand Cru of Araku coffees, it coming from the company's finest parcels, and offers coffee lovers the perfect balance between roundness and intensity. It is priced at Rs 850 for 250g.



Marico's Coco Soul introduces 100 per cent natural-infused oil variants

Marico has introduced a range of three 100 per cent natural-infused oil variants (viz., Chilli Oregano, Curry Coriander and Cinnamon) which have been curated and conceptualised by chef Kunal Kapur. The range has been conceptualised as a dish for those who wish to indulge in gourmet foods and yet maintain a healthy lifestyle.

Chilli Oregano is infused with the natural extracts of hot chilli and delectable oregano, to act as a partner to salads and pastas. The Cinnamon-infused oil is similarly infused with the natural extract of cinnamon and can be used in baking or as a top-up on shakes and smoothies. Infused with the natural extracts of curry leaves and coriander, the Curry Coriander oils is best used to cook Indian dishes for an earthy aroma and palatable taste.

It is reported that being a rich source of medium-chain triglycerides (MCTs), the oils help provide a boost of energy, help manage weight and support cognition and that being made from freshly harvested coconuts that are sourced from pristine coconut farms and infused with key natural ingredients, the oil can act as a perfect partner in cooking, dressing or marinating, making a dish delicious as well as healthy.



Star Bathroom Fittings and Accessories

Star Bathroom fittings and accessories manufactured by Satyam Enterprise, Rajkot are in the market as a class of designer bathroom fittings. The Star collection includes Towel Racks, Robe Hooks, Napkin Rings, Towel Rods, Soap Dishes, Toilet Paper Holders, Napkin Rods, Tooth Brush Holders etc. The Star products fall under a wide range of series namely Dyna series, Verna series, Platina series, Neno series, Peridot series and Jagura series, which include fittings and accessories made of 304 stainless steel, and Tricon series, Round series and Dolphin series, made of 202 stainless steel.



Event Calendar

ADEX IOF	MUMBAI	OCT 04-06	2019
IITE	NAGPUR	OCT 11-13	2019
OTB	BHUVANESWAR	OCT 14-20	2019
CLUB 9 ITE	BENGALURU	OCT 18 - 20	2019
DRT	MUMBAI	OCT 18 - 20	2019
H EXPO	VISAKHAPATNAM	NOV 01-03	2019
WTM	LONDON	NOV 04-06	2019
ITM	JAMMU	NOV 15-17	2019
IITM	HYDERABAD	NOV 22-24	2019
TF	MUMBAI	NOV 22-24	2019
TE	BIDHANNAGAR	NOV 29 - DEC 01	2019
TTI	MUMBAI	DEC 03 - 05	2019
ITM	JAIPUR	DEC 06 - 08	2019
CIBS	KOCHI	DEC 06 - 08	2019
IITE	MADURAI	DEC 13 - 15	2019
TFS	SILGURI	DEC 13 - 15	2019
HE	COIMBATORE	JAN 03 - 05	2020
SATTE	GREATER NOIDA	JAN 08-10	2020
BLTM	DELHI	JAN-31, FEB 01	2020
TTF & OTM	MUMBAI	FEB 03-05	2020
TTF-SUMMER	KOLKATA	FEB 14-16	2020
GITB	JAIPUR	APR 19-21	2020
ATM	DUBAI	APR 19-22	2020

