

HRA Today



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A MONTHLY ON HOSPITALITY TRADE
By Metro Media



**FOOD-TECH
EMERGING AS
A FAST GROWING
INDUSTRY**

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भारत 2023 INDIA

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President's Message



Dear Members,

I hope this note finds you well. As we move further into the year 2023, I wanted to take a moment to reflect on the current state of our industry and express my gratitude for your continued support to the HRAWI. I also wish to inform you that two of your Association's EC members including me, have been elected as part of new OB of FHRAI. To represent Western India, Mr Gurbaxish Singh Kohli will serve as FHRAI's Jt. Honorary Secretary and I will serve as its Vice President.

As we navigate through the residual challenges of the pandemic, I am proud to say that our industry has shown resilience and adaptability. With the implementation of stringent safety measures and the adoption of innovative technologies, we have continued to serve our guests while ensuring their safety. Despite the challenges, we have also seen some positive developments in our industry. The demand for experiential travel and unique culinary experiences has only increased and we must continue to innovate and offer new and exciting options for our guests.

After our meeting with the Hon. Tourism Minister last month, we are deliberating on the Minister's suggestions with regard to the State Tourism Policy. HRAWI has submitted recommendations on various aspects that will boost tourism and hospitality in the State including suggestions on strategies to attract tourists from adjoining States, the kind of projects with supporting infrastructure and connectivity that should be developed, and policy interventions on skilling locals in hospitality and tourism, among others. The Association has also suggested promoting themes and destinations to attract domestic and foreign travellers and strategies to spread tourism in districts other than Mumbai.

Your Association has always taken lead in taking initiatives for keeping members abreast of the developments in the industry. So, after five years of the GST implementation, HRAWI thought it to be an appropriate time for reflecting on the changes and implications of the new tax regime for the hospitality industry. For this, we organized seminars on the topic 'Bird's Eye View – 5 Years of GST In Hotel & Restaurant Industry' in Mumbai and Bhopal earlier this month. CA Jinit R Shah, who has over 15 years of practice in Chartered Accountancy led the seminars which were quite insightful.

For quite some time, the hospitality industry and its customers have been undergoing hardships on basis for usage of the copyright music. Multiple agencies have been claiming

royalty for the same class of work or multiple agencies representing different class of works are demanding royalty for the same event or use. Through our apex Association - FHRAI, we are in the midst of a consultation process with the Department for Promotion of Industry & Internal Trade (DPIIT) on addressing these problems. A representation has been submitted to the Department with a request to design a single window system for collection of license fees and any other clearances at a fixed and reasonable cost. We are suggesting that the same should be collected by a centralized society and it should be the sole body for collecting the license fees. We have requested the Government to remove all the ambiguities in law to ensure a conducive environment for the enforcement of the Copyright Act in the country.

We wish to also inform you that the Government is deliberating a new e-commerce policy to bring changes in digital laws to address the evolving scenarios under e-commerce. HRAWI is an integral part of the discussion and is in the process of submitting recommendations to the concerned authorities. We are also in talks with the ONDC to leverage partnership opportunities for the benefit of the industry.

Among other activities, HRAWI has continued hosting FSSAI's FoSTaC training programmes for the benefit of its member establishments regularly. Last month alone, HRAWI hosted three training programmes and we plan to increase the frequency of the programmes across the Western region. More and more hospitality establishments are realizing the value in training staff in FoSTaC and HRAWI is committed to organizing these trainings to as many professionals as possible. Over the last six years, HRAWI has successfully trained and certified 2499 hospitality professionals from across India's Western region.

I would also like to take this opportunity to remind everyone of the importance of sustainability in our industry. As guardians of the environment, it is our responsibility to reduce our carbon footprint and promote sustainable practices. Let us continue to work towards a greener future for our industry.

Finally, I would like to express my sincere appreciation to all our members for their support to HRAWI. Your active participation and involvement have helped us to achieve our goals and fulfil our mission of promoting and supporting the growth of the hospitality industry in our regions. Let us continue to work together to overcome challenges and achieve success in the months and years ahead.

Best wishes,

Mr. Pradeep Shetty
President - HRAWI

FOOD-TECH EMERGING AS A FAST GROWING INDUSTRY

N.Vijayagopalan

The recent times have seen new technologies drastically changing the world and the rules of the game in many industries. And not surprisingly, today technology has emerged as a prominent ingredient in our diet. The increasing investments of world agri food industry in innovative projects, including those related to food-tech are a case in point.

Food-tech is now one of the fastest-growing industries in India. Brands today cannot afford to ignore the technological boost as they are aiding businesses to improve efficiency, cut down on spending, and boost customer experience. Food-tech segment

includes companies and projects that utilise technologies, such as the Internet of Things (IoT), big data, artificial intelligence (AI), among others, to transform the food industry into a more modern, sustainable and efficient model at all stages of its development, including its distribution and consumption. The sector aims to adapt to the changing times and meet the demands of the ever more demanding consumers with healthier and more sustainable food habits.

The high-growth food-tech segment explores ways to enhance efficiency and improve sustainability in producing, designing, selecting, delivering,



and enjoying food. This has been resulting in redefining of food habits in a big way. It is a reality that the post-Covid age has witnessed technology bringing about a revolution in the food sector in terms of health and hygiene.

Food-tech which was a non-existing sector in the past is now playing a key role in setting new standards in food quality control, service offerings and choice for urban millennials, thereby redefining the dining experience. This sector today has indeed revolutionised the way Indians eat and is constantly working to enhance the sector's efficiency and sustainability.

The food industry of today is no longer one which is restricted to conventional methods of serving customers. The newer demands of the customers of this industry are food transparency, a safer environment for food production, manufacturing, packaging and disposal and healthier meal options.

Incidentally it is important to note the fact that climate change and an increasing awareness of environmental concerns are key factors behind these inventions in the food-tech industry. There is a shift among companies and customers towards reducing carbon footprints, as well as well-balanced menus.

The growing demand for sustainable food has prompted the food industry to leverage advanced food technology solutions. Over the last few years, new technologies and mobile-based services have transformed how companies operate in the food industry. Today, smartphones have become an indispensable tool to explore and order food. Customers who are looking to have their meals at smart food courts can easily browse through menus from the comfort of their homes or without even going to the counter at the food court. Today, technology enables customers to interact with menus, dashboard, delivery, and



dining services. Customers can also place their orders directly through the app through the click of a button.

Today customers also receive food recommendations after placing an order, which is done through the implementation of AI-enabled chatbots which provide recommendations based on eating habits and customer behaviours. AI-powered solutions also help restaurants predict food trends and preferences, enabling them to understand the items that sell faster than others. Today restaurants can keep a well-stocked kitchen by tracking demand and order supplies accordingly. Businesses can gauge sales with AI to order the right amount of products. All

these result in substantial savings in time and money.

Online ordering, meal kits, mobile payment, personal shopping, curbside pickup, and home delivery are established trends within the food retail industry with the industry providing optimum service with expedited times and minimal effort to customers. Thanks to technology, the retailers now can interact with their vendors, improving the in-store experience for customers to keep them coming back.

The proliferation of blockchain technology facilitates retailers tracking and tracing products from their sources, which also helps establish a sense of transparency between customers and brands, and enables

customers to gain complete knowledge about what they are consuming, through the help of technology. Consequently the relationship between food producers and consumers is getting strengthened, and the credibility of the brand is improved, while monitoring solutions become more cost-effective.

Restaurant segment is seeing many smart food court retailers implementing newer tech innovations to streamline their day to day processes and enhance their offerings. New and improved point-of-sale systems are being utilized by vendors to provide real-time information to their staff and customers. These systems also allow service

providers to track their inventory and keep fresh products on the shelf with the aid of this evolving technology.

ResearchAndMarkets has estimated the Indian food-tech sector to grow by CAGR in the region of 39% between 2021 and 2025 to reach Rs 1868.19 billion. With the digital revolution continuing to boom, soon all quick-service restaurants will be able to allow customers to order using their phones and laptops.

The apparently endless technological advancements could take the food industry to a different pattern in the next few years. Robots which are already being used in the food industry will also be used in food production in the near future where a threat to customer safety can be minimised to the absolute minimum. By integrating technology into food services, customers can customise their food based on their preferences and calorie needs.

Today, the food industry is an investor's paradise. With the emergence of new technologies and mobile app-based services, direct to consumer companies, quick serve restaurants, and cloud kitchens enable us to consume with immediate satisfaction.

By using predictive analytics and machine learning technologies, the future of food-tech is clearly going to be more intelligent and personalised. More and more technology-led innovations are expected to continue to influence people to spend and invest in new food experiences. Within the next 10 years, food-tech will significantly change the retail landscape, making it a completely technology-driven industry



ADVENTURE TOURISM HAS MANY IDEAL SPOTS IN INDIA





Adventure tourism is a type of tourism in which tourists engage in adventure activities such as trekking, climbing, rafting, scuba diving, or the likes. Adventure tourism gains much of its excitement by allowing the tourist to step outside their comfort zone. Generally, Adventure Tourism involves exploration or travel to remote or exotic destinations and/or very unique activities. It is generally grouped into two areas: “hard activities” and “soft activities.” “Hard activities” include such activities as water adventures, mountain biking,

caving, climbing, etc. Adventure travel involves pushing yourself past your limits in order to discover the wonders of the natural world.

Adventure Tourism offers several benefits, which include improved physical health, positive effects on mental health, temporary escape from busy city life, learning about the environment, engaging in meaningful travel etc.

There are a lot of adventure destinations in India. Let us have a look at the top 10 adventure destinations in India.

Uttarakhand

Uttarakhand is one of the most popular adventure destinations in India. Especially for its treks! The Roopkund trek is one of a kind trek that leads one to the Roopkund Lake, which is surrounded by hundreds of human skeletons. Not just the Roopkund trek, but Uttarakhand is known for hosting a lot of other magnificent treks like the Nag Tibba Trek, Kalka-Kasauli trek and so on. Do make sure that you plan the trip during the right season since trekking is not open throughout the year.



Rishikesh

Also in Uttarakhand, Rishikesh is yet another one of the best adventure destinations in India. The Ganges flows through the city, and you can sign up for a lot of water activities like white water rafting, rappelling and so on. Rishikesh boasts of some of the best resorts that not only overlook the Ganges but also located right next to the river banks. A lot of these resorts also offer postcard perfect views of the river from the room. Since Uttarakhand is now open to tourists after months of lockdown, you can plan your trip to beat your lockdown blues.



Ladakh

The Chadar Trek is another famous adventure destination in India that travellers love. The trek leads you to Chadar lake and eventually the Zaskar river. You'll get to witness a new culture altogether, and the trek itself is a wonderful experience. However, check the fitness requirements before signing up for the trek, because it's not an easy one. Follow all the safety precautions and Covid-19 regulations to make your trip safer for yourself and everyone around you.





Kovalam

Surfing is a very popular activity in Kovalam, Kerala. The state has quite a lot of places where you can sign up for adventurous activities. If you don't know how to surf, now would be a great time to learn how to surf at one of the many surf schools.

Auli

Auli is a hill station in Uttarakhand that also boasts of a ski resort. If you plan your trip to Auli during peak winter, you can try out adventure sports like skiing and snowboarding. You will absolutely love visiting Auli if you love snow and mountains. The travel bug in you will be delighted to go on a vacation to this destination.



Manali

Not only is Manali a very popular honeymoon destination but it is also a great place for all you adventure lovers. From river rafting and paragliding to mountaineering and mountain biking, you can give everything a whirl while you're holidaying in Manali.





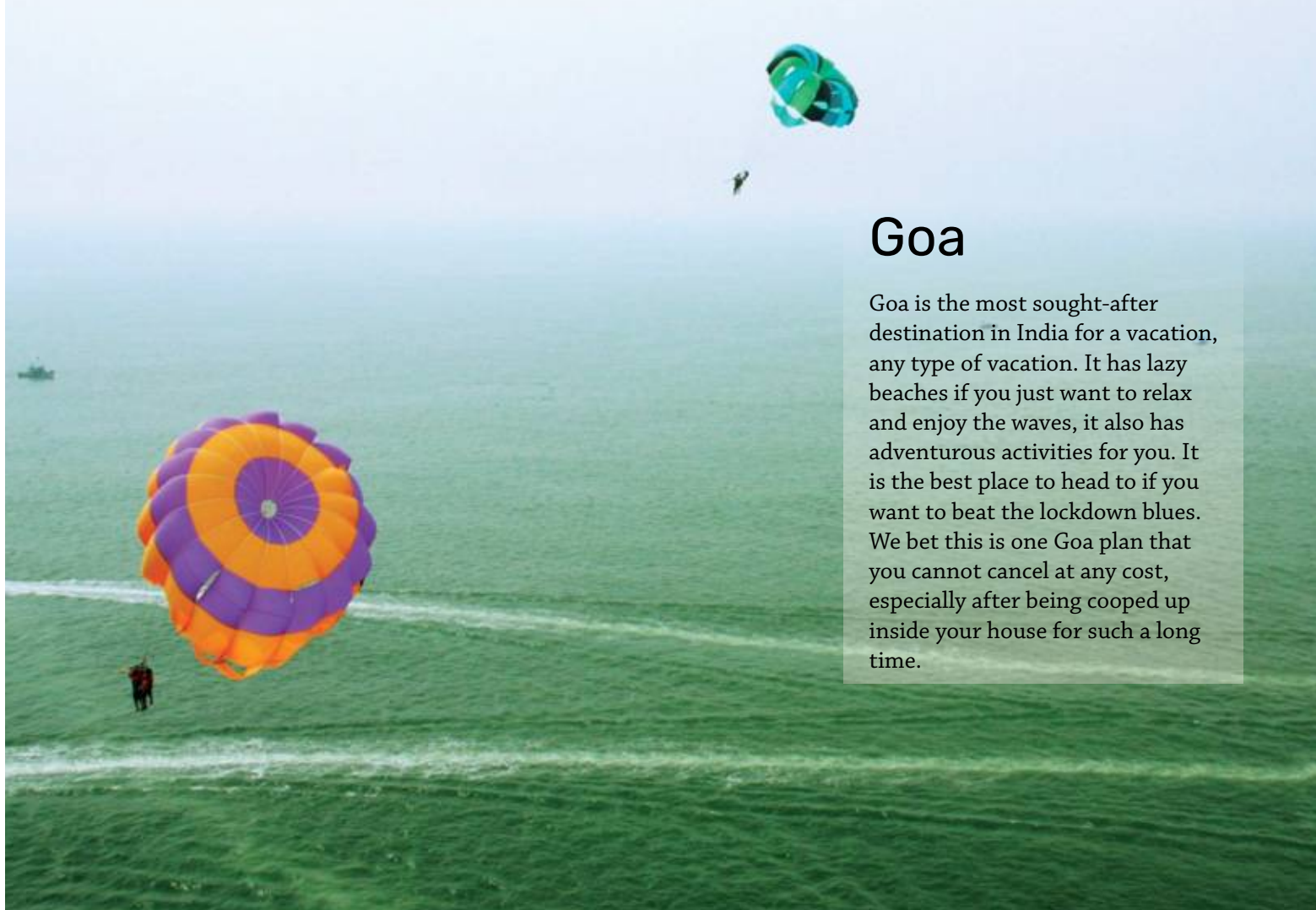
Spiti Valley

The Spiti Valley trek is yet another popular adventure destination in India. In fact, a lot of travellers keep coming back to Spiti Valley. It is one of the most challenging treks in the country and if you have skipped your workouts during the lockdown, get back to it to be able to complete this trek. However difficult it might be, the end of the trek is one of the best things you'll ever experience.

