



H
R

A

N

NOW

OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

FOR PRIVATE CIRCULATION ONLY

NOVEMBER 2016



Housekeeping Important Aspect Of Hospitality Industry





ISO 9001:2008 Certified Company

moselle[®] water purifier a LIFE changing experience

Enjoy Healthy Life with
Clean, Fresh & SAFE WATER !



Delivers Bacteria Free, Virus Free, Pure & Safe Drinking Water

Uses :

In Household Families, Homes, Offices, Bungalow, Hospitals, Banks, Residential Apartments, Clinics, Attachment to Water Coolers, Storage Tanks etc.

Unique Features :

- ★ No need of Electricity.
- ★ Multi Stage Filtration Process ... macro, micro & UF followed by GAC
- ★ UF Membrane Technology based product.
- ★ Certified by Laboratories of National repute for removal of Bacteria (E-Coli) and Viruses (Hepatitis 'A' & 'E') responsible for water borne diseases.
- ★ Easy to Install & Operate
- ★ Minimal Maintenance
- ★ User & Eco Friendly
- ★ The Only Indigenously produced Compaq & Sleek Water Purifier.

Operational Features :

- ★ Ideal for ONLINE Installation and gravity fed Surface / Municipal water even from overhead tank
- ★ Uninterrupted flow of filtered water.
- ★ Separate Outlet for removing impure / reject water



AN IDEAL ONLINE & COST EFFECTIVE Solution for Pure & Safe Drinking Water

moselle[®] UF Membrane based
Water Filter Patented & Licensed from
CSIR / NCL Patent No. : 1811 / DEL / 96
US Patent No. : 6858141B2

For Enquiry & Dealership
Membrane Filters (India) Pvt. Ltd.
73/6, Parvati, 1st Floor, Bhakti Marg,
Off Law College Road, Pune - 411 004.
Tel. No. : 020 - 2545 3342
E-mail : sales@membranefilters.in
purionservice@membranefilters.in
Web : www.membranefilters.in



President's Note

Dear Members of the HRA (WI):

Wish you all a very happy and prosperous New Year!

Hope the New Year brings us better business this festive season.

We, at Hotel and Restaurant Association Western India (HRAWI), are constantly persuading the government towards a common vision for ease of doing business.

We have represented our case for 5% G.S.T on our trade, to the Central Government. We understand that G.S.T rate slabs for each sector will be determined by a group of committee of secretaries.

We request you all, to propagate our goal of reasonable GST, among your contacts, with representatives of the government.

The Hotel and Restaurant Association of Western India (HRAWI), in a bid to remove any ambiguity over selling water, aerated drinks and similar commodities above the Maximum Retail Price (MRP), has issued a circular to its members clarifying that hotels and restaurants could continue to sell the same above the MRP. However, if such commodities are being sold over the counter then it is advised that they be sold at MRP only.

We hope you all enjoy this festive season!

We look forward to your continued support, feedback and participation. ■

With Best Regards,

Dilip Datwani

President HRAWI

Contents

COVER STORY



18

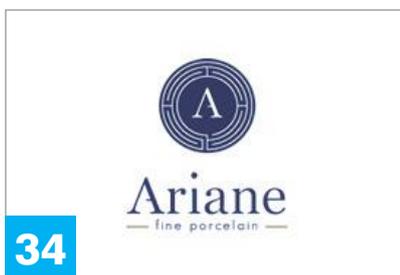
**Housekeeping
Important Aspect
Of Hospitality
Industry**



24

FEATURE

The Grand Bhagwati Surat



34

PRODUCT SHOWCASE

“We produce high quality fine porcelain tableware which caters to the specific needs of the hospitality industry through advanced production techniques, our unique porcelain composition, and worldwide network of distribution channels.”

DESTINATION WATCH

**Surat The
Historical
Commercial
Centre Of
Gujarat**



28

Publisher & editor in chief

HRISHIKESH P. PATIL

MPENASSOCIATES@GMAIL.COM

EDITORIAL.HRA@GMAIL.COM

9967429418

content contributor

MARTIN P.N

EDITORIAL.HRA@GMAIL.COM

PhotograPher

SANDEEP CHAVAN

MARUTI SHINDE

advertisements

SAMEER MONTEIRO

DIRECTOR EVENTS & SPECIAL PROJECTS

99201821428

KAJMIL GOVES

VICE PRESIDENT MARKETING

9920689842

RAJARAM MORE

DIRECTOR ADVERTISING

9619376809

MAYURESH KSHIRSAGAR

ASST.MANAGER SALES

MKTG.HRA@GMAIL.COM

8605631988

SUBHASH PATIL

EXECUTIVE

9004424277

B. SATYAM

REPRESENTATIVE SOUTH INDIA

09441337783

RUDHEER BARDESKAR

ASST.MANAGER MARKETING(GOA)

0942097312, 09552345001



disclaimer

The publishers regret that they cannot accept liability for omissions contained in this publication, however, caused..

The opinions and views contained in this publication are not necessarily those of the publishers. Readers are advised to seek specialist advice before acting on information contained in this publication, which is provided for general use and may not be appropriate for the reader's particular circumstances. The ownership of trademarks is acknowledged. No part of this publication or any part of the contents thereof may be reproduced, stored in a retrieval system or transmitted in any form without the permission of the publishers in writing. An exception is hereby granted for extracts used for the purpose of fair review. HRA Now is published, edited and printed by MPEN Associates Hrishikesh Patil on behalf of HRAWI (Hotel and Restaurant Association of Western India), HRAWI is not responsible for the editorial. Published by MPEN Associates. Address C3/3 Mahindra Nagar, Haji Babu Road, Malad East, Mumbai 400097



More than just power

FG Wilson Diesel Generator Sets(10-200 kVA)



Good load acceptance and super silent



Durable / Robust



Easy on maintenance



Warrented

FG Wilson is owned by Caterpillar Inc.

Gimmco Limited

Machchindra Pawar ☎ +91 84228 85081

✉ machchindra.i@gmmcoindia.com

HRAWI Extends a Warm Welcome to its New Members

Hotel IVY

Ring Road No. 1, Priyadarshini Nagar, Pachpedi Naka, Raipur, Chhattisgarh-492001



Hotel IVY is a classic boutique hotel in the heart of Raipur city. It's 12 Kms from Swami Vivekananda Airport & 6 Kms from Railway Station. The property is strategically located close to the city centres & the principal business districts. The innovative interiors and inspiring artwork make for an ambience that is refreshing contemporary & stylish. Designed to please the modern business traveller the hotel offers spacious and luxurious 38 rooms with the best amenities in Raipur along with efficient 24X7 services.

Dwarkadhish Lords Eco Inn

Near Gayatri Temple, Dev Bhumi, Dwarka, Gujarat -361335



Dwarkadhish Lords Eco Inn Dwarka has 36 graciously appointed rooms with state of art modern facilities & amenities for utmost guest comfort. It is the only hotel

in Dwarka which is sea facing & the only branded hotel. The hotel is just walking distance from the temple of lord Krishna. It also has the finest multi-cuisine restaurant Blue Coriander, with an ambience and hospitality evocative of those golden times when every meal is a feast and every feast, a gourmet's delight.

Pluz Resort

Survey No 203/3, Naroli, Silvassa, Dadra Nagar Haveli – 396235



Pluz is derived from Spanish word "luz", which means light. Pluz Resort believes in kindling the world with light of hospitality, simplicity, convenience, style, warmth, modernity and yet affordability. Situated in the greens of Silvassa, the resort is in sync with nature which is packed with light, the very essence of sight. Pluz Resort offers 105 well-furnished rooms equipped with cable television, Wi-Fi internet access, kitchenette and safe deposit locker. The resort houses conference and banquet hall to host corporate meetings as well as family functions. The conference hall comes with all the modern facilities like high speed internet and best audio-visual facilities. The resort features restaurants serving a wide array of multi-cuisine delicacies like Continental, Mexican, Italian, Thai, Chinese and Indian. The chefs are specially trained to prepare exotic dishes to savour your taste buds. Pluz Resort offers some recreational facilities like massage and ayurvedic centre, activity centre, games room and some outdoor activities like cricket and football.

Pizza Hut

BPCL Petrol Pump, Bandra Kurla Complex, Bandra (W)

Pizza Hut is an American restaurant chain and international franchise, known for its Italian-American cuisine menu



including pizza and pasta, as well as side dishes and desserts. Pizza Hut BKC outlet is a very convenient place with good ambiance for fabulous pizzas and starters. It is located near the BPCL Petrol Pump towards the end of BKC. Since the area around this has nearly no building as yet, parking is no problem. The place is a hop in anytime to grab a quick pizza for the people working in and around BKC. This place is famous for delivery but also has a decent dining space. Primarily a delivery outlet, the place has been quick and efficient in delivering pizzas with zap of moments. Quite a cool outlet a must visit for some fresh crispy pizzas.

10 Downing Street

House No – 647 (5A/7), Pintos Vaddo, Next to Newtons Store, Candolim, Bardez, Goa- 403515



10 Downing Street is known for welcoming ambience, sophisticated interiors and friendly service, an unrivalled product range that compare internationally. Visit 10 Downing Street for a warm inviting and pleasant experience. Overall a whole new lifestyle. 10 Downing Street attracts a refined clientele made up from the city. Families also find 10 Downing Street to their liking. Whenever the desire to relax and reconnect strikes, there's a spot at 10 Downing Street waiting for you. Today, 10 Downing Street Pub is located in over a dozen locations across India and is one of the fastest growing chain of Pubs in the Country. The 10 Downing

Street Pub in Goa is a grand place where you will find lot of events happening, people here enjoy food, drinks and sway to the great music played. It has two decks, with the upper deck being dedicated for games like Snooker, Air Hockey, Foosball, Carom, Table Tennis among others. It is located next to the Newtons Store at Candolim; don't miss this place whenever you are in Goa the next time.