ITB

ASIA-SINGAPORE	OCT	16-18	2019
BERLIN	MAR	04-08	2020
INDIA-MUMBAI	APR	15-17	2020
CHINA-SHANGHAI	MAY	13-15	2020

IITM

HYDERABAD	NOV	22-24	2019
PUNE	NOV	29-30,DEC-1	2019
KOCHI	JAN	09-11	2020
KOLKATA	FEB	21-23	2020

TTF

CHENNAI	JAN	17-09	2020
DELHI	JAN	24-26	2020
BANGLORE	JAN	30-31, FEB 1	2020

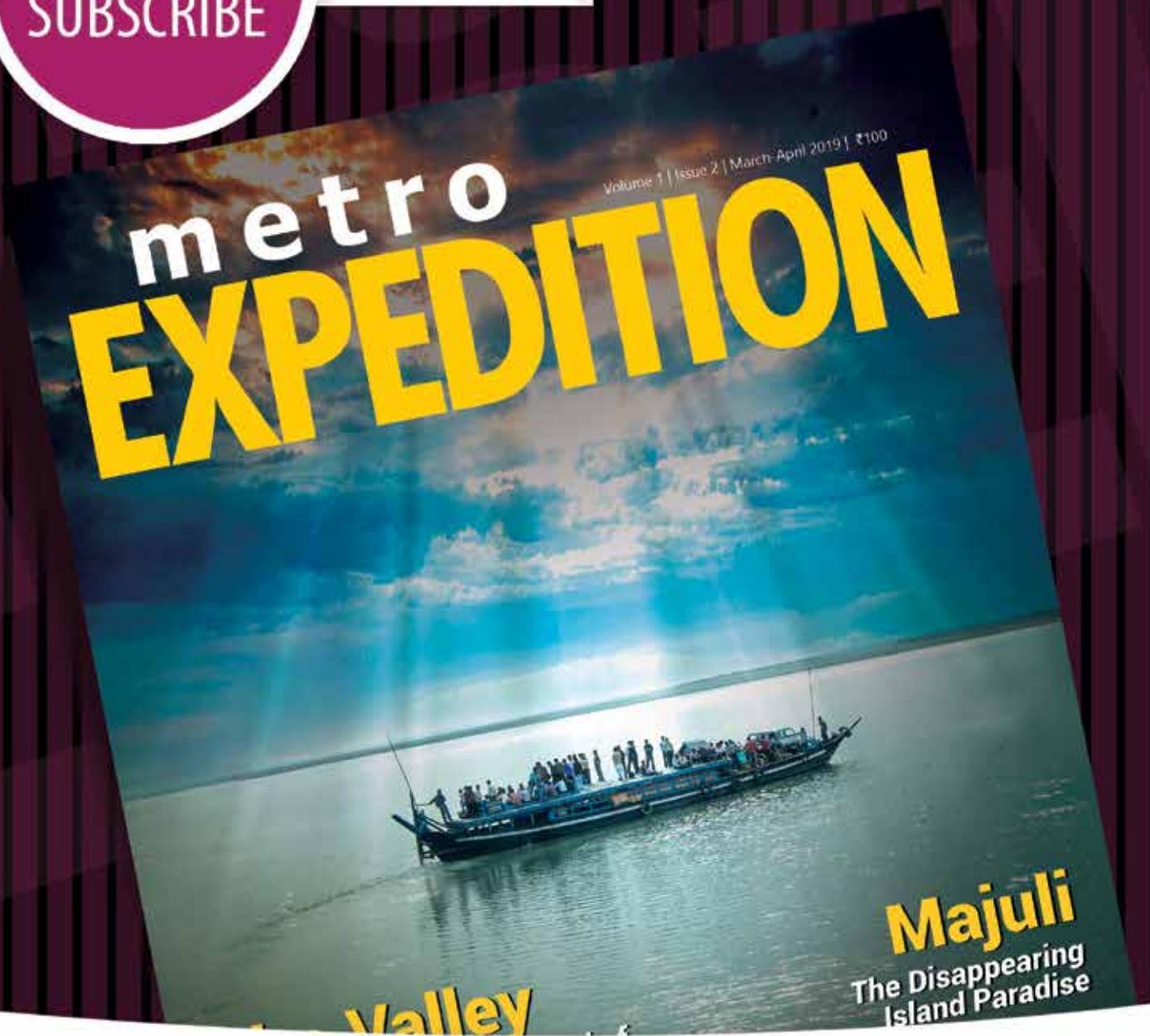
www.themetrofoodawards.com



METRO
FOOD AWARDS
Your Efficiency Recognized

www.metroexpedition.com

**READ &
SUBSCRIBE**



**metro
EXPEDITION**

MERA 44, Eanthivila Lane, Murinjapalam, Medical College (PO)

Trivandrum, Kerala 695011 India

email: metromart.tvm@gmail.com

M: +91- 9947733339/ 9995139933

PUNE | BANGALORE | KOCHI | KOLKATA

To walk the ancient streets that run
across cultures, beliefs and ideas,
to open wide the mind and watch
the colours seep into each other and
let the courtyard of the world
make us human, all over again.

HUMAN *by* NATURE