Andaman

The Andaman and Nicobar Islands are popular for offering the best water sport and water-based activities in India. Be it snorkelling or scuba diving or parasailing, this is where you head to if you are a water baby. The island has the best beach resorts and hotels that also offer the water activities that you want to try out. You can also go island hopping and try another water activity, depending on whatever is being offered to you.





Goa

Goa is the most sought-after destination in India for a vacation, any type of vacation. It has lazy beaches if you just want to relax and enjoy the waves, it also has adventurous activities for you. It is the best place to head to if you want to beat the lockdown blues. We bet this is one Goa plan that you cannot cancel at any cost, especially after being cooped up inside your house for such a long time.



Sikkim

It might be known for its lush green mountains and a scenic landscape, but Sikkim is more than that. You can try out mountain biking here or go for a trek early in the morning. You will certainly not get bored, even for a bit.



CRUISING THROUGH INDIA

The Beauty of India Through Cruises

Sailing has been an integral part of humanity from time immemorial and has been instrumental in helping various countries establish themselves in various corners of the world. Sailing has undoubtedly been able to provide the world with a different perspective. It has grown to a great degree that the various organizations and tour operators in many countries including India are providing new ways to see the whole country and

travel slowly on a cruise. They are providing state-of-the-art vessels equipped with modern facilities to provide the best experience to travellers and tourists. India has an abundance of culture, history and wildlife. Let us take a look at some of the cruises in India which provide the tourist with an unforgettable journey, be it the backwaters of Kerala or the rivers of Ganga and Brahmaputra with their ports and cities.

SECRET OF SUNDARBANS JUNGLE CRUISE BY ANTARA CRUISES

The Sundarbans Jungle cruise is a five-day cruise which traces the culture and wildlife along the Hoogly river. The cruise starts from Kolkata and travels to Namkhana which is a fishing port known as the gateway to the Sundarbans. The ship makes its way past towns and various villages till it reaches the mangrove forests which are protected. The cruise then stops at various spots for the tourists to sightsee various endangered animals such as crocodiles, terrapins and The Royal Bengal Tiger. An expert naturalist on board will point out a variety of

the unique and fragile biodiversity of the Sundarbans' flora and fauna. Apart from this, there is a lot to learn about culture and history, such as ancient temples and glimpses of local life in the villages nearby. The days are spent either on shore excursions or meandering down the river, and the evenings are usually spent relaxing over drinks and watching local folk dances and music. With Burma teak, vintage furniture, and hand-stencilled walls, the Ganges Voyager is a ship with only suites that can accommodate up to 56 guests. Over three decks, there are five types of rooms, all

of which have balconies or floor-to-ceiling windows that provide expansive views. After a long day of sightseeing, the ship has a restaurant that serves both Continental and local fare, as well as a lounge, sun deck, fitness centre, and spa.

Fare: From Rs.1,20,000 per person including stay, activities and excursions as per the itinerary, meals and complimentary yoga sessions.

*Next sailing date:
17 February 2023*



BRAHMAPUTRA MAXIMUM BY ASSAM BENGAL NAVIGATION

This 10-night cruise along the Brahmaputra provides an in-depth look at Assamese river culture for travellers. Neamati Ghat, which is 1.5 hours from Jorhat Airport, is the starting point of this journey. Day two marks the beginning of your adventures as you sail down the formidable Brahmaputra and observe the river in its magnificent flow. You'll make a pit stop along the way to see Sibsagar's temples, which were once the Assamese capital of the Ahom kings; eat lunch at a tea estate in Assam; and take a cruise to Majuli Island for a trip to the beach. The cruise follows the Brahmaputra, passing through historic villages until it reaches the Kaziranga National Park's boundaries. Keep an eye out for elephants and the park's most famous resident, the one-horned rhino, who can be seen on the banks. Three jungle safaris

will take guests through various regions of this vast and stunning national park. The remaining days are spent in Tezpur on rickshaws, exploring temple ruins and river islands, and visiting Sualkuchi, the state's centre for the silk industry, to learn about Assamese silk weaving. The cruises offered by ABN run from July to April. October is when the Brahmaputra cruises begin. Wildlife viewing is best in March and April. The ABN Sukapha and ABN Charaidew II are used in the Brahmaputra Maximum journey. The ABN Charaidew II is a newer, sprawling 18-cabin addition to the fleet that cruises faster than other vessels thanks to an extra-shallow draught. The ABN Sukapha is a vessel with 12 cabins designed specifically for the waters of the Brahmaputra. The ABN Charaidew II is a vessel with 18 cabins. The ABN Sukapha is an expedition-

style boat with a dining room decorated in cane and bamboo, a sundeck, a spa, and a library in the saloon. The ABN Charaidew II is a colonial-style ship that has handwoven furniture, local Assamese art, and wood and rattan accents. There is a spa, a large sundeck where you can enjoy cocktails and watch the sunset, a lounge, and a dining room. The buffet-style food includes a large selection of dishes from the area.

Fare: From Rs 3,97,512 per person including stay, activities and excursions as per the itinerary, meals, and airport and hotel pick up and drop.

*Next sailing date:
from 4 February 2023*



MUMBAI-KOCHI-LAKSHADWEEP-MUMBAI CRUISE BY CORDELIA CRUISES

This five-day round trip from Mumbai to Kochi and Lakshadweep includes a variety of onshore and offshore activities, as well as the opportunity to party all night long at sea. Between day one and day two, when the ship enters international waters and the open seas offer breathtaking views in all directions, the journey reaches its zenith. The ship then travels to Kochi, where those who take land excursions visit popular tourist attractions like Fort Kochi, St. Francis Church, Mattancherry Palace, and others. The fourth day is spent travelling

to Lakshadweep, where the ship is anchored and guests board smaller boats to get to Agatti beach. Guests head out for scuba diving, snorkelling, kayaking, or just relaxing on the beach after a grand welcome featuring a local folk dance performance. The ship has a lot to offer in terms of entertainment and comfort on board. There are restaurants, cigar lounges, numerous bars, and a Jacuzzi. Meals include breakfast, lunch, dinner, and snacks in the evening and at midnight. In addition, there is a food court that is open all day and

serves international snacks and street food. You can choose from Bollywood dance and stand-up comedy performances, go to the club, which is open until 5 a.m., or party near the pool bar.

Fare: Rs 1,25,000 for double occupancy including stay, activities, access to common areas and all meals. Separate packages are available for on-ground activities.

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*Next sailing date:
6 February 2023*



BACKWATER CRUISE BY SPICE COAST CRUISES BY CGH EARTH

In a kettuvallam, observe the life at the backwaters. These traditional vessels, which were once used to transport spices and grain, have been modernized while maintaining their bamboo and coir frames. CGH Earth's cruises go all the way from Alleppey to Kumarakom on Vembanad Lake. For a brief introduction to the backwaters, a trip lasting just one night is ideal. On longer trips, the boat stops at the banks for guided tours that look into the culture and way of life in the area. You can ride a bicycle down the roads of the village, try your hand at toddy tapping, observe the local fishermen at work, or wander the paddy fields. Small wooden canoes can be used to navigate the narrow canals and numerous local markets. Local fare, such as freshly caught karimeen from the lake, is served alongside Kuttanad red rice, lentils, and greens on board. The food is prepared traditionally with a lot of chillies and coconut.



Fare: Rs 22,000 for double occupancy including stay, on-ground excursions as per the itinerary and all meals during off-season months (March to January).

*Next sailing date:
Flexible (as per booking)*

MV GANGA VILAS BY ANTARA CRUISE

The World's Longest River Cruise- MV Ganga Vilas was flagged off on January 12, 2023, by Indian Prime Minister Shri Narendra Modi. The new luxury river cruise vessel with 18 suites and other associated facilities, is built with a unique design and a futuristic vision. The cruise was built to traverse various prominent destinations that lie along Kolkata's River Hoogly to Varanasi's River Ganges. This longest river cruise will bring to the fore, places of tourism in North India on the world tourism map. Those seeking spirituality will be able to cover destinations like Kashi, Bodh Gaya, Vikramshila, Patna Sahib and Majuli while tourists looking out for a multinational cruise experience will get the opportunity to do so via Dhaka in Bangladesh, and those wanting to witness the natural diversity of India will cross through Sundarbans and the forests of Assam. The cruise will pass

through 25 different river streams and this cruise has significant importance for those who have a keen interest in understanding the river systems of India.

MV Ganga Vilas will begin its journey from Varanasi in Uttar Pradesh and travel around 3,200 km in 51 days to reach Dibrugarh in Assam via Bangladesh, sailing across 27 river systems in India and Bangladesh. Moreover, the MV Ganga Vilas has three decks, and 18 suites on board with a capacity of 36 tourists, with all the luxury amenities. The MV Ganga Vilas cruise is curated to

bring out the best of the country to be showcased to the world. The 51 days cruise is planned with visits to 50 tourist spots including World Heritage Sites, National Parks, River Ghats, and major cities like Patna in Bihar, Sahibganj in Jharkhand, Kolkata in West Bengal, Dhaka in Bangladesh and Guwahati in Assam. The journey will allow the tourists to embark upon an experiential voyage and indulge in the art, culture, history, and spirituality of India and Bangladesh.

(with insights from cntraveller.in)



Chhattisgarh Tourism to work out management contract with Taj Group



Realising the importance of branding and marketing moolah that major hotel partnerships can bring to the State's tourism growth and development, Chhattisgarh Tourism has started discussions with country's leading hotel company, Taj Group of Hotel under TATA Sons, to manage a few of their motels and resort properties on revenue share basis.

According to Mr. Anil Kumar Sahu, managing director of CTB, the Board has had detailed discussion recently with the Taj Group's top management about the list

of properties which are owned and operated by the CTB in the State and the hotel company has shown interest in five of them. A delegation of the hotel company will soon visit the state to see for themselves and negotiate the potential partnerships.

These resorts are located at scenic tourist locations like Mainpat (Sarguja district), Saroda (Kavardha district); Chitrakoot (Bastar), Sirpur (Mahasamund), among others. Mr. Sahu said that the Tourism Board will be leasing out all the loss making motels and hotels under its ownership by the

year end. There are 14 motels and hotels under the CTB which have been perennially loss making and some of them are non-operational for that reason for some time now, will be leasing out to private owners.

The bidding process for four of them are in the final stages, Mr. Sahu said. He said that the Board is hopeful of finding partners for all of them through the same process by the year end. However, he clarified that the five resorts for which they are currently in talks with the Taj Group are not part of the list of 14 which are loss making.

Mr. Sahu said that the government is also developing water sports infrastructure in 9 identified waterbodies with private partnership. While water sports facilities have already started in two dam sites, he said that Expression of Interest (EoI) for the remaining sites will be floated soon.

FSSAI training programme at Diu

FSSAI training programme is organized today 20th February, 2023 at "Hotel Kohinoor", Diu. Inaugurated by Mr. Shivam Mishra, Dy. Collector and Additional Director Tourism, Diu, Dr. Sultan, Health Officer- Diu, Mr. Rohit Solanki, Food Safety Officer - Diu, Mr. Yatin Fugro, HRAWI UT Coordinator and Mr. Vivekanand, FSSAI Trainer.

The same is attended by 35 students.



Goa prohibits tourists on clicking selfies with fellow tourists without consent



Planning to visit Goa for vacation or other purposes, there is a small change that one needs to adhere before clicking selfies or pictures with other tourists, and that is take their permission before doing so in order to respect privacy.

The Goa tourism has recently issued an advisory for tourists and the set of directives is aimed to protect the privacy of travellers, ensure their safety and avoid getting cheated by unscrupulous elements, among other things.

“Do not take selfies and photographs, without permission of other tourists/ strangers, especially while sunbathing or sea swimming, so as to respect their privacy,” according to the advisory issued.

According to the advisory holidaymakers are prohibited from taking selfies at dangerous locations like steep cliffs and sea

rocks to avoid accidents and also highlights several other issues related to the tourism industry. The department has advised travellers visiting the coastal state not to destroy or damage heritage sites by scribbling graffiti or resort to other forms of disfiguring monuments.

“Do not hire illegal private taxis. Insist on metered fares to avoid overcharging,” said the advisory and asked visitors to diligently follow all rules. It has advised travellers to book accommodation with legal hotels/villas or housing facilities registered with the Department of Tourism.