Craft

Unit No. F. 85, 86, Phoenix Market City, Kurla, LBS Marg, Kurla (W), Mumbai



Craft is an all-day deli, bistro and bar that celebrates craftsmanship; a place where people can unwind over quality food, drinks and warm interiors. Strategically located opposite PVR, Hamleys and Crossword at Phoenix Marketcity, it has something for everyone. The food is simple yet modern using freshly sourced, hand-picked ingredients. In addition, the well-stocked deli is brimming with in-house coffee packets, breads & cookies, dips, artisanal cheese, etc. The open kitchen and bar lends to a fun and dramatic ambience with friendly mixologists and chefs at work concocting delicious cocktails and meals. With Chef Paul Kinny at the helm, the emphasis has been on modern European delicacies with global flavours in salads, soups, pizzas, burgers, sandwiches and desserts - blending classic bistro fare with technique and presentation. Craft dons a new avatar through different times of the day. From a wholesome Power Lunch in the afternoon to Crafted Hours in the evening or a lux dinner, there is something exciting for everyone walking in. For shoppers, residents and office-goers who want to savour an exquisite meal experience or even a few drinks in a relaxed and chic ambience, Craft is the perfect handcrafted solution.

Aqaba

Level P5, Club House, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai- 400013

Unusually located in the heart of Lower Parel, Aqaba is a breath of fresh air, transporting one away from the bustling



crowds and busy streets of the surrounding. The restaurant has been named after the quaint and picturesque coastal city of Jordon, Aqaba.

Paying homage to the cuisine of the city, Aqaba offers a fine dining experience across a 3,000 sq.ft restaurant area with a 1,000 sq.ft fresco section. It showcases a right confluence of style and ambiance from the Mediterranean, serving cuisine flavors which are approving to the Indian palate. All together Aqaba brings an authentic cornucopia of dishes from mainly Greece, Turkey, and Lebanon with provincial specialties of Southern Italy, Spain, and Northern Africa. The must try dishes are Seven Spiced Crispy Salmon, Moroccan Fish, Lamb Mansaf, and Mezze platters.

The complete 20,000 sq.ft oasis also offers conference and multipurpose meeting room facilities which can be used for corporate training, seminars, as well as a lush lawn and banqueting area which seats about 70 guests and has a welcoming charm which in itself is emblematic of the region. It is a perfect setting for engagement, wedding, or a small private yet luxurious event.

The tranquil surroundings within Aqaba are perfect for cocktails & canapés night to unwind after a busy day in the office.

Hungry Wheels

202, Diago B, Shirley Rajan Road, Rizvi Complex, Bandra Nest, Mumbai

Hungry Wheels is India's first company providing white label Mobile Restaurants on easy and risk-free long lease. It makes food business a breeze with, export-quality regulatory compliant vehicles, customisable kitchens, global quality flameless cooking equipment. Not to forget they also provide pre-approved parkings, automated marketing technology tools and management services. It's multi-national management team brings 150+ years of collective experience from across Asia, Europe, and America. Hungry Wheels has spent 4 years designing the solution, and is poised to raise quality standards of mobile dining across South Asia including India, with lower commitments to real



estate and other fixed costs - all of which today prove to be significant business barriers to expansion and additional monetisation of existing kitchens.

Paninaro Café

India Bulls Financial Center, Tower 3, Ground Floor, Senapati Bapat Marg, Elphinstone Road, Mumbai



Paninaro Café is your one stop for a light and healthy meal without compromising your choice for a healthy lifestyle. No matter how busy or hectic your day gets. We strongly believe in #FoodThatDoesGood and the fact that there is no substitute for fresh & natural ingredients.

We understand that a healthy and wholesome meal during lunch and dinner is as important as the home made breakfast. And to match up to the nutritious value of a home cooked meal, our food is prepared from vegetables which are sourced directly from the local farms and crafted into salads and sandwiches using a range of breads which are baked in-house every day using rye, multi-grain, whole wheat, and jalapeno to enhance the nutritive value of your overall meal.

Our evolving menu at the café is always brimming with Salads, Sandwiches, Panini's and Wraps, Smoothies, and Healthy desserts for you to choose from. We encourage you to step into our Indiabulls Financial Centre café in Tower 3 on the ground floor for a healthy and wholesome meal. ■



There's more to China than just Chinese food.

From identifying products to shortlisting vendors, **Imports From China** opens up a window of business opportunities in China.



When it comes to exploring business opportunities in China, **Imports From China** offers you a headstart over everybody else. We make your business trip a hassle-free experience with a wide range of services that include, Visa facilitation, market search, vendor identification, arranging product shipment and the final delivery of the consignment at your doorstep. So whether you want to import doors, flooring, bathroom fittings, chandeliers, curtains, windows, we make sure you get the business edge. So go ahead, put your best foot forward in China with **Imports From China**.



Hotel Body Issues Clarification To 'Purported' Minister's Remark

Selling At MRP Not Applicable For Hotels & Restaurants

The Hotel and Restaurant Association of Western India (HRAWI), in a bid to remove any ambiguity over selling water, aerated drinks and similar commodities above the Maximum Retail Price (MRP), has issued a circular to its members clarifying that hotels and restaurants could continue to sell the same above the MRP. However, it also advised not to sell water bottles or such commodities carrying MRP over the counter at all, and if they do, must be sold at MRP.

The HRAWI is a member association in the western region of the Federation of Hotel and Restaurant Associations of India (FHRAI), the apex body of hotels and restaurants in the country. It issued the circular in response to queries posed by members after a section of the media quoting Consumer Affairs Minister Ram Vilas Paswan carried a news item that selling water and aerated drinks above MRP could attract fine and a jail term. Some news items had also wrongly stated that Hotel Association's cases have been dismissed in High Court and Supreme Court.

"Running the story without appropriate verification has caused confusion and misunderstanding between hoteliers and their patrons. As per the present law, there is no such legal repercussion that can prosecute a hotel or restaurant for the sale of either packaged drinking water or aerated drinks or any such commodity above the MRP while being served in the premises i.e, inside Hotels and Restaurants. So we have advised our members that they can continue selling at suitable rates as the MRP law applies to retailers only," says Mr Pradeep Shetty, Hon Secy, HRAWI & Chairman - Legal Matters sub-committee, FHRAI & HRAWI.

FHRAI had filed a Writ Petition before the Delhi High Court challenging the notices issued under the then



prevailing law namely the Standards of Weights and Measures Act for serving water above MRP. The Ld. Single Judge of the Delhi High Court by judgment dated 5.3.2007 in W.P. No 6517 of 2003 allowed the writ petition filed by FHRAI holding inter alia that, "... charging prices for mineral water in excess of MRP printed on the packaging, during the service of customers in hotels and

restaurants does not violate any of the provisions of the SWM Act as this does not constitute a sale or transfer of these commodities by the hotelier or restaurateur to its customers. The customer does not enter a hotel or a restaurant to make a simple purchase of these commodities. It may well be that a client would order nothing beyond a bottle of water or a beverage, but his direct purpose in doing so would clearly travel to enjoying the ambience available therein and incidentally to the ordering of any article for consumption..."

"Thereafter, two other Courts (Kerala and Delhi HC) have also held non-applicability of MRP

to items sold in hotels and restaurants. It is regrettable that wrong information continues to circulate even on matters like these. Nobody comes to a hotel or a restaurant to purchase goods or commodities; they come to our establishments to enjoy service and ambience. As hoteliers, our primary focus is on providing memorable experiences," concludes Mr. Dilip Datwani, President, HRAWI. ■

Hotel Industry Welcomes 5% GST On Food But Warns Tourism Will Stifle At 18% GST On Rooms

"A 5% GST For Tourism Could Decrease Current Account Deficit, Increase GDP, & Double Up Forex Revenue" – HRAWI

In the recently concluded meet on Good & Services Tax (GST), the Government has declared a four tier

structure of 5, 12, 18 and 28 per cent of which the service sector will be taxed at 18 per cent. To this, the Hotel and Restaurant Association of Western India (HRAWI) has warned that tourism could witness a major setback. Citing a recent study conducted by the Organization for Economic Co-operation and Development (OECD) on the impact of taxes on competitiveness of tourism, it has highlighted that most nations recognize tourism as a critical economic driver and follow a Tourism Rate (TR) which is lower than 50 per cent of the Standard Rate (SR) on other sectors.

“It is estimated that the lower GST rate of 5 per cent will contribute to a decrease in our Current Account Deficit, increase in the GDP, doubling up of both foreign and domestic travel and also doubling up of tourism induced employment, across each state and nationally,” says Mr Dilip Datwani, President, HRAWI. “India’s tourism competitors in South East Asia (excluding Japan and China) earn among themselves over \$150 billion in foreign exchange and attract almost 100 million tourists annually. It is estimated that a GST rating of under 10 per cent will enable India to increase its price competitiveness and target an additional 10 per cent of this market in the short to mid-term, and up to 20 per cent of this market in the medium to long term. This implies an increase in our foreign exchange earnings from tourism from the current \$20 billion to approximately \$35 billion in 3 to 5 years and to approximately \$55 billion in 5 to 7 years,” he adds.

The study also estimates that a GST rate of 5 per cent will more than double both foreign travel coming to India to 20 million tourists and domestic travel within India to 2.5 billion.

“Indian tourism industry is estimated to be the size of around 2 lakh crores directly and generating an economic multiplier of up to three times the amount. It is driven by over 8 million foreign tourists and by over 1.3 billion domestic tourists. A lower GST has the potential to increase our total economic impact to over 10 lakh crores. This has the potential to increase our total share



of GDP to more than 10 per cent against the present 5.5 per cent. The global average GDP contribution from tourism is 14 per cent while in China alone it is at 9 per cent,” adds Mr Datwani.

Tourism is one of the biggest revenue generators of Foreign Exchange to India. Every foreign tourist spending an additional day in the State of Maharashtra alone translates to an incremental revenue of Rs.600 crore which benefits not just the industry but also means additional revenue to the government coffers.

