



Food & Beverage News

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HRAWI engages with MTDC to enhance hospitality excellence

Our Bureau, Mumbai

PRADEEP Shetty, president of the Hotel and Restaurant Association (Western India) – HRAWI and Farhat Jamal, recently engaged in interactive sessions with resort managers during a training programme organised by the Maharashtra Tourism Development Corporation (MTDC). The programme, held on April 4, 2024, at MTDC's Residency Kharghar resort, was designed to offer valuable insights and expertise in the hospitality sector. Leveraging their extensive domain knowledge, Shetty and Jamal shared invaluable experiences with MTDC's resort managers and senior officers from across the State. The session aimed at enhancing the

ethos of 'Atithi Devo Bhava' - a 'Tourist-First Attitude' at MTDC resorts and restaurants. The MD of MTDC, Shraddha Joshi Sharma, graced the event with her presence.

"MTDC's properties boast some of the finest destination locations in the State, providing a significant advantage to resort management. There are two critical aspects for managers to focus on, guest relations and staff relations. Upholding high standards in these areas ensures success. Managers are encouraged to personally interact with guests during key moments such as check-in, breakfast and check-out to gauge guest satisfaction comprehensively. This proactive approach significantly enhances guest relationships, leading to improved resort revenue and Average Room Rate

(ARR)," said Shetty.

MTDC boasts approximately 30 resorts scattered across Maharashtra, offering a diverse range of room inventory from 10 to approximately 120 rooms per resort. These properties are managed by a team of hospitality-qualified and experienced managers who ensure top-notch service and guest experiences across all MTDC properties.

"Having the courage and confidence to personally engage with guests at each table during their stay provides a holistic view of the resort's operations. Interactions with guests at opportune moments are pivotal for obtaining valuable feedback, which can make a world of difference in guest relationships and ultimately impact the resort's financial performance positively," concluded Shetty.