“Consumption of alcohol in open areas like beaches etc is prohibited and is a punishable offence. However, alcohol may be consumed responsibly inside the legally licensed premises like shacks/restaurants, hotels etc,” the advisory said.

The department has said tourists in Goa, which receives lakhs of holidaymakers every year from various parts of India and abroad, should refrain from hiring private vehicles/renting cabs/motorbikes that are not registered with the transport department and those that do not hold a valid permit.

“Tourists are advised not to entertain illegal touts or agents for booking water sports and river cruises. Tourists must insist on a registration certificate issued by the tourism department while booking such services and book such services only from registered travel agents or registered online portals,” it said.

The advisory has said cooking food in open areas is prohibited and violation of this rule may lead to prosecution besides seizure of cooking items and imposition of penalty up to ₹50,000.

International Kite Festival inaugurated in Gujarat



Gujarat chief minister Mr. Bhupendra Patel inaugurated the International Kite Festival 2023, which will see the participation of around 125 kite flyers from 68 countries based on the G-20 theme “One Earth, One Family, One Future”. Apart from international participants, 65 kite flyers from 14 states in India and 660 from different parts of the state will also take part in the week-long event.

The kite festival is an opportunity to touch the sky and reach new heights. Kites are a symbol of progress, prosperity, and flight, he said. Mr. Patel further said the kite industry has got a boost under Mr. Modi’s leadership when the latter was the chief minister, and has grown from a Rs 8-10 crore industry some two decades ago to Rs 625 crore one, and has given employment to 1.30 lakh people.

India is hosting meetings of G-20 countries for the first time,

and it has been made possible because the prime minister has made India’s image strong on global platforms, Patel said. It is a matter of pride for Gujarat to get the opportunity to host 15 meetings of G-20, he said. Under Mr. Modi’s leadership, India has seen large-scale changes in areas ranging from digital economy to the defence sector. India has become the fifth largest economy in the world and is growing at the highest rate, the chief minister said.

“We have given special emphasis on tourism and employment to keep the journey of development in Gujarat uninterrupted. Today’s kite festival is an example of that,” Mr. Patel said.

Speaking on the occasion, state Tourism Minister Mr. Mulubhai Bera said Uttarayan celebrations give the message of preservation of nature.

“The state tourism department

has tried to give a unique identity to our culture and civilisation by giving Uttarayan a prominent place in its calendar,” the minister said. Apart from Ahmedabad, the kite festival is also being organised in Vadodara, Vadnagar, Somnath, Rajkot, Dholera, and Dhordo, he said.

The International Kite Festival has increased the footfall of foreign tourists. Celebration of such festivals boost the state’s economy and create employment opportunities, Bera said. Around 125 kite flyers from 68 countries, 65 from 14 states and more than 660 from various districts of Gujarat are participating in the festival. Australia, Canada, France, Russia, Germany, Greece, Israel, Egypt, Colombia, Denmark, New Zealand, Indonesia, Italy, Mexico, South Africa, Belgium, Bahrain, Iraq and Malaysia are among the 68 countries participating in the event.

Star classification of hotels in Gujarat, Chhattisgarh delayed by 6 months



Hospitality body Federation of Hotel & Restaurant Associations of India (FHRAI) has submitted a representation to the tourism ministry explaining concerns faced by hotels over the delay in classification or reclassification of 1, 2 and 3 star hotels in Gujarat and Chhattisgarh.

Pending classification, some of

the hotels have not been able to renew their licences for past three to six months. Some hotels have not been able to renew their liquor licences as well, the Federation said.

Having suffered massive losses over the last couple of years of the pandemic, we requested the MoT for an early resolution. Our members in the states of Gujarat

and Chhattisgarh have informed us that the classification of 1, 2, and 3 star hotels have been pending for quite some time now,” as per the letter. The delay has hit operations at these hotels, it added.

According to industry estimates, India has about 1.5 lakh branded hotel rooms in the country. The Federation said the delay may be because the process of scrutiny has shifted to the ministry of tourism in Delhi instead of it happening at the state level, like it was done previously.

The association has suggested that the ministry should consider extending the validity of existing classification in the interim to enable the hotels to renew requisite licences for them to continue operations.

FSSAI training programme at Navi Mumbai (Dadar)

FSSAI training programme is organized today 10th February, 2023 at IHM, Mumbai (Dadar). Inaugurated by Mrs. Neelam

Nadkar – HOD, Food Production, Mrs. Shilpa Madkar – HOD, Food & Beverage, Mr. Asit Mishra – HOD, Rooms Division, Mr. Francis

Thomas – HOD, Management Studies and Mr. Praveen Andrews, Trainer. The same is attended by 29 students.



Congratulations Shri Sumit Suri President Indore Hoteliers Association , Indore receiving Excellence Award from Govt. Of M.P. in Republic Day Function 2023 by Hon. Cabinet Minister in presence of Hon. Dist. Collector & Hon. Police Commissioner.



FSSAI training programme at Navi Mumbai

FSSAI training programme was organized today 09th February, 2023 at D.Y. Patil University School of Hospitality and Tourism Studies, Navi Mumbai. Inaugurated by Ms. Pallavi Chaudhari, Director, Ms. Aarti Pandirkar, Vice Principal, Ms. Padmaja Binakar, Asst. Professor, Mr. Praveen Andrews, Trainer Mr. Hemanshu Chauhan Assistant Secretary General – HRAWI and Ms. Manasi Parab, Admin Assistant – HRAWI. The same was attended by 40 students.



Hotel & Restaurant Association (Western India) meeting

Hotel & Restaurant Association (Western India) meeting with Shri. Mangal Prabhat Lodha, Hon'ble Tourism Minister, Government of Maharashtra held today 06th February, 2023 at 2:30 p.m pertaining to the Promotion of Tourism in the State of Maharashtra, in presence of the below GoM/ MTDC/ DOT and HRAWI Officials:-

- 1) Mr. Saurabh Vijay (IAS),
Principal Secretary Tourism, GoM
- 2) Dr. B.N.Patil (IAS), *Director, DOT*
- 3) Smt. Shraddha Joshi - *Hon'ble Managing Director, MTDC*
- 4) Mr. Pradeep Shetty – *President, HRAWI*
- 5) Mr. Chetan Mehta - *Vice President, HRAWI*
- 6) Mr. Paramjit Singh Ghai - *Honorary Treasurer, HRAWI*
- 7) Mr. Kunal Gujral - *Secretary General, HRAWI*
- 8) Mr. Hemanshu Chauhan - *Assistant Secretary General, HRAWI*



OTM 2023 held at Jio World Convention Centre

OTM 2023 held at Jio World Convention Centre where the leaders of Travel & Tourism shall deliver their speech from the 02nd – 04th February, 2023. Meeting held with the officials of Ministry of Tourism, Government of Maharashtra, Shri D.Venkatesan, Regional Director, Indiatourism, Mumbai and Mr. Jitendra Jadhav, Assistant Director, Indiatourism, Mumbai.

Photographs of the said meeting attended by - Shri D.Venkatesan, Regional Director, Indiatourism, Mumbai, Mr. Jitendra Jadhav, Assistant Director, Indiatourism,

Mumbai, HRAWI Secretary General, Mr. Kunal Gujral and

Assistant Secretary General, Mr. Hemanshu Chauhan.





PHAPL 5.0 INTER-HOTEL CRICKET TOURNAMENT

14th 18th March 2023

M.M. Rangoonwala Institute of Hotel Management and Research Ground

PHAPL 5.0 Inter-Hotel Cricket Tournament organised by Poona Hoteliers Association at Azam Campus Grounds Pune. Team IIHM upsets Hyatt Regency in finals to lift the PHAPL.5 Cup.

It was yet another historic day wherein The Executive Committee of The Poona Hoteliers Association (PHA) successfully effectuated the 5th Edition of its Premiere League Cricket Tournament at the Azam Campus Grounds on 18th March'23.

The 5 day Tournament was ceremoniously inaugurated on

14th March'23 by Mr. Rahul Singh former Indian Olympic Hockey player in the gracious presence of Mr. P. A Inamdar, Chairman of Haji Gulam Mohammad Azam Education Trust.

As always it was a colourful spectacle, full of enthusiasm, excitement, vigour, zest & zeal with an all time high participation of 36 Teams from various Hotels and Hotel Management Institutes rearing to enter the field and display their cricketing talent. The Ground had a strength of over 1000 super excited spectators

from the Hospitality Fraternity in a sporty mood, all set to cheer their respective teams to victory. The tournament was live streamed on YouTube which gathered a strong traction of over 15 k viewership of hoteliers & their families and friends also the tournaments was made live on Screens across various hotels in Pune City.

Mr. Amit Sharma, President -Poona Hoteliers Association and the entire PHAPL 5.0 Organising Committee had the following common inaugural message for



all present “Let this prestigious n popular Cricket Tournament be the start of many such sports n related activities & let the best team win wherein Mr Rahul Singh aptly mentioned to “ Play Tough but not Rough” The dignitaries further encouraged the Teams to “Play Well, Play Hard but Play Fair”.

This Tournament post the pandemic has evolved to another high and for the first time Live Screening of all 52 matches over 5 days was successfully televised. Like any other International Cricketing action here too, complete match scores & related analysis was professionally executed. The viewership from a 1000 on field spectators went up in multiples touching a number of over 15000 with colleagues at work and families at home joining in the action. Even rain and thunder could not dampen the spirits of the participating teams and the Director of the

Tournament, Manu and the Grounds men Parmeshwar did a fabulous job in maintaining the continuity of the League.

For the first time in the Premier League’s history of 5 years we had a new Winner wherein the IIHM, Pune lifted the much coveted Trophy defeating Hyatt Regency, Pune who were in turn were the Runners-up. CorinthiansClub &Resorts and Sayaji Hotel were the other two teams to reach the Top Four.

Man of the Series was awarded to Laxman Dandale of The Corinthians Club & Resorts.

Best Batsman of the Tournament to Harshvardhan Satav of IIHM,

Best Bowler of the Tournament to Aryan Pawar of IIHM and

The Man of the Match for the Finals was won by Wakar Khan from IIHM.

After 4 extremely successful Inter Hotel Cricket Tournaments,

PHAPL 5.0 was the 5th in the series of this extremely popular and the most sought-after sporting action amongst the Pune Hospitality Fraternity and the credit for its Super Success goes to the following PHAPL 5.0 Cricket Tournament Organising Committee Members - Amit Sharma, Sharan Shetty, Prapti Deshpande, Sumit Sharma, Vinay Nair, Anurag Raha, Sandeep Singh, Biswajit Biswas, Pankaj Saxena , Sanjay Singh , Nilesh Gajare & Bhushan Kumud. In addition to the above Arun Nayyar, Shrinivas Chaphalkar, C R Vinoj & Vaibhav Lamba were also involved and present for the inaugural and closing ceremony of the PHAPL 5.0. The PHA Executive Committee is all excited and geared up to take PHAPL 6.0 2024 to even greater heights. The tournament is getting bigger and better every year.



Food businesses told to make disclaimer if name resembles quality of product



FSSAI has asked food businesses to make a disclaimer, if their product name resembles the quality of the product like fresh, pure and natural. The rule has been notified by the FSSAI under the Food Safety and Standards (Advertising and Claims) Second Amendment Regulations, 2022, wherein the area was also defined for the disclaimer on the front of the pack label.

“This is only a brand name or trademark, or fancy name and

does not represent its true nature’ relevant one may be chosen as applicable,” reads the notified regulation while adding ‘Provided that the font size of the above disclaimer shall not be less than 1.5 mm for principal display panel upto 100 sq.cm, not less than 2 mm for principal display panel between 100-200 sq.cm and not less than 3 mm in case of principal display panel above 200 sq.cm.’

Under Regulation Number 4 Sub Regulation Number 7, the

amendment reads, “Where the meaning of a trade mark, brand name or fancy name containing adjectives such as “natural”, “fresh”, “pure”, “original”, “traditional”, “authentic”, “genuine”, “real”, appearing in the labelling, presentation or advertising of a food is such that it is likely to mislead the consumer as to the nature of the food, in such cases a disclaimer shall be mentioned prominently on the front of pack of the label stating that “This is only a brand name or trademark, or fancy name and does not represent its true nature’; (relevant one may be chosen as applicable)”.

Also, for reduction of disease risk claims the food businesses were asked to specify the number of servings of the food per day for the claimed benefit under the notified regulation.

First 10 hotels to attain LEED Zero Carbon are from ITC Hotels Group



Paving the way for the global hospitality industry, in a one-of-its-kind remarkable feat, 10 properties of the ITC Hotels Group have attained “Net Zero Carbon Status” by achieving coveted “LEED Zero Carbon

Certification” by USGBC [United States Green Building Council].

Already, ITC Hotels is the world’s largest chain with the maximum number of LEED Platinum certified properties as per USGBC.

LEED Zero, developed by the US Green Building Council, is a complement to LEED that verifies the achievements of Net Zero goals and signals market leadership.

The first 10 hotels in the world to have achieved this landmark are: 1. ITC Windsor Bengaluru, 2. ITC Grand Chola Chennai, 3. ITC Gardenia Bengaluru, 4. Welcomhotel Bengaluru, 5. Welcomhotel Guntur, 6. Welcomhotel Chennai, 7. ITC Mughal Agra, 8. Welcomhotel Coimbatore, 9. Welcomhotel Sheraton New Delhi, 10. ITC Grand Central Mumbai

Ecobillz offers C-Form automation solution for hotels to manage foreign guests



Ecobillz, a B2B digitisation SaaS platform that uses artificial intelligence (AI) to provide advanced paper-free digital guest experiences and automates backend operations, has come up with a hi-tech solution for hotels to fulfil the FRRO (Foreign Regional

Registration Office) compliance mandated by Government of India. The automate solution offered by the company is one-of-a-kind technology which provides integrated solution to the hotels hosting foreign guests and helps them easily scan the photo ID/ visa details, automatically fill up the mandatory C-form and also submit it on FRRO website in real time.