“We welcome the 5 per cent tax slab on food, which is a positive outcome of subsumed taxes for hotels and restaurants. However the 18 per cent levy on services or room revenue in our case, compared to our neighbouring countries which charge a Tourism tax between 4 to 7 per cent, rules out fair competition. Abroad, GST can have least slabs as they have minimum exclusions unlike ours. However, in India, breaking down the GST into tiers for simplifying the rates at which different goods will be taxed is not turning out to be favourable to tourism. A foreign tourist planning a trip across Asia may entirely skip India or spend fewer days in our country on account of these perceived high room rates because we also don’t refund taxes to foreigners like many countries do,” says Mr Kamlesh Barot, past President, Federation of Hotel and Restaurant Associations of India & HRAWI.

Hospitality is one of the biggest drivers of employment in India generating 5 crore jobs directly and indirectly. It absorbs over 7 per cent of skilled, unskilled and semi-skilled workforce.

“It is also estimated that a lower GST for tourism will easily double the jobs in this sector of the employable to 9 per cent from the present 4.5 per cent. This will prevent unplanned urban migration and create livelihood across the hinterland. Tourism has the potential to increase contribution to employment to over 10 per cent. We are still hopeful that the Finance Minister will reconsider and provide a tax rate like the Tourism tax rate applicable in most countries,” concludes Mr Barot. ■

Lords Hotels & Resorts Bags 7 Awards At The Tourism Awards Gujarat 2016

Clinches The Prestigious 'BEST CHAIN HOTEL IN GUJARAT'



India's fastest growing premium hospitality chain in the mid-market segment, Lords Hotels & Resorts bagged seven awards at the recent 'Tourism Awards Gujarat 2016' held in

Ahmedabad, including the prestigious Best Chain Hotel in Gujarat. With its hotel property in Surat – Lords Plaza winning the most awards in different categories, its properties in Vadodara – Revival Lords Inn and in Dwarka – Dwarkadhish Lords Eco Inn won an award each. Lords Hotels & Resorts has fourteen hotel properties, out of the twenty six properties, in Gujarat alone and has plans to take the total count to at least 40 properties by the year 2020.

The categories in which Lords Hotels & Resorts received the awards include Best 3 Star Hotel in Surat - Lords Plaza, Best Budget Hotel of Vadodara - Revival Lords Inn, Best Budget Hotel in Other city - Dwarkadhish Lords Eco Inn, Best Business Hotel in Surat - Lords Plaza, Best Restaurant in Surat - Lords Plaza, Best Multi Cuisine Restaurant in Surat - Lords Plaza, Best Chain Hotel in Gujarat - Lords Hotels And Resorts.



"Gujarat is where Lords Hotels & Resorts set up its first hotel and it is here where we have flourished. Being recognized for achievements is a great feeling and to be recognized in Gujarat means all the more for us. We are humbled to receive such an overwhelming response and wish to thank the organizers for hosting such a great event. I also wish to thank everyone at Lords Hotels & Resorts who made it possible for us to attain this position today," says Mr PR Bansal, Chairman and Managing Director, Lords Hotels & Resorts.

Promoted as true value Hotels, Inns and Resorts, Lords Hotels & Resorts offers luxurious accommodations and full-service at friendly prices for the discerning business and leisure traveller and are branded as Lords Plaza, Lords Inn, Lords Eco Inn and Lords Resorts.

"Our hotel properties in Gujarat cover a gamut of tourist destinations and one will find us at an approximate interval of every three hours across the length and breadth of the state. We offer stays at all the major ports, business hubs, almost all pilgrimage destinations and also at the only Asiatic Lion sanctuary in the world at Gir. Having established ourselves here, we have gradually expanded across the country and beyond. With a hotel property in Nepal and another in the pipeline, we are scouting for other potential destinations both within and outside India. We are pleased to be recognized for our offerings and are positive that we will continue to delight our guests with our hospitality," concludes Mr Rishi Puri, Vice-President, Lords Hotels & Resorts.

Lords Hotels & Resorts is one of India's fastest growing hospitality chain in the mid-market segment. Since the company's inception in 2008, it has grown to be a chain of twenty-six hotels and resorts spread across seven states in India. A chain of distinguished and independently owned premium Hotels, Inns and Resorts, Lords is promoted as true value properties offering luxurious accommodations and full services at friendly prices. ■

Ginger Hotels Opens In Vapi- Gujarat

Ginger is a multiple award-winning chain of budget hotels in India and a leading name in branded budget hotels. Established in 2003, Ginger chain of hotels has rapidly grown as an excellent choice for leisure and business travelers both. The pioneer budget chain now has more than 38 hotels across 30 cities in India and aims to expand further in the coming years. Below is a full list of Ginger hotels in India where you can experience

a unique blend of comfort, efficiency, convenience and affordability which Ginger has come to be known for. As each hotel is located in a unique prime location of its own kind, we are sure there is a Ginger for everyone!



Ginger Hotels continues its growth in new markets with the opening of Ginger Vapi. Strategically located 7 Kms from the Railway Station on the Mumbai-Surat highway, Ginger Vapi is in close proximity to the GIDC industrial area and provides convenient access to the city's thriving industrial sector. The hotel is also a great option for travellers visiting the Daman and Jampore beaches.

Rahul Pandit, MD and CEO, Ginger Hotels said, "We are proud to expand our presence in Western India with the opening of Ginger Vapi, our fourth hotel in Gujarat. Ginger is the pioneer and the largest chain of branded budget hotels in India with a resilient promise of safety, cleanliness, relaxing sleep experience, refreshing shower experience, a hearty breakfast and seamless Wi-Fi. We assure travellers of a consistently pleasant experience with us."

With 90 smartly designed comfortable rooms, this hotel offers free Wi-Fi, a multi-cuisine restaurant, a well-equipped fitness center, reliable security and efficient meeting facilities. ■

Tourism Corporation of Gujarat Limited and Stayzilla signed MoU for home stay

Stayzilla.com is the largest platform (website and app) for verified homestays and alternate stays. It has more than 55,000 stay options across 4000 towns in India. The platform caters to both home owners and travelers looking

for differentiated, unique stay experiences. Stayzilla offers special selective 'community' feature on the app that matches hosts and guests by their preferences and shared interests.

Stayzilla and Tourism Corporation of Gujarat Limited (TCGL) recently signed a MoU to jointly promote and market homestays and alternate stays in Gujarat. The MoU was signed and exchanged by SJ Haider, Principal Secretary (Tourism) of Gujarat in the presence of Union Minister of State for Tourism and Culture, Mahesh Sharma and Indian Tourism Secretary, Vinod Zutshi.

Under this agreement, Stayzilla and Gujarat Tourism will share the current base of homestays on each other's digital platforms to bring more awareness on homestays in Gujarat. Stayzilla will also aid verification procedures and jointly promote the concept of homestays in the state. All homestays registered with TCGL will receive technological and operational support to run.

Also, Stayzilla and TCGL will jointly conduct education and training sessions for TCGL registered homestays on best practices such as online usage, content management, operations and expense management, which will benefit the hosts of the homestays.

Commenting on this announcement, Ankit Rastogi, Vice President, Marketplace, Stayzilla said, "We, at Stayzilla, have maintained that the key to increasing tourism is the availability of quality and affordable rooms, pan India. The shortage of rooms cannot be solved efficiently by constructing hotels in the short frame of time, which is required. We are excited about the fact that this is the realisation that various State Governments in conjunction with the Central Government have come to. Gujarat has emerged as one of the most popular states in the country for travel, thus playing a significant role in India's tourism potential. This MoU, like the others, will help in building a vibrant ecosystem for homestays in Gujarat."

The company is closely working with various state tourism departments for joint promotion and marketing of homestays. Stayzilla has recently signed MoUs with Madhya Pradesh State Tourism Development Corporation and Uttarakhand Tourism Development Board to enhance homestay concept among the travellers in these states. ■



Recently opened W Goa has appointed TJ Joulak as General Manager and Rashila Lobo as W Insider

W Goa is part of a global renowned brand, W Hotels Worldwide. Born in New York City in 1998, the brand now has nearly 50 hotels in gateway cities and exotic destinations around the globe including Amsterdam, Bangkok, Hong Kong, London and Maldives. Inspiring, iconic, innovative and influential, W Hotels provides the ultimate in insider access, offering a unique mix of cutting-edge design and passions around fashion, music and healthy lifestyle with Fuel. W Hotels offers a holistic lifestyle experience that is integrated into the brand's sensibility through contemporary restaurant concepts, stylish retail concepts, signature spas and inspiring residences.

W Goa is spread over 25 acres on the scenic Vagator beach in North Goa. Once, home to the hippies, this laid back beach has evolved into one of the most exciting and vibrant destinations within Goa. From its trendy cafes serving a host of international and local flavours to its fashionable boutiques and eclectic music clubs, there is an aura of creativity and cultural mix, which makes this a destination of choice for those who yearn both.

With a private coastal setting and breathtaking views of the sea and the Chapora Fort, W Goa offers 160 rooms and villas. Dining options include the Pan Asian restaurant, Spice Traders and the all-day dining, The Kitchen Table, which will serve local and international flavours. The bar along the Wet Deck is ideal to sip on cocktails or refuel with healthy smoothies. The Rock Pool, a unique venue carved out of the rocky mountain, is the ideal place to savour the sunset. The FIT gym and Spa by Clarins will ensure you are feeling refuelled and ready for a calendar of W Happenings showcasing what's new and next in fashion, music and design. Guests will also experience the brand's iconic Whatever/Whenever service that delivers whatever they want, whenever they want it.

TJ Joulak signed on as GM for India's First W Hotel in Goa. Joulak began his journey with Starwood in 2002 after opening the Iberostar, in Hammamet in Tunisia. Since then, he has worked with some hero Starwood hotels, by opening 4 hotels over the past 15 years, naming Sheraton Hotel & Towers Tunis, W Doha in Qatar, W Istanbul in Turkey, and W Bali in Indonesia, then recently running the W Taipei



since 2014. He has also worked with the world famous Hotel Grande Bretagne, a Luxury Collection Hotel in Athens, Greece. In his new role, he will be in charge of overseeing W Goa's strategy and daily operations.