In a boost to tourism industry, the technology solution provides an end-to-end solution to the hotels where they not only save on backend resources in filling up the details and submitting to FRRO within stipulated time, but

also ensure that the guests are not disturbed repeatedly, once their digital check-in is done.

The C-form automation solution scans the entire document set of the guest when the guest digitally checks in and fills up the details in the form automatically. Once the AI engine fills up the form and the user approves, it goes ahead to submit the data on the Government FRRO website – all by itself. Entire process needs little or no human intervention. This product is expected to save hotels hours of manpower and resources, while making the process error-free and ensuring compliance.

Budget 2023 - Tourism to go into mission mode



Developing upto 50 new tourist destinations, creating an information-driven app for tourists, and setting up “Unity Malls” in State capitals to showcase handicrafts and products with geographical indication (GI) status are among the slew of measures announced in the Union Budget 2023-24 for promotion of tourism that will go

into “mission mode”. There was, however, no increase in Budget allocation which remained at ₹2,400 crore as last year.

These 50 destinations are proposed to be selected through a challenge, and developed as a complete package, using an integrated and innovative approach. The mobile app is meant to provide tourist-friendly information like physical and virtual connectivity, and details on tourist guides, amongst other guidance. A high standard of street food is proposed to be ensured, to enhance the tourist experience.

The Budget also incentivised domestic tourism for the middle class, announcing sector-specific skilling and entrepreneurship development to achieve the objectives of the Dekho Apna Desh initiative. The scheme was

launched as an appeal to the middle class to pick domestic destinations over international ones.

Under another scheme, the Vibrant Villages Programme, tourism infrastructure and amenities will be facilitated in border villages.

The Finance Minister said during the Budget speech that states will be encouraged to set up a Unity Mall in their state capitals, or the most prominent tourism centre, or the financial capital. These malls would work towards the promotion and sale of each State’s own ODOP (one district, one product) and other handicrafts. They would also provide space for such products of all other States.

Stakeholders in the tourism sector, however, had mixed reactions.

FSSAI issues list of agencies shortlisted under FoSTaC programme

foSTaC

Food Safety Training & Certification

fssai committed to build a culture of self compliance

The FSSAI has issued a list of agencies shortlisted for the 'empanelment of training partners' under the Food Safety Training & Certification –FoSTaC programme. The food authority had sought expression of interest from the agencies in August for Empanelment of Training Partners under Food Safety Training & Certification (FoSTaC) Programme. The list has 33 agencies and FSSAI has called

them for a 'presentation'.

The empaneled training partner will be required to conduct training of Food Handlers as per the training curriculum of FSSAI in different parts of the country in a pragmatic manner, lays down the EoI document.

The FSSAI has issued a notice, in this regard, stating that the shortlisted applicants will be called for presentation as per the

information and the stipulated dates and venue shall be issued in due course of time.

According to the FSSAI, the FoSTaC programme was aimed at creating a pool of food safety supervisors (FSS), who are trained in good hygiene and manufacturing practices as per requirements in Schedule 4 of Food Safety and Standards (Licensing and Registration) Regulations, 2011.

And to help FBOs understand and comply with hygiene and sanitary requirements, the Schedule 4 of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011, has been simplified to deliver training through 24 certification courses developed by a panel of domain experts empaneled by FSSAI covering the entire food value chain.

Courtyard By Marriott drives expansion in India with opening of Courtyard by Marriott Navi Mumbai



Courtyard by Marriott, part of Marriott Bonvoy's extraordinary portfolio of 30 hotel brands is opening Courtyard by Marriott Navi Mumbai, in the business hub of Navi Mumbai.

Located off the Mumbai – Pune Expressway, next to the DY Patil Sports stadium in Nerul, the 105-room hotel is set to provide a sophisticated and comfortable environment for guests. to elevate

their travel experience, whether traveling for business or leisure. The opening marks the 25th Courtyard by Marriott property in India, making it the largest brand within Marriott Bonvoy' extraordinary portfolio in the country.

Strategically located in the planned city of Navi Mumbai, the hotel is 24 kilometers from Chhatrapati Shivaji Maharaj International Airport, Mumbai and at a hailing distance from most of the business districts and industrials estates of Navi Mumbai, Belapur, Turbhe, Airoli and Mahape.

Novotel Mumbai International Airport opens its doors



The opening of Novotel Mumbai International Airport marks the second Novotel hotel in the city of dreams, Mumbai, as well as the 22nd Novotel property in India. The sprawling property features 268 rooms and is a contemporary edifice that provides an ideal combination of comfort, convenience and magnificence.

Situated close to Chhatrapati Shivaji Maharaj International Airport, providing easy access to the Western and Eastern Express Highways, the city's travel lifeline, it is also accessible to the key industrial, business and recreation

hubs of Andheri Kurla Road, MIDC, SEEPZ, Powai and Bandra Kurla Complex.

All rooms and suites offer generous and comfortable spaces for business and leisure guests alike. The wallpaper in the rooms is a tribute to Mumbai, depicting various elements of the city, such as the Dhobi Ghat, Juhu Beach and the Dabbawalas. Guests can take advantage of the ultra-contemporary bathrooms, which feature a glass-enclosed rain shower, deluxe bath amenities and an opulent bathtub in select room categories. Included in the amenities are a 43-inch LED

smart TV, high bandwidth Wi-Fi, a work desk with a multimedia panel, a mini fridge, and a tea/coffee machine across various room categories. With its modern and comfortable interiors, the hotel encourages families to spend quality time together, while also welcoming business travellers to clock out and relax after a long day of work.

The event and meeting rooms, which span across 16,500 sq. ft., with ample natural light, are further highlights of the hotel. The Harbour Room, which is located on the lobby level, has its own private entrance, in addition to two meeting rooms on the first floor and the grand ballroom on the 11th floor.

The hotel is equipped with cutting-edge technology, such as digital menus in restaurants, mobile check-in, and access to entertainment channels in the rooms. The hotel features 268 guest rooms, dining options, a fitness centre, an infinity pool overlooking the city views and event venues, including a grand ballroom known as the Summit Room, which spans across 5135 sq. ft.

NCLAT ordering Oyo to deposit 10 per cent of the total fine imposed by the CCI, positive step in the interest of the hospitality sector, says FHRAI



The latest development of Hon'ble NCLAT ordering Oyo to deposit 10 per cent of the total fine of INR 168 Cr imposed by the CCI is yet another positive step in the interest of the hospitality sector in the country. As a result, Oyo is now required to pay close to INR 17 Cr as the initial monetary fine to ensure hearing of their appeal in the NCLAT.

FHRAI will continue to pursue the matter further for the benefit of thousands of small and budget hotels in the country and to discipline the OTAs in the new digital era so as to ensure a fair market, healthy competition and a level playing field for all stakeholders," says Mr. Jaison Chacko, Secretary General, FHRAI

FHRAI asks SEBI to stop OYO from launching IPO



Federation of Hotel & Restaurant Associations of India said it has written to SEBI to stop OYO from launching its IPO in the wake of a penalty imposed by the Competition Commission of India on the hospitality and travel-tech firm for unfair business practices.

OYO, however, said the Federation of Hotel & Restaurant Associations of India (FHRAI) is misrepresenting the CCI order and the letter to Securities and Exchange Board of India (SEBI) is to distract attention from the executive committee meeting of FHRAI being held as null and

void by the NCLT, which has also ordered a court-monitored AGM of the hospitality industry body. In October this year, the CCI slapped penalties totalling more than Rs 392 crore on online travel firms MakeMyTrip, Goibibo, and hospitality services provider OYO for indulging in unfair business practices.

“Now that OYO has been found guilty of indulging in anti-competitive and unfair business practices thereby affecting the business of small hotels and suppressing competition, it is imperative that its IPO should not be allowed in the interest of the hospitality sector; consumers and potential investors,” FHRAI said.

HRAWI's Seminar on “Bird's Eye View - 5 Years of GST In Hotel & Restaurant Industry”

HRAWI's organized a Seminar on “Bird's Eye View - 5 Years of GST In Hotel & Restaurant Industry” at “The Mirador Hotel”, Mumbai, on 20th March 2023.

Mr. Rishi Mehra, Owner of “The Mirador Hotel”, Mumbai, Mr. Gurbir Bedi, The Chairman of the Seminar & Business Matters Liaison Sub-Committee, and

Executive Committee Member of HRAWI and CA Jinit Shah attended the inaugural ceremony. Mr. Dilip Kothari, Joint Honorary Secretary of HRAWI and the Chairman of the Taxation Matters Liaison Sub-Committee, felicitated Mr. Rishi Mehra, Owner of “The Mirador Hotel”, Mumbai, and CA Jinit Shah



HRAWI organized Seminar on GST

HRAWI organized Seminar on GST at “The Fern Residency,” Bhopal, on 23rd March 2023. CA Jinit Shah presented the topic ‘Bird’s Eye View - 5 Years of GST In Hotel & Restaurant Industry’. Mr. Navneet Goel Ji, Chief Commissioner of Customs and GST (Madhya Pradesh and Chhattisgarh), Mr. Prabhat Dandotiya, Additional Commissioner Preventive, Bhopal Commissionerate, Mr. Tej Kulpal Singh Ji, Bhopal Hoteliers Association, Mr. Sumit Suri, Executive Committee Member of HRAWI and the State Coordinator of Madhya Pradesh, Mr. Paramjit Singh Ghai, Office Bearer and Honorary Treasurer of HRAWI, were present.



HRAWI conducts FSSAI FoSTaC programme in Diu



The Hotel and Restaurant Association of Western India (HRAWI), in collaboration with the Food Safety and Standards Authority of India (FSSAI), conducted its Food Safety Supervisor Training in Advance Catering (FoSTaC), programme on February 20, at the Hotel Kohinoor in Diu.

The programme was inaugurated by Shivam Mishra, deputy collector and additional director tourism, Diu; Dr Sultan, health officer- Diu; Rohit Solanki, food safety officer – Diu; Yatin Fugro, HRAWI - UT coordinator and Vivekanand, FSSAI trainer, 33 hospitality professionals participated in the training

programme that was conducted by Vivekanand, FSSAI trainer.

Pradeep Shetty, president, HRAWI, said, “This was the third training programme organised by HRAWI within the month and we plan to increase the frequency for the benefit of hospitality professionals across the Western region. FoSTaC is an initiative of FSSAI for inculcating the best levels of safety and hygiene standards among food handlers in hospitality. Hospitality establishments are realising the value of training staff in FoSTaC and HRAWI is committed to providing this training to as many professionals as possible.”

The Job Plus brings in ‘The Plus Initiative’ for the hospitality sector



The talent shortfall faced in the Hospitality industry is one of the significant threats to its post-pandemic recovery. The Job Plus study estimates job growth to be 5.5% CAGR (to account for new openings and attrition from the industry) till 2029- an additional requirement of 100,000- 150,000 skilled workforce year on year in this Branded Hotel segment alone.

With staggeringly low enrolment rates in Hospitality Management courses, which have traditionally

been the funnels feeding into the talent pool, it is time for the sector to look at alternate sources for entry-level workforce. Short-term skill-based training in a modular manner as entry points for specific job roles is a clear emerging trend.

Further, there is a visible gap when it comes to awareness around pursuing a career in the hospitality sector among the Indian youth. Accessibility is also a commonly discussed factor that discourages several students from pursuing quality education in the service-hospitality sector.

To address the skilled workforce demand of the hotel industry, the proposed initiative will develop a cadre of “Ready-to-Deploy” workers. These projects will concentrate on generating 100% employment for a pool of qualified candidates, using the Recruit, Train & Deploy Model with the assistance of training partners, in

accordance with the Employer’s requirements.

The Ready to Deploy Workforce model focuses on (1) Curated employability linked training programs for the youth: NSQF (National Skills Qualification Framework) and certified by SSC; (2) Customized training curriculum and content plan for the hotel units- design to address the exact workforce shortfall/ requirements; (3) Short-term courses with targeted candidate mobilization- to ensure agile turnaround; (4) Impacting Socio- Economic growth and development for the local communities at the grass-root levels; (5) Enhancing deep rooted community ties for the Hotel Units by promoting skilling and employment of local youths; and (6) Projects also focus on diversity hiring and encouraging the women to upskill and participate in gainful employment.

FHRAI pitches for Infrastructure Status to hospitality sector in Budget 2023



The hospitality sector needs to be accorded infrastructure status by the Centre to help it avail long-term funds under the RBI infrastructure lending norm criteria, according to the Federation of Hotel & Restaurant Associations of India (FHRAI). In its pre-Budget demand, the FHRAI said although industry status has been accorded to tourism and hospitality by many state governments, the incentives and privileges associated with industry have not been conferred to the sector.

“The industry needs infrastructure status to be accorded by the Government of India to enable

the hospitality sector avail long-term funds under the RBI Infrastructure lending norm criteria,” FHRAI Secretary General Jaison Chacko said in a statement. This will enhance quality accommodation supply and therefore, stimulate higher global and domestic travel demand, he added. Chacko further said tourism and hospitality should be placed on the concurrent list of the Constitution to make tourism into a national agenda. “It will ensure better coordination between the Centre and the state for fund allocation and implementation of projects and programmes aimed for the holistic

development of the tourism sector in the country,” he added.

Similarly, Hotel and Restaurant Association of Western India (HRAWI) President Pradeep Shetty said the sector is looking forward to relaxations in Minimum Alternate Tax (MAT) waiver for two years from April 2023 to March 2025 in the upcoming Union Budget. “This will help reduce the tax burden and provide marginal relief to the hospitality sector,” he said adding, the Budget should also extend investment-linked benefits for brownfield hospitality projects to the ongoing capex of hotels and resorts as it would “immensely benefit high-quality brownfield capex and capacity expansion, accelerating investment and employment in the sector”. Shetty also said the Budget should modify the Leave Travel Allowance (LTA) rules to include the amount spent on hotel stays to be considered as LTA expense, and payments by foreigners in rupees at hotels should also be considered as foreign exchange earned for the purpose of EPCG scheme.

IHCL debuts in Indore, Madhya Pradesh under the Vivanta brand



Indian Hotels Company (IHCL) has announced the signing of its first hotel in Indore, Madhya Pradesh under the Vivanta brand. The Greenfield project is slated to open in 2026. According to company sources, this signing is in line with IHCL’s vision of expanding its presence to key markets in the country.

The 115-key hotel is strategically

situated a short driving distance from the airport and industrial areas with the presence of large automotive, pharmaceutical and textile companies. Other facilities at the hotel will include an all-day diner, a bar, swimming pool, fitness centre and a spa. It will also offer over 550 sq. mt. of banqueting space including meeting rooms.

Sattvik certifies Royal Vega by ITC luxury hotel group



Sattvik Council of India, 'world's first vegetarian' food safety and regulatory compliance for vegetarian, allied adherents and lifestyle Standard Development Organisation has exclusively "Sattvik Certified" ITC Royal Vega Restaurants in "ITC Grand Chola, Chennai", "ITC Narmada, Ahmedabad" and "ITC Royal Bengal, Kolkata" emphasising that all the cuisines have been cooked in compliance with Sattvik Management Standards ensuring 100% vegetarian processing and utilisation of the food products.

ITC Royal Vega has been a part of Indian Sattvik Culture and has its benchmark of proving "Exclusive luxury vegetarian cuisines that feature a fine collection of timeless delicacies, based on the ancient

signature vegetarian dishes from the erstwhile royal kitchens of India, the system of seasonal cooking and has their influences from the Nizams, the Peshawars and other cuisines of the royals. Also, exemplifies an exclusive blend of traditional & progressive renditions of Southern and Northern Indian cuisines, which is rooted to the gravitas of the unique tastes, aromas & flavours of Indian spices," he added.

Sattvik Verification Label Mark indicates that quality and safety of vegetarian cuisines have met the Sattvik Management Standard. Sattvik Verification provides transparent assurance that products do not contain any hidden non-vegan, non-vegetarian and harmful substances.

EaseMyTrip acquires majority stake in cheQin, the hotel booking marketplace



EaseMyTrip.com, one of the largest online travel tech platforms in India, announced that it has acquired a 55 per cent majority stake in cheQin through the primary route. cheQin is a unique real-time marketplace that allows travellers to bargain with

hoteliers without any effort. The bargaining algorithm of cheQin brings in the top five lowest offers by the hoteliers. The company encourages travellers to pay at the hotel directly and ensures a customer-centric approach that enables them to stay at the

most value-for-money hotels, transforming the entire hotel booking experience. cheQin can be accessed through web (cheQin.club), android and iOS apps.

On the other hand, the company uses the "cheQin" application to give hoteliers access to real-time booking requests and the ability to take control of their own bookings. CheQin offers hoteliers a comprehensive view of the demand and allows them to better regulate the pricing, which facilitates the sale of their properties more quickly. The business also provides free signup, dashboard access with a single click, real-time competition data, and regular commission payments to hoteliers, among other noteworthy advantages.

Alcobeve industry in high spirits, but elevated input costs playing a spoilsport: ICRA



Following the end of the pandemic, the Indian alcohol beverage (alcobeve) industry seems to be in good spirits, with substantial revenue growth expected in FY2023. Despite the divestiture of several brands by one of the companies in the sample set, ICRA expects its sample set to show healthy growth of 18-20% in revenues in FY2023 and 5-10% in FY2024.

Giving more insights, Mythri Macherla, Assistant Vice President & Sector Head – Corporate Ratings, ICRA Limited said: “The alcobeve industry was impacted in FY2021 and FY2022 owing to the pandemic-induced disruptions

and the discretionary nature of products. While the impact on the Indian made foreign liquor (IMFL) players was minor, beer players suffered volume losses because their peak summer season coincided with the first and second waves of Covid. With a revival in demand and a growing trend of premiumisation, ICRA’s sample set of alcobeve companies witnessed a 40% YoY growth in revenues in H1 FY2023. An early onset of summer in many parts of the country, which was hotter than usual, augured well, particularly for beer sales. Consequently, the growth of beer players is predicted to be higher than that of IMFL players in FY2023.”

However, the operating profit margin (OPM) for the sample set is expected to moderate by 100-150 basis points (bps) in FY2023 due to substantially higher input prices in recent quarters combined with limited pricing power. That said, the OPM will continue to remain healthy at 13-14%. In

FY2024, the OPM for the sample set is expected to improve to 14-15% largely on the back of operating leverage benefits.

While Covid-related uncertainty forced organic capex to the backburner in the previous two years, it is estimated to reach 7-9% of revenues in FY2023. Some companies are focusing their expansion on greenfield facilities (grain-based distilleries) and improving backward integration capabilities (such as captive ENA production). Other companies in the ICRA sample set are also projected to spend on capacity enhancements to meet future supply needs. Despite the somewhat higher capex in FY2023, which is partially debt-funded, healthy cash accruals are likely to keep debt levels flattish. This, in combination with strong accruals, is likely to support the industry’s debt coverage metrics. In FY2023 and FY2024, the debt/OPBDITA ratio is expected to be 0.5-0.7x, with an interest coverage ratio of 23-25x.

NRAI Wants Restaurants To Step Up Loyalty Programmes With Return Of Zomato Gold



Industry body National Restaurants Association of India (NRAI) has reportedly started sending advisories to restaurants to step up their own loyalty programmes with the return of Zomato’s loyalty programme—Zomato Gold. The NRAI has more than 500,000 member restaurants across the country. It is understood that NRAI is still negotiating with them (Zomato Gold) on certain terms.

Zomato relaunched its loyalty

program Zomato Gold, in the last week of December 2022 replacing the Pro Plus membership that was discontinued in August 2022. Zomato Gold has been launched with an introductory price of ₹149 for three months.

Food delivery to Zomato Gold users is free provided the restaurant falls within 10 kilometres distance and the order is above INR 199. Further, Zomato is offering a ‘no delay guarantee’ to Gold subscribers as well.

FSSAI for action against sale of plant origins products as butter or ghee



The FSSAI has asked state Food Safety Commissioners to check the labels of products being manufactured and sold as butter or ghee having plant origins and initiate enforcement actions against such FBOs (Food Business Operators). The food authority has issued a direction after receiving complaints about plant-based non-dairy products being sold as

butter or ghee on e-commerce platforms and in markets.

“It is requested to immediately check the labels of such products being manufactured and/or sold under your jurisdiction including on online platforms/websites and take enforcement actions against such FBOs who are selling such plant-based products as ghee, butter etc. or making claims for vegan foods/logo without prior approval of the food authority as per the FSS Act, 2006,” reads the direction issued by the FSSAI.

The Commissioners were also asked to submit an action taken report by Feb 15, 2023.

According to FSSAI, ‘Dairy Terms’ like ‘plant-based ghee/butter, vegan ghee/butter’ etc. were being used by some food businesses and these products are available

in markets and on e-commerce platforms while such products are of non-animal origin.

The food authority has also clarified that the usage of dairy terms, ‘in respect of a product which is not milk, a milk product or a composite milk product, no label commercial document, publicity material or any form of point of sale presentation shall be used which claims, implies or suggests that the product milk, milk product or a composite milk product or which refers to one or more of these products’. Further, the FSS Prohibition and Restriction on Sales Regulations says that ‘no person shall either by himself or by any servant or agent shall sell ghee which contains any added matter not exclusively derived from milk fat’.

Bigspoon and Mouni Roy collaborate to launch a new pizza brand, The Pizza People



Bigspoon, a leading Cloud Kitchen start-up, in association with its celebrity investor, Mouni Roy launched a neo-pizza brand, The Pizza People, going live in 15 cities across 35 outlets. The Pizza

People is India’s largest Pizza brand launch in a single day as Bigspoon leverages its extensive cloud kitchen network across Tier-1 and Tier-2 cities. The first phase of launch sees 35 outlets go-live across 15 cities, including

Pune, Ahmedabad, Delhi NCR, Hyderabad, Surat and Indore.

The Pizza People is the first-of-its-kind Neapolitan Pizza chain at scale, exclusively available for deliveries only. It brings in premium cheese and imported toppings, on a Neapolitan-styled pizza base made from Australian wheat, clubbed with vented packaging boxes to retain temperature and moisture through its journey of delivery to the customer.

It is reported that the current market gap of serving premium and hot pizzas across all major cities of India, at a competitive pricing, was identified, to build The Pizza People.

Tourism & Hospitality Skill Council (THSC) Signed An Important MOU With American Hotel And Lodging Educational Institute (AHLEI)



The Tourism & Hospitality Skill Council (THSC), an approved awarding body under NCVET, signed an important Memorandum of Understanding with American Hotel and Lodging Educational Institute (AHLEI), one of the foremost providers of quality resources to educate, develop, and certify hospitality educators, students, and professionals. It is widely recognized as the prominent leader in hospitality education and certification.

The agreement was signed by Mr Rajan Bahadur, CEO THSC and Mr Ed Kastli, International CVP AHLEI in presence of Shri Atul

Kumar Tiwari, IAS, Secretary Ministry of Skill Development & Entrepreneurship, Govt of India, Ms Jyoti Mayal, Chairperson THSC along with 50+ prominent industry partners recently.

This agreement will help both the organizations to share knowledge, benchmark standards and provide access to globally recognised certifications. It will also contribute to the advancement of teachers, curriculum improvement and training readiness of students and existing hospitality professionals in India via this landmark collaboration.

THSC, established in 2014, is an apex body for vocational

education & skill development in India focusing on Tourism & Hospitality. Since inception in 2014, THSC has enrolled over 1.5 million and successfully certified over a million youth. Having a network of 600+ Institutes, 100+ Colleges & 2000+ Industry Members, THSC's vision is to create a robust industry-aligned skilling ecosystem to promote Tourism & Hospitality sector and meet its mission of impacting millions of beneficiaries to get respectable employment opportunities for serving customers' needs.

AHLEI, established in 1953 as a non-profit education and training arm of the American Hotel & Lodging Association (AHLA). One of the largest trade hotel associations in the world with 35,000 hotel members and became part of the National Restaurant Association (NRA) in 2017. Mission to connect and leverage the resources of two trade organizations that are deeply committed to career success and upward mobility for current and future hospitality, restaurant, and foodservice employees.

AGM of FHRAI on March 16 in Delhi



The Federation of Hotel & Restaurant Associations of India (FHRAI), the largest hotel and restaurant industry association in the country, will hold its 66th Annual General Meeting (AGM) on March 16 in Delhi.

As per the notice sent to members by the Secretary General, which is also available on the Federation's website, the AGM will be held at noon at The Lalit Hotel in New Delhi on the scheduled date.

India's first smart foodcourt by EatSure goes live in Pune



Rebel Foods, world's largest internet restaurant company, started India's first smart food court with 15+ iconic brands across food categories under a single roof by EatSure, located on the Law College Road, Erandwane in Pune. This flagship store is spread across 3000 sq ft offering a complete digital customer experience.

The new EatSure Foodcourt will allow customers to place orders from iconic brands together

through kiosks and ipads or by scanning QR codes on the table. The order once prepared will be notified to customers through the digital screens in store or through a Whatsapp message. Apart from the unique digital ordering experience, the EatSure foodcourt will be home to brands across food missions. The foodcourt will be home to multiple customer loved brands that can be enjoyed over breakfast, lunch, snacks or dinner such as Behrouz Biryani,

Oven Story Pizza, Faasos, Mad Over Donut, Cafe Goodluck, Wendy's, Thambbi, Lunchbox, Marrakesh, SLAY Coffee, SMOOR Chocolates, Zomoz, Firangi Bake and many others. This is one of its kind, a first in the country to be presented by any QSR or food-tech player. With this, EatSure aims to open 100 offline stores in different categories in the next two years.

The new foodcourt will feature EatSure's USP of ordering from multiple brands in a single order. Customers can order from multiple restaurants across their favourite brands such as a biryani from Behrouz, a side from Faasos to a pizza from Ovenstory, dessert from SMOOR Chocolates and a beverage from SLAY Coffee all together in one order without any additional wait or queue.

IHCL signs its second Ginger Hotel in Nagpur Indian Hotels Company (IHCL)



India's largest hospitality company signed its second hotel under the Ginger brand in Nagpur, Maharashtra. The Brownfield project, a fully fitted lease is slated to open in April 2024.

The 100-key hotel is strategically located at Wardha Road, Jaiprakash Nagar, a short driving distance from Dr. Babasaheb

Ambedkar International Airport as well as important business hubs. It is a part of a mixed-use development, spread over the top three floors of an eleven-storey complex. The hotel will house Qmin, the all-day diner serving local and global cuisines and a fitness centre.

With the addition of this hotel, IHCL will have 30 hotels across Taj, SeleQtions, Vivanta and Ginger brands across Maharashtra including 18 under development. Nagpur is the winter capital of the state of Maharashtra. Known as Orange city due to its large cultivation of oranges, it is also an important part of the mining and industrial belts in the region.

Prafulved Infra Pvt. Ltd. is promoted by Mr.

PrafulDeshmukh. The company has delivered more than two million Sq. Ft. of floorspace in Nagpur which includes residential as well as commercial development. The Indian Hotels Company Limited (IHCL) and its subsidiaries bring together a group of brands and businesses that offer a fusion of warm Indian hospitality and world-class service. These include Taj – the iconic brand for the most discerning travellers and ranked as the World's Strongest Hotel Brand and India's Strongest Brand as per Brand Finance Hotels 50 Report 2022 and India 100 Report 2022, respectively; SeleQtions, a named collection of hotels; Vivanta, sophisticated upscale hotels; and Ginger, which is revolutionising the lean luxe segment.