Rashila Lobo has been appointed India's first ever W Insider in Goa. W Goa is set to shake the hospitality scene with the appointment of India's first W Insider Rashila Lobo. Taking on the glamorous role that is one of its kind in the hospitality field created by W Hotels, Rashila will play a major role by connecting the hotel's savvy guests to the city's

hottest happenings.

Not your typical modern day concierge, W Insiders are in-the-know tastemakers always on the cusp of what's new and up-and-coming in their city, providing guests with all the right inside knowledge and going above and beyond to create extraordinary, unexpected and unforgettable experiences not offered

anywhere else.

A Swiss native brought up in Goa, Lobo brings a wealth of experience in hospitality industry from around the world. She has worked for brands like Yas Viceroy Abu Dhabi as well as Starwood Hotels & Resorts. Her competence includes managing customer service operations, ensuring staff satisfaction and co-ordination and managing customer service operations for rendering and achieving quality services. W Insider is W Hotels' version of a traditional concierge. ■

Hyatt Pune recently appointed Sumit Kumar as General Manager



Hyatt Pune is an upscale Business Hotel in Pune with an intimate, tranquil and serene ambience. With the key themes of light, air and water highlighted with every design element, the hotel interiors are bound to leave a lasting impression on all guests visiting the hotel.

Located within close proximity of Pune airport, key business hubs and entertainment/shopping areas, the luxury 5 star

hotel is ideal for business as well as leisure travellers. With its fully equipped business centre, meeting rooms & ball room, the hotel can host multiple small & medium size social and corporate events. Ideal for the business traveller, the Hyatt Pune hotel offers 209 guestrooms, including 12 suites spread across the hotel. Elegantly appointed rooms are situated from the second to seventh floors and offer panoramic views. For those seeking some leisure, a selection of world-class dining and recreational experiences are available on property. Dining options include, all day restaurant Eighty Eight, which offers international cuisine and outdoor dining. Their very popular Oriental restaurant Baan Tao - an award-winning restaurant that serves up authentic Chinese and Thai cuisine. Also on the property is the Fish Bowl lounge, which is all set to become one of the hottest nightspots, with its Saturday night celebrity DJ concept - the HYNITE. On other evenings the Fish Bowl lounge is known for the wonderful drinking ambience, live screenings of popular sports activities and premium cocktails.

HYATT HOTELS Corporation recently announced the appointment of Sumit Kumar as General Manager of Hyatt Pune. Mr. Kumar is responsible for the operational development of Hyatt Pune, including guest and employee engagement and financial performance. Combining focused leadership with a passion for excellence and an in-depth understanding of the Hyatt Brand, he is responsible for the strategic decision making in the increasingly competitive Pune market. He will continue to establish the hotel's prominent position within the local and Pan India arena and take Hyatt Pune to even greater heights. Over the last thirteen years Sumit has been an integral part of Hyatt Hotels, where he has acquired extensive knowledge and experience in managing large Food and Beverage operations. Having been chosen as the General Manager of the first Hyatt Place hotel in South West Asia, he launched Hyatt Place Hampi, Karnataka, and later Hyatt Place Gurgaon/Udyog Vihar, Haryana which was also his last assignment. He brings with him vast knowledge of the diverse segments of the hospitality sector and has a strong understanding of the Hyatt values. His affiliation with Hyatt began at the renowned Grand Hyatt Dubai in December, 2003 as the Assistant Restaurant Manager and he was subsequently promoted to Outlet Manager. After successfully managing different Food & Beverage outlets at Grand Hyatt Dubai, he was transferred to Grand Hyatt Muscat as Assistant Director of Food & Beverage. His next assignment was as the Director of Food & Beverage at the Park Hyatt Goa Resort and Spa and later opened the first Hyatt Place Hotel in Hampi. Sumit is a national award winner in Martial Arts. He specializes in female self-defense techniques and at times conducts sessions for his female team members and guests. ■

Grand Hyatt Mumbai recently appointed Shubham Chandra as the Hotel Manager and Elroy Tulkar as Director-Food & Beverage



Grand Hyatt Mumbai – one of the best 5 star luxury hotels in Mumbai is seamlessly connected to both - the International as well as the Domestic airports in Mumbai. It is located just 10 minutes from the Domestic Airport and another 15 minutes from the Mumbai International Airport (BOM) T2 terminal, whilst providing convenient access within 30 minutes to South Mumbai via the Bandra-Worli Sea Link as well. The Grand Hyatt Mumbai is located 5 minutes away from the business hub of the city - Bandra Kurla complex (BKC). The various popular shopping districts, malls and entertainment hubs in Mumbai such as Bandra, Lower Parel and Worli are conveniently located from this luxury hotel.



This contemporary lifestyle destination is spread across 12 acres of greenery in the Santacruz/ Kalina area of Mumbai, offering the convenience you require from luxury airport hotels. The Grand Hyatt Mumbai offers guests an assortment of luxury rooms and suites and contemporary serviced apartments to enjoy their stay in. Apart from luxury living options, Grand Hyatt Mumbai also offers multiple dining options, extensive leisure facilities, meeting rooms for business travellers and an international shopping plaza. Recognizing leisure and relaxation as an integral part of the entire Grand Hyatt Mumbai experience, their luxury hotel in Mumbai presents a host of rejuvenating and recreational facilities while Club Oasis Fitness Centre & Spa offers various kinds of luxurious treatments.

Fine dining options are available at some of the best restaurants, bars and lounges in Mumbai like China House - Restaurant & Lounge, the Italian restaurant Celini for home-style cooking and Soma - the Indian

restaurant serving tandoor-grilled specialties. Featuring interactive kitchens, Fifty Five East offers Thai, Japanese, Lebanese, Western and Indian specialties over breakfast, lunch and dinner or a very indulgent Sunday brunch. A truly gastronomic affair for gourmands!

Grand Hyatt Mumbai is also one of the best conference hotels in Mumbai for all types of Meetings and Events that are conducted with unparalleled style, elegance and attention to detail. The complex offers one of the largest fully-wired ballrooms; seven additional meeting rooms, board rooms and a spacious pre-function area. Their Events team is equipped to assist in customising and supervising every event from start to finish with latest technologically advanced audio-visual, high-speed communications connections, MICE specific technological services and consistent quality in food and beverage that is innovative, authentic and customised to guests' requirements.

Mr. Shubham Chandra appointed as Hotel Manager at Grand Hyatt-Mumbai. Having an experience of over 15 years in Front Office Operations with hospitality industry, he has previously worked at the Hyatt Corporate Office in India in the Revenue Management Division, and with properties such as The Lemon Tree Baros hotel Maldives, Intercontinental Eros hotel Delhi, The Imperial Delhi and The Trident, Agra.

Mr. Elroy Tulkar appointed as Director-Food & Beverage at Grand Hyatt- Mumbai. Having a Diploma in Hotel Management and Catering Technology from the Institute of Hotel Management, Goa. He has 14 years of experience in operations, training and management. As Director-F&B at Conrad Pune and Conrad Dubai, Mr. Tulkar headed the pre-opening team of the hotel where he led the operations of all their F&B venues. In his new capacity, he will oversee the smooth functioning of all the F&B restaurants, lounges, room service and banqueting operations. ■

GHM With Rajesh LifeSpaces To Open Chedi- Mumbai

General Hotel Management Ltd (GHM) has joined hands with Rajesh LifeSpaces, one of Mumbai's most trusted real estate companies, to bring The Chedi brand to the hospitality market in India's wealthiest city. Rajesh LifeSpaces' strategic move into the hospitality arena, with the Singapore-based luxury hotel management company as their venture partner, adds a new dimension to its long and successful track record of providing

lifestyle residential properties in Mumbai.

The signing of the management agreement follows on the heels of the strategic partnership for deepening Singapore-India relations and represents a new milestone for each of the parties. Hans R. Jenni, director and president of GHM, expressed his optimism for the project, "We have always wanted to plant a GHM flag in India and being able to establish The Chedi brand in the thriving city of Mumbai is an honour as well as a challenging opportunity my team and I are eager to face."

The Chedi Mumbai is situated in close proximity to the Powai region, an area where infrastructure developments, connectivity and social groundwork have laid the foundation for the growth of a diverse expatriate community. It is also an increasingly favoured residential precinct among the locals and the burgeoning district is becoming an enclave for the who's who in society. The strategic location of this iconic hotel is also not far from Bandra Kurla Complex: this ambitious development is set to be an emerging hub for work and leisure outside of South Mumbai and will house a new convention and exhibition centre, an art auditorium, cultural plaza, residences and offices. These, coupled with the fact that The Chedi Mumbai is close to both the domestic and international airports, and is supported by a comprehensive network of highways and roads, assure travellers of the ease of commuting and roadway connectivity between the northern and southern parts of the city. When viewed from these various perspectives, The Chedi Mumbai is truly a testament to the owner's vision for it to become a destination in and of itself, the epicentre of this metropolitan city.

Said Rajesh Patel, the managing director of Rajesh LifeSpaces, "Our collaboration with GHM is a union of resources that will maximise the potential for this hotel. The GHM team is not only providing hotel management expertise. Their concept for The Chedi Mumbai is one that will metamorphosise the current landscape and create a new buzz for lifestyle and quality dining in general."

Visitors to India's City of Dreams can look forward to The Chedi Mumbai's 316 generously sized guestrooms, five outstanding restaurants that will cater to the discerning palates of the well-heeled traveller, extensive meeting facilities with state-of-the-art equipment and technology, a holistic spa and wellness facility and overall, a brand new development that will provide a stunning backdrop to any noteworthy event in Mumbai. ■





Bathrooms

Sanitary-ware, Faucets, Bath-Tubs & Whirlpool, Bathroom Accessories, Hair Dryers, Hand Dryers Personal Weighing Scales, Magnifying Mirrors, Mirror Defoggers, Soap Dispensers, Anti-Slippery Mats, Dustbins, Shower Cubicles & Accessories, Bathroom Locks, Waste Bins, Shower Curtains, Telephone



Rooms

Bedbase, Mattress, Kettle, Hospitality Tray Set, Lcd/led/plasma, Jug, Glassware, Minibar, Hanger / Coat Hanger, Safe, Ironing Board, Iron, Weighing Scale, Dustbin, Telephone, Torch, Door Locks, Radio Alarm Clocks, Vases & Accent Items



Tiles, Wood Floors & Carpets

Wall Tiles, Floor Tiles, Underwater Tiles, Ceramic Tiles, Recycled Eco-friendly Tiles, Texture Tiles, Decor Tiles, Indoors & Outdoors Tiles, Engineered Wood Floors, Laminates, Pure Leather Tiles, Wood & Leather Mix Tiles, Roll Away Carpets, Wall to Wall Carpets, Modular Carpets



Table Top

Cutlery, Holloware, Crockery, Table Mats, Table Linen, Coffee Maker / Tea Press / Pepper Mills, Glassware, Bar Accessories

WE SERVE HOSPITALITY THE BEST



fcml projects

A 217, Okhla Industrial Area,
Phase 1, New Delhi - 110 020 INDIA
Tel : 91 11 2637 2701-06
Fax : 91 11 2681 4240, 4161 3595
Email: sales.fcml@fcmindia.com

fcml store (display centre)

Sultanpur Chowk, Sultanpur, Mehrauli-Gurgaon Road,
New Delhi - 110 030 INDIA
Tel : 91 11 2680 0482/92
Email: sales.fcml@fcmindia.com

www.fcmlindia.com

Also Offices at: MUMBAI | BANGALORE | CHENNAI



Public Area & Hygiene Products

Ashtray, Vase, Trolleys, Dustbin / Ashurns, Plasma / Lcd / Led, Signages / Display Boards, Outdoor Furniture, Carpet, Barricading Poles, Shoe Shine Machines

Housekeeping

Important Aspect Of Hospitality Industry

The aim of all Hotels or establishments that offer accommodation is to provide their customers with clean, attractive, comfortable and welcoming surroundings that offer value for money. Nothing sends a stronger message than cleanliness in a hospitality industry. No level of service, friendliness or glamour can equal the sensation a guest has upon entering a spotless, tidy and conveniently arranged room. Both management and guest consider keeping the place clean and in good order a necessity, for a hotel to command a fair price and to get repeat business.

A survey carried out showed 63% travelers rated

cleanliness and appearance as their first priority in their choice of hotels. The housekeeping department takes pride in keeping the hotel clean and comfortable so as to create a home away from home. Good housekeeping is considered as the backbone of accommodation sector as its main aim is to provide a clean comfortable, safe and aesthetically appealing environment.

Housekeeping is an operational department of the hotel. It is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and surroundings.

Excellent housekeeping is essential to the hospitality industry, even though the work is usually considered mundane. In hotels and on cruise ships, for example, strict cleanliness is the expected standard, and only shortcomings attract attention. In addition to the actual physical cleaning, the housekeeping department performs other important functions, such as scheduling and planning. Some housekeeping supervisors eventually advance to hospitality management, especially with college training.

One of the vital parts of the hospitality industry is the housekeeping department.

Role of Housekeeping Department

The hospitality industry is based on the premise of providing service to customers. One of the main areas of the hospitality industry is the housekeeping department. The housekeeping department is a team of employees that are in charge of the cleaning tasks for an organization.





Depending on the size of the organization the housekeeping department can be small or very large. The housekeeping department is in charge of cleaning guest rooms, public restrooms, and public areas. The housekeepers, traditionally called maids, are the ones in the department that conduct the cleaning. There are also housekeeping supervisors and managers in charge of running the department.

Basic Functions of Housekeeping

The primary function of the housekeeping department is keeping the venue clean and sanitary as part of customer service. Maids and cleaners, vacuum rugs and furniture in hallways, rooms and public areas. They collect trash and empty wastebaskets, change the sheets and make the beds. They refill soap and toilet paper dispensers in public restrooms and put toiletries and supplies in guest rooms. They dust and polish furniture. In some hotels, they bring requested items, such as infant cribs, to guest rooms. These hands-on tasks fall to the actual cleaning staff. Some hotels or cruise ships provide housekeeping everyday. The daily cleaning usually includes cleaning the bathroom, making the bed, vacuuming, dusting, taking the trash out, and replenishing any items in the room. Most hotels change the sheets for a guest every three days. Then, when a guest checks out of a room, the room is cleaned completely and the sheets are changed before a new guest checks in. Next, the housekeeping department is in charge of cleaning all public areas such as the lobby, hallways, and public restrooms. These areas are cleaned multiple times a day. Overall, the basic functions of housekeeping are to keep the facility clean.

Supervisory Functions

The work of organizing and coordinating the cleaning falls to the first-line supervisors and housekeeping managers in a hospitality business. They determine which rooms or areas must be cleaned, make the job schedule, assign tasks and check the work. Scheduling often requires coordinating tasks with other hotel departments and activities to avoid disrupting other services. Supervisors also make sure housekeeping equipment, such as vacuum cleaners and floor polishers, is properly maintained. When they receive complaints, they investigate the issues and see that problems are taken care of. Managers supervise housekeepers in their duties and ensure that they perform to the prescribed hotel standards. Housekeeping duties include cleaning and turning down rooms, re-ordering rooms once guests leave, carrying away room service trays from hallways to the location landings, and checking that all public areas within the hotel are clean and orderly. The manager prepares the daily work schedule and assigns housekeepers





to different tasks depending on the hotel requirements for the day. A hotel housekeeping manager is also responsible for fostering team spirit among the housekeepers and directs them toward achieving guest satisfaction.

Monitoring Supplies

Housekeeping managers see to it that hotel guests have adequate supplies both within their hotel rooms and in the public areas that they visit, such as the spa and washrooms. Different categories of hotel rooms entitle guest to different supplies. For example in a standard room, guests might receive only bathroom supplies, while in executive rooms, hotel services could include mini-bars, laundry and pressing services. It is the responsibility of the housekeeping manager to ensure that a hotel guest receives all the housekeeping services. The housekeeping manager conducts a daily and monthly inventory and liaises with the hotel procurement manager to ensure a constant supply of the supplies needed.

Complaints Investigation

Housekeeping managers receive and act on complaints from hotel guests relating to the state of their rooms or public areas. A hotel guest may complain that her room was not properly cleaned or that she does not have supplies that ought to come with the room. In other instances, guests may complain that the physical facilities such as the bathroom fixtures are not functional or that the electrical equipment supplied, such as shavers and kettles, are not working. The complaints are relayed to the housekeeping manager who immediately takes corrective action. The duties of a manager also include reporting on lost-and-found property.

Makes Recommendations

A hotel housekeeping manager is in a unique position to make recommendations about improvements to the hotel services due to his close interaction with the guests. He can contribute to discussions about the efficiency and attractiveness of the hotel and how it can be enhanced. A hotel housekeeping manager can also assist in formulating budgetary, procurement and security policies because his duties involve monitoring each of these areas. The manager can also participate in setting the standards for housekeeping work because his job is about ensuring compliance with them.

Training Functions

Housekeeping management functions belong to higher-level supervisors or managers, depending on the size of the hotel or operation. Workers fulfilling this role need skills in supervision, procurement, budgeting and problem-solving. For example, managers set the housekeeping standards and oversee the training of new hires. Conducting in-service sessions, they teach company policies and the correct use of equipment. Managers track the inventory of supplies, keep payroll records, maintain the department budget and prepare expense and occupancy reports.



They help keep worker morale high and ensure that safety procedures are obeyed.

Job Requirements

Entry-level housekeepers typically learn by helping an experienced worker. Although they need to be in decent physical condition, no formal education is necessary. First-line supervisors usually need at least a high school diploma and experience in housekeeping. At the level of manager, you'll typically need experience as a housekeeping supervisor plus knowledge of office computer software. Although not always required, college training gives you an edge for promotions. Bachelor's degrees in hospitality management are available, and the International Executive Housekeepers Association certifies applicants who meet its education requirements.

Effective Housekeeping is an ongoing operation. Regardless of the size and structure most of the Housekeeping department in hotels will be responsible for cleaning the following are such as.

- Guest rooms
- Corridors

- Public areas, such as the lobby and public toilets
- Management Offices

- Employee locker rooms

- Linen and uniform room

In addition to all above areas Housekeeping departments of star class hotels will be responsible for cleaning the following areas too.