Aditya Birla Group enters the premium casual dining space



The Aditya Birla Group has entered the premium casual dining space, a fast-growing segment in the organised food

services market, in collaboration with chef-restaurateur Rahul Akerkar. The initiative will be undertaken by the group's hospitality arm, housed under Aditya Birla New Age (ABNA).

ABNA, promoted by Aryaman Vikram Birla, son of group chairman Kumar Mangalam Birla, will build premium casual dining restaurant chains across India.

ABNA currently operates Jolie's, a members-only club, in Mumbai.

"The dynamism and buoyancy of the Indian consumption story is

driving a preference for premium experiences. High disposable income among the rising middle class in India, and the expansion of the urban cosmopolitan lifestyle is driving the boom in dining-out behaviour. Therefore, the demand for premium casual dining restaurants (PCDR) is expected to increase across India as consumers seek new dining experiences," said Aryaman Vikram Birla, director of Aditya Birla Management Corporation Private Limited and founder of ABNA.

Greenpark Hotels And Resorts acquires Fairfield by Marriott Chennai OMR and Four Points by Sheraton Ahmedabad



Greenpark Hotels And Resorts Limited has announced the acquisition of Fairfield by Marriott Chennai OMR and Four Points by Sheraton Ahmedabad.

This marks the South Indian group's entry into the west Indian region with Ahmedabad being one of the fastest growing and promising cities in the country. This would be the group's second

hotel in Chennai and first association with Marriott Hotels.

The acquisition would result in the addition of 210 keys to the existing portfolio of over 1000 rooms under management and award-winning

F&B outlets including Mekong, Ohm and Once Upon A Time spanning eight hotels across five cities.

IHCL sets foot in Gandhinagar Gujarat; signs a Taj Resort & Spa



Indian Hotels Company (IHCL), India's largest hospitality company signed a Taj branded resort and spa in Gandhinagar.

Speaking on the occasion, Puneet Chhatwal, Managing Director and Chief Executive Officer, IHCL, said, "IHCL is renowned for its pioneering efforts in developing several destinations. With the expanding wellness travel market, this resort is well-positioned to cater to the growing need around the circle of wellness through its Jiva spa. He further added, "IHCL is delighted to partner once again with the Sankalp Group."

The highlight of the 118 keys sprawling resort will be the Jiva spa which is rooted in the rich and ancient wellness traditions of India, offering holistic programmes including yoga and meditation. The resort will also have an all-day diner, a specialty restaurant, and a lobby lounge. A large banquet hall of over 400 sq m and 8,000 sq m of lush green lawns are ideal venues for conferences as well as sophisticated social events.

Fortune Park Hotels to add 15 new properties in next two-and-a-half years



Fortune Hotels, a member of ITC's hotel group, plans to add 15 new properties with 1,500 rooms in the next two-and-a-half years to its portfolio as part of its expansion across India, according to company Managing Director Samir MC.

The hospitality firm, which currently has 42 properties with a room inventory of around 3,200, is looking to cater to strong domestic demand in smaller cities and also from pilgrimage tourism. The company is reportedly looking

at growing into various parts of the country, whether it's Tier one, Tier two, Tier three. In the near future, the company expects new hotels located at Kalimpong, Hoshiarpur, Amritsar, Tirupur and Goa to come up.

The company already has a presence in pilgrimage tourism with properties at Tirupati, Madurai and the recently opened one at Katra, with an upcoming one in Amritsar, which is very close to the Golden Temple, he added.

The Le Meridien Nagpur collaborates with Skills on Wheels project



Gulson Foundation, a non-profit organisation founded by Gul Advani in 1994 has touched many lives and extended wholehearted support to various organisations providing support towards terminal and critical illnesses, primary health, education and poverty reduction. The Gulson Foundation recently launched the "Skills on Wheels" initiative with the goal of transferring skills and enhancing the opportunities available to children.

As part of this project, the

NGO trains the disadvantaged people on the go in a variety of programmes, such as tailoring, basic computer training, baking, and beauty and wellness training. They have two vans under this initiative that are intended and equipped to conduct classroom sessions in any distant area of the country. The cutting-edge truck is air-conditioned and furnished with benches, computers and smart TVs, among other amenities. Additionally, they ran a 250 participant, agriculture-based training programme in five

communities. Eleven households have begun their own goat farming thanks to the Satara training programme in goat raising. Gulson Learning Center (Shirdi), which was founded with the intention of developing the skills of Rural India and providing wings to apply those talents, has already helped over 400 individuals and has a number of courses planned. They want to work with business to close the supply-demand gap and give disadvantaged youngsters opportunity.

Pratham is an innovative learning organisation created to improve the quality of education in India. As one of the largest NGOs in the country, Pratham focusses on high-quality, low-cost and replicable interventions to address gaps in the education system. Established in 1995 to provide education to children in the slums of Mumbai, Pratham has grown both in scope and geographical coverage.

HRAWI ramps up FoSTaC programmes



The Hotel and Restaurant Association of Western India (HRAWI) in collaboration with the Food Safety and Standards Authority of India (FSSAI) conducted two Food Safety Supervisory Training in Advance Catering (FoSTaC) programmes on February 9 and 10, 2023. The former was held at the D. Y. Patil School of Hospitality and Tourism Studies in Navi Mumbai and the latter at the IHM in Dadar. As many as 69 hospitality professionals, 40 in Navi Mumbai and 29 in Mumbai, participated in the training programmes that were conducted by Praveen Andrews.

The training programme at the D. Y. Patil School of Hospitality and Tourism Studies was inaugurated by Aarti Pandirkar, Vice Principal;

Padmaja Binakar, Asst. Professor; Praveen Andrews, Trainer; Hemanshu Chauhan, Assistant Secretary General – HRAWI and Manasi Parab, Admin Assistant – HRAWI.

The training programme at the IHM was inaugurated by Neelam Nadkar – HOD, Food Production; Shilpa Madkar – HOD, Food & Beverage; Asit Mishra – HOD, Rooms Division; Francis Thomas – HOD, Management Studies and Praveen Andrews, Trainer.

“It has been close to six years that HRAWI has been conducting FSSAI’s FoSTaC programmes and we’ve received only positive feedback from hospitality professionals who have attended them. FoSTaC is an initiative of FSSAI for maintaining the

best levels of safety and hygiene standards among the food handlers in hospitality and HRAWI is committed towards propagating this to its members. The plan is to ensure that hospitality professionals are kept abreast of the developments in hygiene, food safety and hospitality trends across the world. With greater participation, we feel encouraged to host these programmes more frequently, so that the maximum number of hospitality professionals can benefit,” said Pradeep Shetty, President, HRAWI.

HRAWI has successfully trained and certified 2,466 hospitality professionals across India’s Western region in FoSTaC and FSSAI’s Management Training Programme.



First Aiden Boutique Hotel in India opens in Goa



BWH Hotel Group announced the opening of its first Aiden hotel in India as the global hospitality company welcomes Aiden by Best Western @Vagator, Goa to its portfolio. Aiden offers guests access to the pinnacle of the boutique, resort and upscale lodging, and an experience as unique as the destination itself.

Located in the heart of North Goa @ Vagator is all set to become a preferred choice of travelers with its central location and close vicinity to beaches, popular restaurants, clubs and marketplaces. Situated just 950m from the Vagator Beach, this hotel boasts a variety of

ultra-modern conveniences that provide a personalized and unique travel experience to every traveler. Guests can relax by the outdoor swimming pool, workout at the onsite gym, or indulge in contemporary fusion cuisine and craft cocktails at the hotel's restaurant and bar.

BWH Hotel Group is a leading, global hospitality network comprised of three hotel companies, including WorldHotels Collection, Best Western Hotels & Resorts and SureStay Hotel Group. The global network boasts approximately 4,500 hotels in over 100 countries and territories worldwide.

IHCL expands its presence in the Mumbai metropolitan region, signs another Vivanta in Thane



Indian Hotels Company (IHCL), India's largest hospitality company, signed a Vivanta branded hotel in Thane in the Mumbai Metropolitan Region. The brownfield project is slated to open by 2025. Thane is a leading business and industrial hub for the state of Maharashtra being a part of the Mumbai Metropolitan Region. This signing is in line with

IHCL's focus on expanding its presence in key emerging markets of India.

The 122 keys hotel is strategically situated at Shilphata which is at a comfortable driving distance from both the Jawaharlal Nehru Port (JNPT) and the upcoming new international Navi Mumbai airport. The hotel facilities will

include the signature all day diner Mynt, a bar, swimming pool and a fitness centre. It will also offer state-of-the-art banqueting space including a 400 sq m hall and meeting rooms.

The Indian Hotels Company Limited (IHCL) and its subsidiaries bring together a group of brands and businesses that offer a fusion of warm Indian hospitality and world-class service. These include Taj – the iconic brand for the most discerning travellers and ranked as the World's Strongest Hotel Brand and India's Strongest Brand as per Brand Finance Hotels 50 Report 2022 and India 100 Report 2022, respectively; SeleQtions, a named collection of hotels; Vivanta, sophisticated upscale hotels; and Ginger, which is revolutionising the lean luxe segment.

The hospitality sector witnessed 60.9% YoY RevPAR growth in Q4 2022: JLL



According to JLL's most recent Hotel Momentum India (HMI) Q4, 2022, a quarterly hospitality sector monitor, the

hospitality sector ended 2022 with a 90% year-over-year growth in revenue per available room over 2021, and the fourth quarter

(October–December) recorded a 60.9% year over year growth in RevPAR over the fourth quarter of 2021.

The fourth quarter of 2022 (October to December) saw the hospitality sector continue to have good year-over-year growth in performance, particularly due to business travel, weddings, winter holidays, and festivities.

Additionally, the sector experienced a 30.1% increase in RevPAR from quarter to quarter over the third quarter of 2022. According to the report, this resulted from more business travel in the fourth quarter.

Food Connoisseurs India Convention- West India Edition 2023



Food Connoisseurs India Convention- West India Edition 2023 (India's Largest Convention for the Food & Beverage Industry) held on 15th February 2023 (Wednesday) at NESCO Centre, Bombay Exhibition Centre, Goregaon (East), Mumbai. Hotel and Restaurant Association (Western India) was one the "Supporting Associations" of the Convention along with FHRAI.

The President of HRAWI, Pradeep Shetty, spoke to the audience on 'Venture into a Food and

Beverage: Turning Dreams into Reality'. The conference focussed on micro-trends altering the palate, brand, and capacity building, food tech, cloud kitchens and food deliveries, among other developments. The Convention aimed to foreground the inventive ways in which different industry champions conquered the challenges of contemporary times, opening the door to greater profits and expansion.

"The Food Connoisseurs India Convention 2023 was a great opportunity for professionals

from the hospitality industry to come together and share insights on the latest developments and trends. The industry has pulled through from one of the worst times in recent history and in the future, we need to ensure that the industry continues to innovate and adapt to changing market trends and consumer needs. We must prioritize using technology and innovation to enhance guest experience and improve operational efficiencies. This will enable the industry to become more sustainable, eco-friendly, and future-ready," said Pradeep Shetty, President HRAWI.

The Food Connoisseurs India Convention is an initiative to bring industry experts and thinks tanks under one roof to discuss, debate, and reflect on a wide range of opportunities the food industry, particularly the home-grown cuisine, could offer, which can help one decode probable business strategies.

Iconic American restaurant chain, Hooters, eyes India market



Hooters of America, LLC, the franchisor and operator of over 410 Hooters restaurants in 38 states and 24 international markets, is growing exponentially and capturing market share with ease and panache on account of its brand name and distinct products, now is turning its eye on the India market.

With the help of international franchising solutions firm, Franglobal, Hooters plans to open approximately 30 to 50 stores in North, West, and South India. Each market will have between 10 and 15 stores and one or two franchisees.

The casual beach-themed establishment, celebrating its 40th anniversary this year, first opened on October 4, 1983, and is strongly associated with attractive, friendly waitresses and a fun, lively sports bar atmosphere. Customers associate Hooters with great wings and food, overall value, being family-friendly, and the brand promise of “Hooters Makes You Happy”.

Hooters is one of the most recognisable brands in the restaurant industry today, with 100% awareness in the U.S., with the majority of its population having dined at one of its restaurants. Franglobal is the international business extension of Asia’s leading franchising solutions firm, Franchise India Holdings Limited (FIHL). Franglobal plays a crucial role in working with various global corporations to enter and expand in India and other topographies favourably and profitably. Franglobal is a devoted strategist, growth enabler, and implementation adviser to its clients.

FSSAI to grant approval for renewal of licences or regn sans scrutiny



The FSSAI has decided to grant approval for renewal of licences/ registration of food business operators without requiring the scrutiny of the concerned authority. The food authority has issued an order, in this regard, and stated that it was done to streamline the process of licensing/registration and its renewal by the food authority while this order shall be applicable on the applications submitted on or after Jan 12, 2023.

However, the FSSAI has also

specified the conditions for such ‘grant of approval’ to the food businesses for renewal of licences/ registration. According to the FSSAI, the FBOs were required to meet ‘conditions’ to be able to avail the instant renewal benefit of the licences that include ‘No change in the existing details of the licence/registration shall be allowed, validity in case of licence shall be for one year only. The FBOs whose licence/registration was cancelled or suspended, will not be allowed to renew.’

These conditions along with a declaration is also sought from the FBO regarding permissions from Central Ground Water Authority, if applicable, along with declaration that the FBO does not hold more than one active licence/ registration to any other food business(s) at the same premises.

The order added that the validity

of the new licence is now restricted to only one year instead of the existing provision which states that licences granted shall be valid for a period of 1-5 years as chosen by the FBO.

For registration, the validity will continue to remain as per existing provision, i.e., 1-5 years as chosen by the FBO.

Inoshi Sharma, Executive Director, Compliance Strategies, FSSAI, stated that now as the grant of renewal of licence and registration is instant and without the scrutiny of licensing and registration authority, there shall be no late fee of Rs 100 per day levied if the renewal application is filed in the last 30 days of prior to expiry. However, the penalties levied for applying renewal of expired licence/ registration upto 180 days after the date of expiry will continue.