- Restaurants

- Banquet area

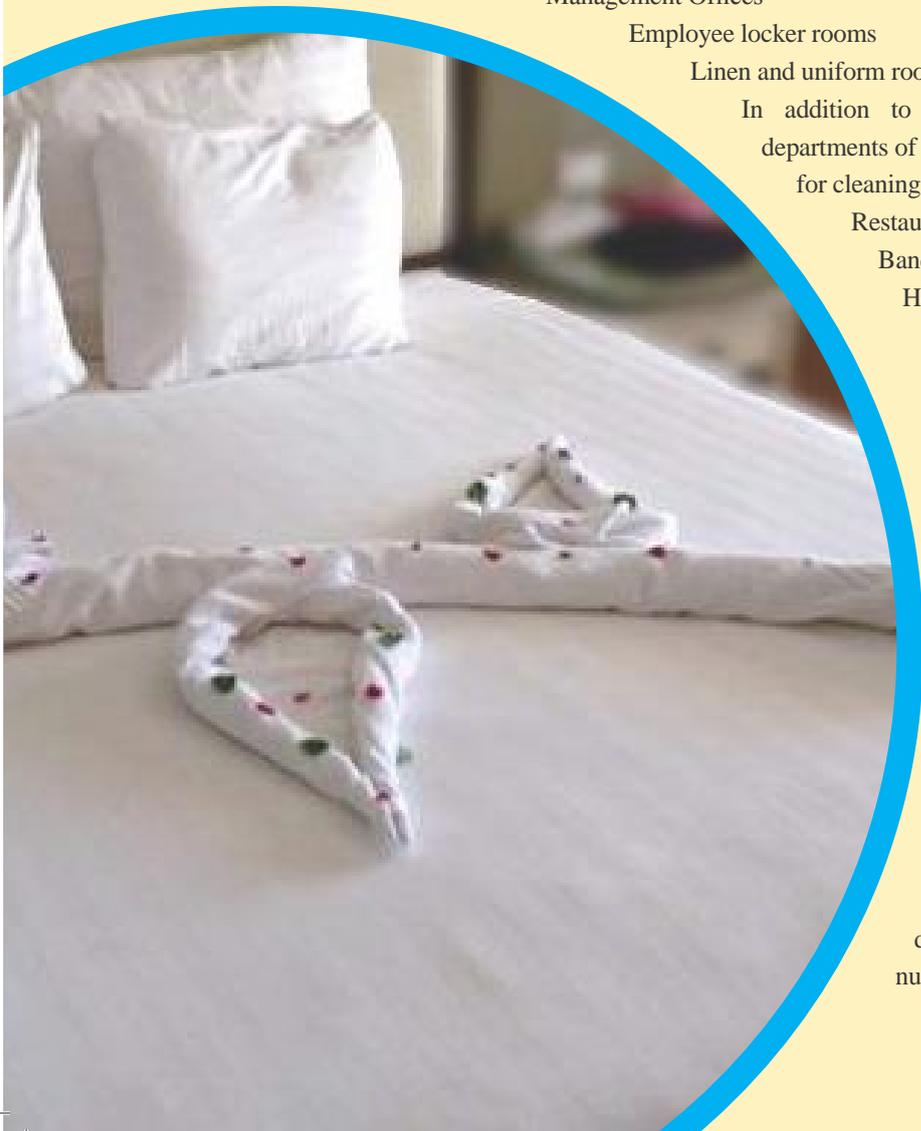
- Hotel operated shops

- Health & sports center

Since Housekeeping is responsible for cleaning a large area within the hotel it is essential to establish good communication. The Methods used for communication may differ from place to another, but mostly used will be memos, telephone, paging systems, pre-printed forms and computers.

Housekeeping Department Layout in Hotel

The layout of the housekeeping department depends on the total number of Guestrooms, Outlets, and





Required Staff. The following areas of the department are the most prominent ones Office of the Executive Housekeeper – The administrative work of the department is carried out here.

- Housekeeping Control Desk – It is accessible and operational 24 hours a day. The housekeeping staff reports at the start and end of the shift here. There are notice boards, storage shelves, registers, lost and found cupboard, and key-hanger matrix.
- Laundry Area – Washing, ironing, dry cleaning, folding of linen and staff uniform takes place here.
- Linen Room – Here, the linen of the hotel such as bed-sheets, towels, pillow cases, etc., are stored, collected, and carried to the required places in the hotel.
- Uniform Room – The staff uniforms are collected, stored, and distributed from here.
- Tailor Room – Here, stitching and repairing of linen and uniforms takes place.
- Housekeeping Stores – It is a storage area where the cleaning equipment and items, and guest supplies are securely stored.
- Lost and found – stores all the items left behind by the guests. It directly communicates with the front office desk, as there the guests tend to first enquire about their lost articles.

In the recent past, the hospitality industry has seen a sea of change. One such area that has seen rapid improvements brought on by the growing use of technology is housekeeping. The long neglected department of housekeeping has been steadily adopting technology to increase efficiency, provide guests with a seamless experience and add to customer delight.

The largest costs in a hotel's balance sheet is manpower. 40% of these manpower expenses are directly linked to housekeeping. Hotels are demanding technology based solutions that can enable them to reduce these costs and optimize manpower through innovative means.

Some of the technology leveraged by the housekeeping department has been iPads and smart phones with specific housekeeping applications, kiosk based stations and text message modules to address guests requests and grievances rapidly. Numerous housekeeping functions such as room cleaning, lost and found, supplies and inventory, accessing mini bar using telephones or kiosks and other mundane functions have been automated using smart housekeeping applications. Complaints from guests can be addressed faster through text messages, rather than through staff stationed at a desk. The constant endeavor is to provide guests with personalized service in the least possible time.

Changing trends in housekeeping

Over a period of time with advancements in technology and modernisation, housekeeping in hotels has undergone changes. Technology has brought a significant change in efficiency and product quality in the housekeeping department. When we speak about housekeeping, we think about high staff turnover caused by a repetitive and physically demanding job and pressure to deliver clean rooms quickly at the lowest possible cost. Technology has brought some relief to the executive housekeepers to monitor guest floor operations. A housekeeping software called The Optii keeper is a housekeeping solution that unites the department to enhance the guest experience while increasing net profits and reducing stress levels in hotels. It is interfaced with PMS of the hotel property. Each room attendant and floor supervisor carries a PDA which is connected via wireless technology and interfaced with the hotel PMS system. Room attendants can



see in real time the next room to be cleaned and how long it will take. Duration for cleaning is calculated based on the guest and room profile created through ever changing history. Savings in productivity can be made on actual room cleaning times rather than the current inaccurate room credit system. Other features include an in-built quality control checklist tool on the supervisors' PDA's allowing them to record inspection results. Monthly statistics on average room cleaning time and average quality scores can then be used for focused individual training and counseling. A spring cleaning or special jobs list is also included, ensuring weekly or monthly tasks are in the system and allocated onto the daily cleaning checklist for the Room Attendants to follow. At front office, the dashboard enables front office to see at a glance where the room attendants are and when the rooms will be ready. Integration with the PMS also alerts front office if the room is not going to be ready for the guest's arrival so quick action can be taken.

Advantages of this software are: Improving room attendant productivity by up to 20 per cent

- Saving up to 40 per cent of floor supervisor's time
- Eliminating 80 per cent of phone calls between front office and housekeeping
- Ongoing optimisation of cleaning schedules throughout the day.
- Allowing a fairly spread workload among housekeeping team members.
- Improved quality and staff morale.
- Savings of at least two hours every morning by automating the room allocation process at the push of a button.

In hotels major part of revenue comes from rooms, rooms which is not sold on any night losses revenue forever and reason for poor occupancy can be anything like hygiene factor, cleanliness, lack of modernizing etc. hence main purpose is to improve whole appeal of the room. A guest spend more time alone in his room than any other part of the hotel, so he can check up the cleanliness he wishes to as some of the guest are more health conscious these days.

He may check up dusting, in-depth cleaning and losses confidence if properly not done. If drawers are not cleaned the guest generally won't feel like putting his clothes down. Decent room supplies are service like quick laundry and dry cleaning service shows guest that the hotel is considering his comfort and wishes to please him not only this from the cleanliness of lobby, public area, restaurant, cloakrooms, the state and cleanliness of uniform, the guest can judge a lot about the hotel.

The standard plays an important role in the reputation of the hotels. One feels comfortable only in the environment which is clean and well ordered, so cleanliness is important for health foremost also for well being. Accommodation in hotels tend to be the largest part of the hotel, it is the most revenue generating department, the housekeeping department takes care of all rooms is often largest department in hotels. Housekeeping is considered as the back bone of hospitality industry because efficient working of this department can make customers happy and they would visit the property again and again. It is an important aspect of the hospitality industry as good business lies in the hands of the housekeeping department. Only if the hotel premises and rooms are kept thoroughly clean and managed then only the guest would want to spend their time at the hotel. This makes the housekeeping department one of the most important department in the hospitality industry. ■



THE GRAND BHAGWATI SURAT

“Discover eminent experience of the only Five Star Deluxe Hotel in Surat -Gujarat”



TGB- Surat is a sophisticated, urban retreat includes unique shopping, fine dining and the rich interior setting. The Hotel provides travelers with a unique haven in the city, blending its rich history and timeless service with the latest amenities. Offering 170 luxurious rooms and suites in different categories, this luxury hotel is the ideal headquarter both for your business meeting or a leisure escape.

It gives world class ambiance with 5 star luxurious signature services. The classy rooms with funky decorative touches, provides free Wi-Fi, flat-screen TVs, mini bars and tea and coffee making facilities, as well as desks and safes. Suites add separate living areas,

and upgraded suites offer whirlpool tubs. Guests at the hotel can also enjoy a variety of dining experiences – from specialty beverages and light snacks – to multi-cuisine dining.

ACCOMMODATION

The extravagantly decorated rooms & suites at the Grand Bhagwati Hotel reflect a perfect blend of trend & custom. The choice of 170 rooms in different categories ranging from the stylish deluxe room to the luxury suite will enamor even the most discerning guest.

Deluxe Room /Superior Room/ Executive Room

TGB offers three types of rooms for its

guests; Deluxe Rooms, Superior Rooms and Executive Rooms. Utmost effort is laid over the fact that the guests at TGB must relish the blissful setting of their luxuriously laid out rooms. Every nook and corner is properly detailed out and the bed is gracefully dressed in high-end cotton sheet. The rooms provide, executive work desk, internet access, IDD telephone, coffee & tea making facilities, spacious bathroom, in-room safe, a fully-stocked refreshment centre, hairdryer, iron and iron desk, wake-up service, 24-hour room service

Executive Suite

Executive suites provide space, comfort, and a full array of amenities that make



for a comfortable and productive trip. They provide best facilities in Executive suite, king size bed, marble bathroom with tub, executive work desk, internet access, IDD telephone, coffee & tea making facilities, In-room safe, A fully-stocked refreshment centre, hairdryer, iron and iron desk, wake-up service, 24-Hour room service

Presidential Suit

The Presidential Suite is an infusion of sophistication and stylish living

with an emphasis on stately comfort and soothing textures. It provides, king size bed, jacuzzi, executive work desk, internet access, IDD telephone, coffee & tea making facilities, spacious bathroom, in-room safe, a fully-stocked refreshment centre, hairdryer, iron and iron desk, wake-up service, 24-Hour room service.

FOOD & DINNING

The hotel has unprecedented Dining Possibilities, whether it is for a

sumptuous breakfast or traditional afternoon tea, a light and healthy lunch or a fabulous dinner.

Ziba

The restaurant serves especially fare from Tandoors to great Indian curries, all flavoured with exotic herbs and rare spices in vegetarian & non vegetarian format.

Cafe Piano

Café Piano, the hotel's all-day dining restaurant features a multi-cuisine buffet



and A-La-Carte with an abundant choice of Pan-Indian dishes and selective world cuisine, set to tantalize all taste buds. The mellow sounds of a piano in the background along with deep cushioned sofas and soft lighting all combine to create a soothing ambience.

Crystal Lounge

Offering a visual feast with its dramatic setting, Crystal Lounge is a perfect place for High Tea. Your palate will be spoilt for choice with a wide selection of beverages and a menu comprising of fine modern appetizers. Crystal Lounge is the Ideal relaxation spot for people wanting to spend some quiet time alone or with loved ones. Enjoy fresh juices and light meals – the perfect complement to a day.

Mr & Mrs Somani

The Somani's bring traditional Indian cuisine into a contemporary setting and

add their special ingredient – Passion. Right from the menu card to the décor everything has their signature touch. Signature dishes from the Somani's include traditional Indian cuisine with a unique flair of their own. The restaurant itself is a work of art, daring to be different.

Club Cafe

Club Café is the perfect meeting place before or after a workout or a round of games. This casual restaurant serves a fresh breakfast, including morning tea and coffee, where members can relax, eat and bond with acquaintances.

MEETINGS & EVENTS

From intimate wedding celebrations to grand affairs, hotel event space offers a warm and inviting atmosphere influenced by the hotel's modern décor. Divided among six state-of-the-art

banquet halls, this luxury hotel boasts more than 1,25,000 square feet of pillar less flexible banqueting space.

The stylish Ballroom is highly impressive, sophisticated setting covers a total area of around 20,000 sq.ft of pillar less space with an elegant backdrop for an array of occasions. The intricate details of the chandeliers draw one's eye to lofty ceilings and the intimate pre function area is ideal for warm welcome receptions. The ballroom can be divided into three separate areas and is a stately venue in which one can host elegant parties, receptions and business functions.

In a relatively short time since it opened in 2010, TGB's Surat hotel, the largest five star deluxe hotel of Gujarat has attracted extraordinary attention. TGB Surat, where you never run out of things to do and where you are ensconced in a bubble of luxurious comfort. ■

Spa

Managed with Passion

pevonia®

Wellness Spaces
efjay
CONSULT DESIGN MANAGE

SURAT:

THE HISTORICAL COMMERCIAL CENTRE OF GUJARAT



Surat is a port city previously known as Suryapur. It is the economical capital and former princely state in Gujarat. It is the eighth largest city and ninth largest urban agglomeration in India. Surat is the 3rd "cleanest city of India" and 4th fastest growing city of the world. The city is situated on the left bank of the Tapti River, 14 miles from its mouth. This city has many historical buildings which are quite captivating. Surat is mentioned in Sanskrit epic, the Mahabharata, when Lord Krishna stopped there on his way from Mathura to Dwarka. The Parsis began to settle there in the 8th century.

Surat is a major industrial city with many textile mills. Textiles for ceremonial and utility purposes, wood lacquer and ivory handicrafts, embroidery and jewellery has great demand in the world market. Fine silver and gold jewellery crafted in Surat is still a rage here, but this southern most city of the state is today more known for diamond cutting and polishing industry besides the jari and art silk produced there. Some famous places are Chintamani Jain Temple, Diamond Industry, Sardar V Patel Museum and Planetarium.

Bardoli

It is situated 34 Kms. from Surat. This town saw the birth of the No-Tax movement, led by Sardar Patel, in protest of the British rule under which farmers barely had enough to feed their families, let alone to pay the exorbitant



taxes. It was a precursor to the Namak Satyagraha, the Salt March. The Swaraj Ashram, garden, museum, and khadi workshops, are well worth a visit, as well as the Aitihasik Ambo, a mango tree under which Gandhiji famously declared that he would settle for nothing less than independent home-rule for India.

Chintamani Jain Temple

The exquisite wooden carvings and paintings are the major attractions of the temple. The temple actively maintained and visited by the city's Jains is situated in the Shahpor area and dates back to



15 century and houses some extremely rare paintings of the Jain monk Acharya Hemachandra, and of the Solanki King Kumarpal. Any visit to the city would be incomplete without a visit here especially for Jains.

Chopati



Chopati of Surat is located in city's main area, Nana Varachha. This is a fancy garden faces river Tapi which adds more beauty to this. Being convenient to reach here from across the city because all main roads connects here, its glitz can be seen on Sunday or any other holidays when not only young boys and girls but also family reaches there to pass time. This is also a very popular place in the city. It has a large garden and provides Indian fast-food.

Chowk



The Chowk, or Main Square built after the 1837 fire which destroyed much of the city, is surrounded by colonial

buildings such as an Anglican Church around 1895, Andrews Library of 1907, and the Sir J. J. Training College of 1872.

Dandi



Here you reach the ocean and the historic landmark where the Namak Satyagraha, also known as the Dandi March ended and India's independence began when Mahatma Gandhi picked up a pinch of salt in protest of the British rule. Dandi also has seashore area which is known as Dandi Beach.

Diamond Industry



Around the world, 8 out of 10 diamonds on the market were cut and polished in Surat. This industry earns India about 10 billion USD in annual exports. A legacy of Old Dutch trade links, it began after a Surti entrepreneur returned from East Africa bringing diamond cutters. The rough diamonds themselves, however, come to Surat as rough crystals ripped out mainly from deep under the earth of South Africa and other regions of the continent, and go from here as smooth gems to Antwerp, Belgium where the international diamond trade is run mainly by Hasidic Jews and Jains from Palanpur in North Gujarat.

Dumas Sea Beach



Dumas Beach is an urban beach along the Arabian Sea located 21 kilometers southwest of Surat City. This beach is famous for its black sand. It is a popular tourist destination in south Gujarat. Apart from the beach, places of interest at Dumas including the Dariya Ganesh Temple located adjacent to the main beach .Dumas Sea Beach is an ideal picnic spot. The best time to visit the beach is on tidal days.

Dutch Cemetery



The Dutch as well as Armenian cemeteries at Surat are situated in a locality known as 'Gulam Falia' near the mail road leading to Katargam Gate. The Dutch tombs are of various sizes and shapes, but the one that excels all the rest in magnificence is the grandiose mausoleum of Baron Adrian Van Reede who died in 1691. A massive Dome, beautiful pillars and the huge gallery make it a very outstanding monument.

European Tombs



It is said that the competition between the Dutch and the British followed them even past death. They erected grand mausoleums instead of the normal tombstones in Europe, heavily influenced, ironically, by Hindu and Islamic elements belonging to the very natives to whom they were each trying to prove their superiority as colonizers. Next door to the British and Dutch cemeteries is the churchyard of the Armenians, another important trading community from the 16th century, whose tombstones are heavily inscribed, but forgo the superstructures of the other two communities. The cemeteries have been declared as protected monuments.

Gaurav Path



Gaurav Path is an expressway designed and constructed by the Surat Municipal Corporation as a part of a plan to connect Surat City with its airport, Magdalla Sea Port and Dumas Village. The expressway replaced the prior Surat-Dumas Road and is one of the best examples of Town and City Planning in India.

Gopi Talav and Nav Sa'id Mosque



The lake is named after the memory of Gopi, the Brahmin whose efforts ultimately led to development of Surat. Nav Sa'id Masjid is one of the four main mosques, along with Khudawand Masjid, Sayyid Idris Mosque, and Khwaja Diwan Sahib.

Hajira



A well known health resort is Hajira, south west of Surat on the creek of the Arabian sea. Hajira has two wells with water rich in iron and sulphur. Hajira is situated 28 Kms from Surat. The pleasant Hajira Beach is fringed by feathery 'Casurina' trees and has a comfortable holiday home for visitors.

Jama Mosque



Rander was the main city of South Gujarat before the center shifted to Surat and it is one of the oldest cities of this area. The Jama Masjid or the Friday mosque in this area belongs to the 16th century and was built beautifully; many people come here on Friday to offer their prayers.

Kantaresher Mahadev Temple



It is very old temple since samudra manthan with three pats in shiv ling of brahma, vishnu and mahesh, previously there was the end of tapi river, now it is diverted to dumas after a so many 'kalp'.

Marjan Shami Roza



This mausoleum for Khwaja Safar Sulemanim, the Governor of Surat, was built by his son in 1540, with signs of Persian influence in the architecture.

Masjid in Rander



It is situated in the old city near Jama Mosque. This is build on one pillar only. It has unique and mesmerising architecture.

Mughalsarai



This sarai, or guest house, was constructed in mid 17th century under Mughal Emperor Shah Jahan for pilgrims en route to Mecca, and briefly served as a jail in 1857. The finely crafted archways and dome now stand over the Surat Municipal Corporation offices.

Parsi Agiari

This is the main Fire Temple of the city, with the sacred flame. There are also other less central temples around the



city. Non-Parsis are not allowed to enter, as in all Parsi fire temples.

Rangupavan



It is an open air theater with a 18 meters by 10.5 meters stage and a capacity of around 4000 spectators. This is one of the biggest theaters in the country. Cultural events take place here

Sardar V Patel Museum and Planetarium



Also known as the Sardar Sangralaya, this museum was established in 1889, and the collection represents the rich history and eclectic ethnic mix of Surat. It also provides maps for travelers. The Planetarium runs a show on the universe, in Gujarati.

Surat Castle

In 1540, Sultan Mahmud III had this castle built with extra strength for protection against Portuguese raids. It is now filled with government offices, but you can go up to the top for a marvelous view of the city and Tapi river.



Tapti River



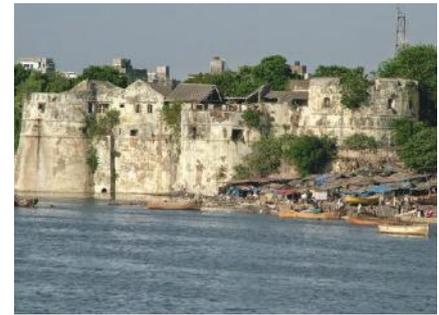
The Tapti River, ancient original name Tapi River, is a river in Gujarat passing from Surat and Songadh. It is one of the major rivers of India with a length of around 724 km. The river rises in the eastern Satpura Range. The Tapi River in Thailand, was named after India's Tapi River in August 1915.