Star classification of hotels in Gujarat, Chhattisgarh delayed by 6 months



Hospitality body Federation of Hotel & Restaurant Associations of India (FHRAI) has submitted a representation to the tourism ministry explaining concerns faced by hotels over the delay in classification or reclassification of 1, 2 and 3 star hotels in Gujarat and Chhattisgarh.

Pending classification, some of

the hotels have not been able to renew their licences for past three to six months. Some hotels have not been able to renew their liquor licences as well, the Federation said.

Having suffered massive losses over the last couple of years of the pandemic, we requested the MoT for an early resolution. Our members in the states of Gujarat

and Chhattisgarh have informed us that the classification of 1, 2, and 3 star hotels have been pending for quite some time now," as per the letter. The delay has hit operations at these hotels, it added.

According to industry estimates, India has about 1.5 lakh branded hotel rooms in the country. The Federation said the delay may be because the process of scrutiny has shifted to the ministry of tourism in Delhi instead of it happening at the state level, like it was done previously.

The association has suggested that the ministry should consider extending the validity of existing classification in the interim to enable the hotels to renew requisite licences for them to continue operations.

Health info with price norm likely for e-commerce companies to curb unhealthy consumption



India's food safety regulator is likely to mandate online marketplaces to prominently display key health and nutritional alerts alongside the retail price for packaged items sold on their platforms, multiple people aware of the matter. The Food Safety and Standards Authority of India (FSSAI) is evaluating a proposal

to enforce front-of-the-pack nutritional labelling to alert consumers about high fat, sugar and salt foods in a bid to curb consumption of unhealthy foods, they added. If these rules are notified, e-commerce companies as well as quick commerce sites such as Swiggy instamart, Dunzo, Blinkit and zepto may be required to provide this information. Currently, nutritional facts are shown as a separate picture along with the main display picture of the products on e-commerce platforms. It is already mandatory for all portals and mobile apps to display the calorific value and information related to nutrition and allergen of packaged food items. Last September, FSSAI had issued draft regulations for

front-of-the-pack nutritional labelling (FOPNL) for packaged food companies. It proposes to introduce the concept of five-star ratings to provide information about the nutritional value of the products to consumers.

So far, FSSAI's draft proposal on star ratings to identify high fat, sugar and salt foods (HFSS) has been resisted by health groups and non-government organisations, the view being that such ratings will not be effective in curbing consumption of unhealthy foods such as packaged chips and biscuits.

The proposal comes when the government is increasingly looking at regulating the e-commerce sector.

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		
	<i>Name of the Establishmet</i>	<i>Address</i>
1	Hotel Downtown, Bilaspur	Rajkishore Nagar, Seepat Road, Chhattisgarh - 495001
2	Rainforest Resort And Spa, Igatpuri	Balayduri Gaon, Near Rain Forest Resorts Igatpuri - 422403
3	Hotel Gold - Inn, Gwalior	Phool Bagh Square, Lashkar, Gwalior, Madhya Pradesh 474002
4	Lords Eco Inn, Jamnagar	Plot number 3001 Apple Gate 1, GIDC Phase III, RajKot Highway Dared, Jamnagar, Gujarat - 361004
5	P. G. Sons Hotel & Resort, Nandurbar	"Serve no 281/1 plot no 8 sita ma residency, Nandurbar, Maharashtra - 425412"
6	Fairyland Clarksinn, Bhopal	"Plot No. 1,4, Chunabhatti, Near Ram Mandir, Kolar Road, Bhopal, Madhya Pradesh - 462016"
7	Daksh Resort, Sasan Gir	Hiranvel, Near Mahindra Club, Sasan Gir, Gujarat - 362150
8	ITC Narmada, Ahmedabad	"Surver No. 104 A, Judges Bungalow Road, Vastrapur, Ahmedabad, Gujarat - 380015"
9	Avadh FunHub, Morbi	Avadh FunHub Revenue Survey No. 609, Paiki - 2, Rajkot Morbi Highway, Near Lajai Chowkdi, Morbi, Gujarat - 363641
10	The Fern Habitat, Candolim	Survey No. 195/29, Near Lawande Super Market, Candolim Main Market, Bardez, Candolim, Goa - 403515
11	Hotel Grand Unity, Ahmedabad	"Nr. Chehar Mata Mandir, Opp. Laxminarayan Petrol Pump, Sarkhej-Bavla Road, Ahmedabad, Gujarat - 382213"
12	Playotel Premier, Indore	"C-92, Basant Vihar, Vijay Nagar, Behind Bombay Hospital, Indore, Madhya Pradesh 452010"

13	Hotel Waterlily, Indore	“191/2/1/2, Nipania A.B. Bypass Road, Near DPS School, Indore, Madhya Pradesh - 452013”
14	The Ashoka Hotel, Indore	Scheme No 54, 17-GF, Vijay Nagar, Opp. Sayaji and Meghdoot Garden, MR-10 Road, Indore, Madhya Pradesh - 452010
15	The Source at Sula	35, 3612, Govardhan, Gangapur - Savargaon Road, Nashik, Maharashtra - 422222
16	Fort Jadhavgarh	Jadhavwadi, Hadapsar - Saswad - Jejuri Road, Pune, Maharashtra - 412301
17	The Crescent	Near Goa Science Center, Behind Varanda Do mar Hotel, Tonca, Kamat Kinara, Miramar, Panaji, Goa - 403002
18	Pench Jungle Camp	Tehsil - Kurai, District Seoni, Avarghani, Seoni, Madhya Pradesh - 480881
19	Kanha Jungle Camp	Kanha, Mukki Gate, Santapur, Madhya Pradesh - 481111
20	Tadoba Jungle Camp	Moharli Gate, Tadoba Andhari Tiger Reserve, Bhamdeli, Maharashtra - 442404
RESTAURANT		
	Name Of The Establishmet	Address
1	Hitchki, Nagpur	Park Avenue, Plot no. 2/1 & 11/2 12th and Terrace Floor, Chhaoni Rd, New Colony, Nagpur, Maharashtra - 440001
2	Shreemaya Restuarnt	“12/1 RNT Marg, Near Madhumilan Sqaure, Indore, Madhya Pradesh - 452001”
3	Antares Restaurant & Beach Club	“Small Vagator, Ozran Beach, Vagator, Goa - 403509”
ASSOCIATE		
	Name Of The Establishmet	Address
1	The Poona Western Club	Pune - Survey No.274/1, SKYi Songbirds Premises, Behind Daulat Lawns, Bhugaon, Pune, Maharashtra – 412115.
HOSPITALITY AND FOOD SERVICES		
1	Shreeji vadapav	Opp. Nandbhumi Party Plot, Near Ma Mahakali Temple, Anand - Vidyanagar Road, Anand, Gujarat - 388001
2	Bloombay Enterprises Pvt Ltd.	Shop No 5, Ground Floor, Situated OnPlot 1AB, Basant Court Co Op, Swamy Vallabhdas Road, Sadhana Vidyalaya, Sion, Maharashtra - 400022

Associate Members

Revmerito



Revmerito is a Mumbai based strategic consultancy firm developed for hospitality businesses specializing in revenue management, edistribution and content management for hotels. In today's world of unlimited sources, the competition has been increasing and it's an alarming need for new independent hotel chains to have their brand website and online pitch to reflect their brand values and sentiments.

We are a group of highly driven and focused individuals who aspire to make your hospitality business successful while building a longterm and trusting relationship with you. We thrive to increase your ARR and optimize the online visibility for your hotel to its maximum potential. Our team roots from the core of Hospitality, digital media marketing and content writing which makes us adept with revenue generation, client satisfaction and marketing about your hotel.

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Our business Growth Card is a Software-based Company providing online presence management to businesses and helping them grow their customer base and reach new customers across geography.

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If you're interested in learning more about Mbg Card India Pvt Ltd or our other services, please contact us at info@mbgcard.com/9589200458



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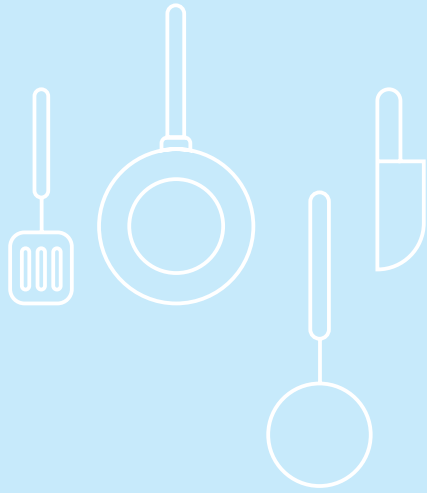


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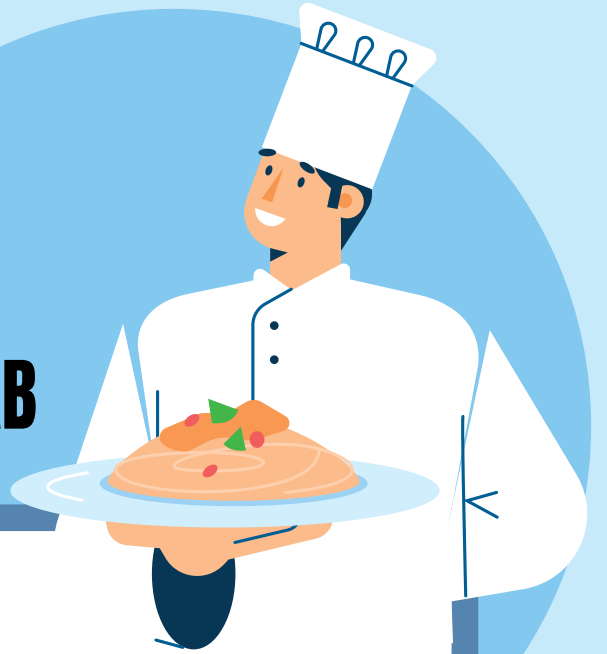
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CHEFLAB



Dear all Hoteliers & Restaurant operators ,

In order to facilitate the hotel and restaurant industry with efficient sales & delivery channels an Indore based online food sales & delivery application has designed.

“ CHEFLAB “

An Indore made food delivery app providing total solution to all hoteliers & restaurants. They have committed lesser commissions than the prevailing rates in market which are offered by online companies and more efficient services.

All hoteliers & restaurant owners with there managers are invited to witness the inauguration as per schedule mentioned in the invitation attached .

I wish them a bright future and best possible support from IHA .

Best Regards

Sumit Suri

Chairman (MP)

Hotel & Restaurant Association Of Western India .

President

Indore Hoteliers Association

Member

State Steering Committee, Swadesh Darshan 2.0 , Ministry of Tourism.

LORDS ECO IN APPLE GATE -JAMNAGAR



Lords Eco Inn Jamnagar, a well-structured brand new hotel in the Jamnagar city, which is known as 'World's Oil City' because the world's biggest oil refineries belong to Reliance Industries and Nayara Energy. The hotel is located in the vicinity of Apple Gate Industrial Area and the National Highway making it a perfect destination for all of your business and leisure trips. The hotel is adorned with 39 elegant rooms decorated with modern and subtle architecture. The property is well equipped with modern amenities like a Multi Cuisine Restaurant, Banquet Hall, Lawn, Conference Room, and I-Café to enhance the quality of your stay. Enjoy the peaceful ambiance of our abode and take away an experience like never before.



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PLAYOTEL PREMIER VIJAYNAGAR INDORE



Playotel Premier Vijay Nagar, Indore is an upscale business hotel in Indore, India. Playotel Premier Vijay Nagar, Indore offers 46 guest rooms and 2 suites featuring amazing views of the city as well as striking décor. The area of our Deluxe room size is 322 Sq. Feet, Premium room size is 334 Sq. Feet & Suite room is 428 Sq. Feet. PLAYDINE- not an usual cafe, is a modern restaurant located at the lobby level a place for buffet breakfast, business lunch and afternoon tea by day and a contemporary dinner venue at night. Dinner will have an up market atmosphere of in-house and local guests enjoying the multi-cuisine. Our 24 x 7 In Room Dining emphasis is on a 'home style' modern food incorporating regional Indian and international favorites, warm and friendly service, making it comfortable for those in-house guests who don't wish to leave their room environment



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ITC NARMADA – A LUXURY COLLECTION HOTEL



In line with ITC Hotels' philosophy of being rooted to the soil, ITC Narmada, Ahmedabad draws inspiration from the river Narmada along with the iconic architecture and grandeur of Gujarat. Influenced by the toran of Vadnagar, the grand hotel façade is a symbolic representation of the gateway to the region. The unique atrium stepwell design celebrates the renowned Adalaj Ni Vav - famous for its architectural brilliance, while the river Narmada is depicted in the form of a magnificent waterfall in the center of the atrium. The intricate handicraft & the vibrant culture of Gujarat find expressions through the latticework, detailed motifs, in-room embellishments & art across the hotel. A prime location luxurious facility along with ITC Hotels' renowned warmth and a repertoire of signature services, endeavor to make each stay Memorable.



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ProV Foods launches ProV Minis, handful of nuts as a mini snack-pack



ProV Foods, a leading integrated commodities company with a large-scale presence in the dry fruits, nuts, seeds and berries segment has launched a new line of products called ProV Minis. Designed specifically for the Indian market, ProV Minis are mini snack-packs of flavoured dry fruits, nuts and seeds. Priced at a very affordable price point of just Rs 30 per pack, ProV Minis are meant to act as a substitute when you do not have enough time to pack in a healthy snack for breakfast.

ProVMinis are currently available in flavours such as Cashew Roasted & Salted, Nut & Seed Mix, Cashew Creamy Cheese, Cashew Cracked Pepper, Almonds Roasted & Salted and Almonds Piri Piri. The company plans to launch additional flavours and variants over the coming months. ProV Minis can be purchased from the ProV Food website as well as leading e-commerce sites such as Amazon, Flipkart and retail stores like Dmart, More Retail, Metro Cash & Carry, and your neighbourhood kirana shops.

South Korea’s pizza brand, Gopizza makes debut in Telangana and AP



The popular Korean HQ pizza brand, Gopizza, is entering two major markets of Telangana and Andhra Pradesh. With massive expansion plans for the Indian market, the brand has taken its significant first step through this launch in Hyderabad and Anantapur, respectively. As it progresses from its current 20 successful stores, it aims to establish over 100 operational outlets across the country by the end of 2023.

Gopizza is now a favourite pizza brand with more than 200 stores across South Korea, Singapore, Indonesia, India and Hongkong. The brand is reportedly using patented in-house technology - The Goven, an automatic pizza oven, the ‘Gobot’ a cooperative robot, and the ‘AI Smart Topping Table’ to ensure timely, standardised quality and service to customers at all outlets.

Hershey India introduces Hershey’s Choco Tubes, a multi-textural chocolaty treat



Hershey India, a subsidiary of The Hershey Company, a global snacking and confectionery company, announced its first foray into the chocolaty coated-wafer market. The launch of Hershey’s Choco Tubes marks its entry into the ~INR 2000 crore coated-wafer biscuit chocolate segment in India.

Hershey’s Choco Tubes is a chocolaty treat offering four delicious layers in every bite. It has wafer tubes filled with Hershey’s chocolaty taste inside, with a layer of chocolaty crème and crunchy inclusions on the outside. The product has a long wafer-based tube to break, share and relish. Hershey’s Choco Tubes is available across retail stores in top cities in two variants, Creamy Milk and Cookies ‘n’ Crème.

Godrej Yummiez introduces veg combo pack



Godrej Yummiez, a brand of vegetarian and non-vegetarian ready-to-cook products, introduced a special Godrej Yummiez Veg Combo Pack, that includes Cheese corn nuggets, Crispy Potato Starz and Paneer Pops; all in a single pack. According to brand reports, Godrej Yummiez Paneer Pops, made with special chef-selected spices, are crunchy on the outside and creamy and juicy on the inside. It is claimed that the product is made from the highest quality processed cheese and American corn, Yummiez Cheese Corn nuggets are a melt-in-mouth treat and made with the choicest of potatoes and no added preservatives.

Tata strengthens portfolio with Tata Coffee Grand Premium in North India



Tata Consumer Products has announced the launch of its premium instant coffee 'Tata Coffee Grand Premium,' which is claimed as a 100% coffee blend with flavour locked decoction crystals. The product has been launched keeping in mind the taste preference of consumers in non-South markets who tend to prefer 100% coffee blend over a coffee:chicory blend (which is more preferred in South). The brand claims the new product, while being a 100% coffee blend also has the unique flavour locked decoction crystals which locks in taste and aroma and are the key differentiator for the brand as it's a unique product offering over its key competitors.

Kurkure expands portfolio, launches new sub-brand, Kurkure Playz



Kurkure, the famous snack brand, has expanded its brand with the launch of a youthful new sub-brand, Kurkure Playz. It comes with the widely popular and successful Kurkure Playz Puffcorn and all-new Kurkure Playz Pastax, based on the growing affinity of consumers towards light textured snacks. The modern sub-brand caters to the rise in demand for soft textured snacks, one of the fastest growing variants in the overall salty snacks category. Kurkure Playz is backed by the success of Kurkure Puffcorn, which enjoyed a rapid growth rate momentum over the last few years. Kurkure Playz Puffcorn has a distinct shape with a light texture and comes in cheese flavour whilst the all-new Kurkure Playz Pastax has a creamy, herb and onion flavour in a pasta-shaped bite.

Marico launches SaffolaMunchiez, a line of Ragi & Makhana based RTE snacks



Marico Limited, one of India's leading FMCG companies, has launched SaffolaMunchiez, a range of tasty yet healthy snacking option. Made from the goodness of Indian super grains like Ragi and Makhana, the brand aims at making snacking 'better for you'. Marico Limited, under their Saffola portfolio, has been consistently innovating to curate healthier food options while ensuring to cater to the taste preferences of a modern Indian consumer. The chips come in a small pack and a family pack. These chips are claimed to be uniquely cone shaped that promise double the crunch. Ragi chips have 50% less saturated fat vs chips fried in palm oil.

NIC Honestly Crafted Ice Creams rings in New Year with two new flavours



NIC Honestly Crafted Ice Creams has announced the addition of two new, unique flavours to its basket of flavourful ice creams. GajarHalwa Ice Cream and TilGud with Ravdi Ice Cream offering a taste of traditional Indian sweets in a refreshing frozen form. NIC GajarHalwa Ice Cream combines milk with GajarHalwa, a dessert made with red carrots, dry fruits, and ghee. It is claimed that the combination of the carrots and the mixture of dry fruits roasted in ghee give the ice cream a traditional taste and feel.

Bikano launches new crispy 'Crunchy Munchy' snacks



Bikano, India's favourite snack, and packaged food manufacturing company, has launched a new pack of Crunchy Munchy in 100 gm pack, keeping in mind the expected rise in demand for snacks this winter. Packed with various flavours, the new snack range has ingredients such as potato, rice flour, chickpea flour, moth flour and spices including garlic powder, cumin powder, onion powder, yellow chili powder. The company claims this variety is the most in-demand product from their snacks range. They have launched a bigger family pack for get-togethers, parties, binge-watch, and hangouts.

Rage Coffee & Keventers launch Hazelnut Cold Coffee



Rage Coffee's & Keventers launched the Hazelnut Cold Coffee. The new flavour, born from the collaboration of one of the fastest-growing caffeine innovation FMCG companies in India and one of the most iconic milkshake brands in the country, will be available for consumption at more than 200 outlets in India.

According to company sources, Rage Coffee is all about flavour experimentation, innovation and a maverick mindset. This is the millennial outlook that we have imbibed into our ethos and a product infused with love and warmth for their customers.

Baskin Robbins introduces delightful Cheesecake Sundaes



Baskin Robbins, one of the world's largest ice cream chains has now introduced all new scrumptious cheesecake sundaes. These combine two individually loved desserts to create a magically drool worthy sundae experience where real gourmet cheesecake meets delicious ice cream and is topped up with delightful syrups and cream for that immensely satisfying dessert experience.

These cheesecake sundaes are available in four fun variants, viz., Baked Cheesecake with Strawberry Ice Cream topped with strawberry sauce and whipped cream, Baked Cheesecake with Vanilla ice cream and Nutella Spread topped with whipped cream, Baked Cheesecake with Vanilla ice cream and mango sauce topped with whipped cream, Baked Cheesecake with Lotus Biscoff ice cream and butterscotch sauce topped with whipped cream



General Manager of the Month

Kunal Chauhan

General Manager
JW Marriott Mumbai Sahar

Being armed with a diploma from the Oberoi Centre for Learning and Development, I noticed the 'hospitality' bug within myself at a very early age. Furthermore, I was always passionate about the industry with an urge to create a roadmap for hotels within the hospitality landscape. With industry exposure across leading hotel chains in India, I had the pleasure of previously leading The Leela Palace, Bengaluru.

With 19 years of diverse experience, I aim at elevating every department that contributes in some way to the guest experience. Financial performance, market share growth, improving service standards as well as maintaining excellent relationships with stakeholders have always been the priority for me over the last few years.

Nineteen years in retrospect feels like a combination of opportunity and good luck, fresh starts, and reversals. My motto for growth and success has been a strong belief that 'Guest is God' and I ensure that I instill this sense of love and care for our guests into every associate. My professional goal continues to provide guests with memorable experiences and uphold the traditions, while striving to further enhance service quality and brand value into the future.

I have always believed in balancing work and personal life. I enjoy spending quality time with loved ones and I am extremely passionate about travel and spending time in the outdoors. My competitive spirit draws me to sports and I can often be found playing Badminton and Squash. An achievement I am extremely proud of is completing the Himalayan 10-day base camp trek in the peak winter season, prior to the pandemic. I endeavor to complete the top 5 marathons and top 5 trekking routes across the globe in the coming years.

APPOINTMENTS



Aalok Jaiswal
Associate Director of Sales
Courtyard by Marriott
Mahabaleshwar

A seasoned professional, Aalok brings with him a wealth of expertise in hotel sales with over 14 years of rich and diverse experience in top hotels of India. Aalok holds a diploma in Business Management from Welingkar Institute of Management- Mumbai and had started his career in the hotel sales from ITC Grand Central Mumbai as Industrial Trainee, moving on to Sun and Sand Group, Sahara Star Aamby Valley City wherein he handled corporate portfolio of South Mumbai. His last stint was with Zuri Hotels & Resorts where he served for more than a decade and was leading their sales division.



Jatish Ghai
General Manager
Radisson Blu Hotel & Spa, Nashik

Jatish brings in with him 2 decades of illustrious experience in luxury hotel operations with prestigious brand such as The Leela palaces, Hotels and Resorts, Marriott International and Ananda In The Himalayas. In his previous assignment as Director Operations, he was instrumental in driving efficiencies in operations and technology transformation for Radisson Hotel Group, South Asia. As General Manager, Jatish will oversee the strategic and financial performance of the property, curate bespoke experiences for its guests, with key focus in creating value in the growth and success in its business.



Anuj Majumdar
Assistant General Manager
Hilton Garden Inn Pune Hinjewadi

Anuj Majumdar has over 25 years of experience in the hospitality industry, having worked over the years with several brands across the country. Anuj has associated with several esteemed hospitality brands such as The Leela Mumbai, Holiday Inn Pune, Four Points by Sheraton Jaipur, The Corinthians Resort & Club Pune, and the Pride Hotel, Pune. He has also productively consulted for both greenfield and brownfield projects of mid-tier hotels & F&B retail establishments.



Vinayak Prabhavalkar
Director of Sales & Marketing
Holiday Inn Goa Candolim

Vinayak has previously been associated with IHG and he has spearheaded sales and marketing for Fairfield by Marriott Goa Anjuna, where he was responsible for strategic planning. He has a long experience in the hotel industry in key positions. Prabhavalkar has excellent proven communication skills which has helped build long-term relationships with business partners and customers.



Priyesh C B
Director of Sales
Hyatt Regency Trivandrum

Priyesh has an experience of over 12 years in sales working for reputed hotels like IHG Taj and Lemon Tree, and as the Director of Sales at Holiday Inn Chennai OMR. Now he will be bringing his expertise and knowledge to the field as he joins the hotel. He is a graduate in hotel management.

APPOINTMENTS



Davesh Rawal
Director of Sales
W Marriott Pune appoints

Davesh Rawal has a wealth of experience in the hospitality domain spanning over a decade. He has worked with renowned hospitality brands like Accor and Hyatt. In his new role, he will be responsible for streamlining constructive sales strategies, demonstrating a creative approach for optimising revenues and growing market share for the hotel.



Abhijeet Gadgil
Director of Sales and Marketing
Novotel Pune

Abhijeet commenced his journey in the field of hospitality with BBA in Hospitality and Tourism Management from Kohinoor IMI – School of Hospitality Management. He started his career with The Pride Hotel Pune as a Management Trainee in 2010 after completing his degree. His last assignment was at Fairfield by Marriott Goa Benaulim as a Director of Sales where he was a part right from the pre-opening. He has been a part of the Marriott family for over 10 years in multiple roles garnering expertise in various verticals of hospitality.



Rakesh Dogra
Regional General Manager
Lords Hotels and Resorts
Rajkot region

He will manage operations from Arya Lords Club & Resort, Rajkot. It is the silver jubilee year of Dogra's professional life.

He has previously worked for Fern Ahmedabad, Fortune Hotels, Club Mahindra, and the Orchid Hotel before joining Lords Hotels and Resorts.



Amartya Chakraborty
Director of Sales and Marketing
Novotel Mumbai Juhu Beach

In his new role, Amartya will be responsible for planning and implementing the hotel's sales and marketing strategy, maximizing revenues, exploring new business opportunities, setting annual budget and putting together strategies amongst other duties. Prior to joining Novotel Mumbai Juhu Beach, Amartya was associated with Novotel Kolkata Hotel & Residences as the Director of Sales and Marketing. He has 18 years of experience in his field.



Sunil Dutt
Culinary Director
W Hotels Goa

Sunil Dutt has an illustrious career spanning over two decades of hospitality and culinary proficiency, Chef Sunil will now oversee the hotel's five vibrant dining venues. With over 24 years of culinary expertise in kitchens across India, China, the Philippines, Seychelles and Maldives, Chef Sunil comes with exceptional skills in handling multiple clientele and expertise across purchasing, receiving and preparing culinary products with strong knowledge of Western, Asian, Japanese, Arabic, Indian, Italian, Mexican & Pastry.

Chef Sunil joins W Goa from Waldorf Astoria Lusail, Doha wherein he served as the Executive Sous Chef.



A SECTOR BUZZING WITH ACTIVITY

Hotels and restaurants sector in India is buzzing with activity and has emerged as one of the most happening segments of the country's hospitality industry. This is a very encouraging trend about which all stake holders of the sector can be jubilant and proud about.

Just going through the news items and the stories and features covered in this edition of SIHRA News, anyone can gauge the intensity of the changes happening in the sector. New global players and powerful brands entering the market, many new properties as well as new branches of existing properties entering new terrains and strengthening their foothold in India, a spate of technological innovations beefing up the sector, domestic tourism being in a significant upswing, more and more encouraging

regulatory inventions are all vital signs of the changes the sector is embracing.

The fact that technology has drastically changed the rules of the game in the hotels and restaurants sector with a paradigm shift needs a special mention here. Phenomenal is the digital transformation witnessed by the sector with so many technological advancements and disruptive changes happening on an ongoing manner.

The "Hotel in 2032" report from Noesis Capital Advisors featured in this edition gives good insights into the current and upcoming trends in the hotel sector in the next decade as hotels stand poised to experience rapid growth in the near future.

Here's wishing the sector days of a sterling performance.

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