Textile Markets



South of the Sahara Gate which opens on to Bardoli Road, the textile markets are packed with saris, salwar kameez, dress pieces, and a range of other polyester, silk, printed, and embroidered materials that Surat, once renowned for silk weaving and brocade, and is still famous for even after a history of setbacks in the textile industry.

The Old Fort



The Old Fort was built by Muhammad bin Tughluq in the 1546 to fortify the defence against the Bhils. The fort was invaded twice by the Mavla King Chatrapati Shivaji Maharaj. It is now used for municipal offices.

Ubharat



The excursion from Surat to Ubharat involves some of the most memorable and thrilling experiences. Tourists who have an inclination towards exploring the hidden terrains of nature must take the route from Surat to Ubharat. Located at a mere distance of 42 km from Surat, Ubharat flaunts its exotic palm groves that form a magnificent series by the sea side. Ubharat is a place which is full of natural wonders. Be it the golden and serene sea beach or be it the splendid aura of the place, Ubharat captivates the imagination of the travelers within no time.

Udvada

Regarded exceedingly sacred by the Parsi and Zoroastrian community, Udvada is a coastal town near the city of Surat in the district of Valsad. It is



renowned for the Zoroastrian Atash Bahram fire temple. Udvada literally stands for 'grazing ground of camels', which was actually the town's condition, prior to becoming a fishing village. The Udvada Beach and the Iranshah or the Atash Bahram fire temple are the chief attractions. Udvada is famous for Parsi food. You can try some great Parsi food in any local restaurant.

Ukai Dam



The Ukai Dam, constructed across the Tapti River, is the largest reservoir in Gujarat. It is also known as Vallabh Sagar. Constructed in 1972, the dam is meant for irrigation, power generation and flood control. The storage capacity of Ukai dam is almost 46% of the total capacity of all the other existing dams in Gujarat if put together.

Vir Narmad Saraswati Temple



Poet Vir Narmad author of 'Jai Jai Garvi Gujarat' and some other famous Gujarati poems, lived in this quaint house built in 1866, now restored as a memorial. Narmad actively advocated a single national language, self-governance and created literary works that sparked off an era of social reform. During the freedom struggle, freedom fighters and artists used to gather here. The Narmad library, further down in the south-west part of the city, has a large collection of books, including a sizable section for the blind.

Water Fun Park



Surat the hub of Diamond and Textile trade in India was always an entertainment starved city. But now the dream of having world class entertainment facilities in this city of enterprise has come true. The Water Fun Park which offers world class entertainment facilities has coming up at Damka near the picturesque Hajira beach, just 22 kms. from the Sardar Bridge, Surat. Spread out in two lakh square yards of sprawling land located in the vicinity of the Arabian Sea, Soak in the beauty of the gentle landscape and relax in the warmth of a friendly atmosphere. During the summers large numbers of people visit the park, mostly on weekend.

Science Centre

The Science Centre in Surat is a multi-facility complex in Surat, built by the Surat Municipal Corporation in 2009, the first of its type in western India. The complex houses a Science Centre, museum, an art gallery, an auditorium,



an amphitheatre and a planetarium. The complex covers a total area of 21,800 sq. m. It has two 400 ton vapor absorption chiller plants for air conditioning. The complex also houses a rooftop solar power plant which generates about 1.14 lakh KW of power. In addition, the complex also houses a restaurant.

Winchester Museum



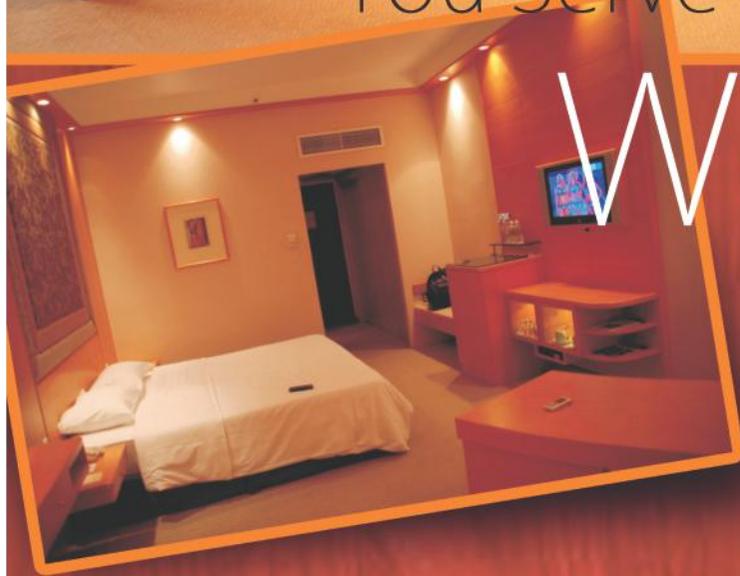
Winchester Museum is named after Mr. Winchester, the British Assistant Collector who took a keen interest in increasing the prosperity of Surat. A place of tourist's interest Winchester Museum houses a variety of items.

The great explorer Hiuen Tsang referred the Surat City as Sowrata and described it as a business town on the shore of Arabian Sea near Gujarat. Surat of today has earned the reputation of an important industrial hub and commercial center of the country. A glimpse on the history of Surat will prove that the city has always been a great trading center. Surat city has many historical buildings which are quite captivating. ■



You Serve The Luxury.

We Craft It.



Complete Furniture Solutions for Hotels
from design to Installation.

- ❑ Custom-made solutions available.
- ❑ Own designing & large-scale manufacturing capacity.
- ❑ On-time deliveries & installations.
- ❑ Expertise in handling big projects.

SOURCE

Sang Furniture Solutions



The successful combination of professional experience, creativity, unparalleled technical know-how and attention to finesse, places Ariane Fine Porcelain in a leadership position in the porcelain table-ware industry.

Through our state of the art production technique, advanced technical know-how, and creative team of experts is born a durable, high quality product, suitable for all fine hospitality, catering and food & beverage establishments.

Our collections are made by industry professionals for industry professionals, encompassing creativity, functionality, durability and timelessness. Ariane Fine Porcelain was created in 2014, by a group of partners having countless years of experience in the porcelain tableware manufacturing and distribution industry. Their vision is to establish themselves among the leading high-end porcelain tableware brands in the F&B industry worldwide, through their stylish, durable, functional and creative range of collections.

Product Characteristics

Dishwasher Safe

Our porcelain is fired at high temperatures which allows any decoration applied to fuse permanently with the glaze, making it highly resistant to repeated dish washing cycles at any temperature.

Edge Shipping

The special high alumina material used by Ariane Fine Porcelain offers strength, durability and resistance against chipping to critical points like edges of cups, plates and handles.

This composition reinforces the porcelain, reducing risk of breakage and increasing the porcelain's lifetime.

"We produce high quality fine porcelain tableware which caters to the specific needs of the hospitality industry through advanced production techniques, our unique porcelain composition, and worldwide network of distribution channels."

Microwave & Salamander Safe

Ariane Porcelain products are both microwave and salamander safe due to their heat resistant layer of glaze. (Other than products decorated with precious metals like Gold, Platinum etc.).

Smooth Appearance

The special glaze fired at high temperatures not only gives all our porcelain a smooth, clean finish, but also ensures that it becomes completely non-porous, guaranteeing higher levels of hygiene.

Limited Danger in Case of Breakage

The products are designed to avoid breakage hazards, as they break cleanly into safely manageable pieces.

Thermal Shock Proof

Ariane Fine Porcelain not only retains heat to keep the food warm, but also is resistant to variations in temperature.

Perfect Functionality

All our designs focus on absolute functionality. Most items are stackable including cups, bowls and platters, which enables the most efficient use of space.

Abrasion Proof

The special glazing fired under high temperature ensures strong resistance to scratches or abrasions.

Ariane Launches their VITAL Collection

At Ariane Fine Porcelain they strive for innovation in their techniques, machinery and designs, as such they strive to continuously evolve and launch new designs for all tabletop. Lately they have propelled a new highly durable and stackable collection into the Porcelain Tableware industry, known as the VITAL Collection. With the VITAL range of collection, Ariane Fine



Porcelain maintains its individuality by incorporating an extensive range of exquisite tableware products in shapes of Square, Rectangle and Coupe.

After years of eminent experience and outstanding endeavors in designing of personalized tableware for internationally extolled restaurants, hotels and many other renowned tableware market leaders, the world acclaimed German designer – Mikaela Dorfel lends her vintage yet contemporary expertise to design the VITAL collection of Ariane Fine Porcelain, encompassing creativity, functionality and uniqueness. ■

EXPERIENCE LUXURY AND COMFORT WITH OUR EXQUISITE RANGE OF **BED LINEN & BATH LINEN**



FINE LINEN COMPANY

1/F KAKAD HOUSE, "B" WING, 10 BARRACK ROAD,
NEW MARINE LINES, MUMBAI - 400 020. INDIA
TEL: 91-22-66333849/50. EMAIL: FLC@FLC.CO.IN

WWW.FLC.CO.IN

AN EXQUISITE COLLECTION OF REFINED ELEGANCE



FINE BONE CHINA



Shan Tableware



FEATHER TOUCH

Corporate Office

86 Adhchini, Sri Aurbindo Marg, New Delhi-110017, India, Tel.: +91 11 26513420
Fax: +91 11 41573213, Email: mail@feathertouch.co.in

Mumbai Office

68A, Juhu Supreme Shopping Centre, Gulmohar, Cross Road No. 9, J.V.P.D, Juhu,
Mumbai-400049, India, Tel.: +91 022-66920139/26702592 Fax: +91 022-66920139
Mobile : 09323564292 Email: pradeep@feathertouch.co.in

www.feathertouch.co.in