

# HRAWMI



# Now

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*Dear members,*

**A**s HRAWI enters its 75<sup>th</sup> year, making us India's oldest hospitality Association, we take immense pride in our resilience and achievements. As we step into a new fiscal year, I am pleased to reflect on HRAWI's progress over the past couple of months. These months have been incredibly eventful as we continue to drive growth, collaboration and excellence in the hospitality industry.

We successfully hosted the 4<sup>th</sup> edition of the 'Empowering Hospitality' Conclave & Awards in Nashik, bringing together industry leaders to discuss key trends, innovations and challenges. With insights on technology, profitability and Maharashtra's progressive tourism policies, the event equipped stakeholders to navigate challenges and seize new opportunities. The conclave concluded with an award ceremony recognising outstanding contributions to hospitality, tourism and culinary excellence.

Strengthening our commitment to sustainability, HRAWI signed an MoU with the Atal Incubation Centre – Bhabha

Atomic Research Centre (AIC-BARC) to implement solid waste management technologies across member hotels and resorts. This partnership will facilitate the adoption of advanced waste disposal solutions, supporting environmental sustainability in the hospitality sector.

The collaboration aligns with the Government's Swachh Bharat Mission and focuses on reducing environmental impact by promoting BARC-developed technologies. Additionally, it will support entrepreneurs, startups and self-help groups by sharing best practices and promoting innovation.

Earlier this month, HRAWI, in collaboration with the Southern Gujarat Hotel & Restaurant Association (SHARA), hosted a membership drive meeting in Saputara. The meeting convened prominent industry stakeholders to discuss key challenges and propose solutions to enhance Saputara's tourism, hospitality infrastructure and economic growth.

Training and skill development remain key priorities for HRAWI.

Over the past two months, we have successfully conducted FSSAI's Food Safety Supervisor Training in Advance Catering (FoSTaC) in Mumbai, Navi Mumbai and Bhopal, along with a 4<sup>th</sup> session in Mumbai in collaboration with the Food and Drug Administration (FDA). These programmes play a crucial role in equipping hospitality professionals with essential food safety knowledge, reinforcing our commitment to maintaining the highest industry standards.

It is also a proud moment for HRAWI as our Secretary General, Trupti Pawar, has been honoured with the Achievers' World Woman Icon Award, 2025 at the India Habitat Centre, New Delhi. This well-deserved recognition is a testament to her dedication and invaluable contributions to our industry.

With so many initiatives underway, I encourage all members to stay engaged, participate in our programmes, and contribute to shaping a dynamic and resilient hospitality and tourism sector. Together, we will continue to elevate our industry to greater heights.

*Warm regards,*

**JIMMY SHAW**, President, HRAWI



## 6 75 Influential Years

Since 1950, HRAWI has been crucial in nurturing an inclusive and healthy ecosystem for the stakeholders of the hospitality industry and voicing against the bottlenecks.



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Experts shared their insights at 'Empowering Hospitality' Conclave & Awards on indispensable role of technology in driving the sector.



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Waste technologies developed by BARC could be a catalyst for hospitality sectors in leading more sustainable operations, says Rajesh Kumar Jain and Daniel Babu P.

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Read here what advice seasoned leaders in the hospitality sector have to offer to next-gen hoteliers to achieve remarkable success.



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## Tech trends to unlock

Rajesh Chopra from Ingram Micro India, highlights the technology trends that hoteliers cannot escape if they are planning to chart their way towards long-term success.

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Celebrating



years  
of legacy

Representing over 1,500 hotels and restaurants across the Western region, HRAWI has been pivotal in influencing policy reforms for the last 75 years.

 HRAWI Bureau

**W**ith optimistic fervour and high spirits, the Hotel and Restaurant Association Western India (HRAWI) commenced the celebration of its 75<sup>th</sup> year on 3 February 2025. The association will continue celebrating its rich legacy, advocacy and industry excellence throughout this year.

**History**

HRAWI is a part of the national body of The Federation of Hotel & Restaurant Associations of India (FHRAI), which was originally founded in Mumbai in 1950, by the late **J.R.D Tata**. Established in 1951 by hospitality visionaries including **A.P. Sabavala**, **Maneck S. Shaw** and

“HRAWI has played a crucial role in urban planning by helping identify tourism zones.”

**JIMMY SHAW**, President, HRAWI

other pioneers, HRAWI has played a crucial role in shaping the hospitality landscape of Western India.

Representing over 1,500 hotels and restaurants across the Western region, HRAWI has been instrumental in driving policy reforms, industry growth and sustainable hospitality practices.

Over the past seven decades, HRAWI has set numerous

benchmarks, including being the first hospitality association to receive International Organisation for Standardisation (ISO) certification, securing trademark registration and introducing IHQS – an independent hospitality qualification system.

The Association has been led by esteemed industry stalwarts who have left an indelible mark on the sector. Their leadership has guided HRAWI in navigating economic shifts, regulatory changes and technological advancements.

Primarily, the Association renders assistance during promotion and operation of any hotel or members, information on various aspects such as applicability of laws, tax matters, labour, liaison with the tourist department, foreign exchange and import licensing. It holds periodical meetings and convenes regional &



national conventions to deliberate upon matters affecting the industry.

### Key contributions

These successful 75 years of the Association are a testament to the resilience, innovation and commitment of its members. Over the decades, HRAWI has actively collaborated with the government and industry stakeholders, facilitating initiatives such as skill development programmes, regulatory advocacy and sustainability efforts.

Highlighting HRAWI's contribution in the industry, **Jimmy Shaw**, President, HRAWI, said, "HRAWI has been instrumental in designing hospitality education syllabi for Mumbai University, National Council for Hotel Management and Catering Technology (NCHMCT) and Maharashtra State Board of Technical Education (MSBTE)-affiliated colleges. Additionally, it has played a crucial role in urban planning by helping identify tourism zones and residential-commercial areas in Mumbai. As we celebrate this milestone, we reaffirm our dedication to promoting growth, advocating for progressive policies, and strengthening India's position as a global tourism hub."

Moving ahead, implying that the Association's mantra will be to focus on progress, innovation

"Our focus remains on enhancing Ease of Doing Business, advocating tax rationalisation."

**PRADEEP SHETTY**  
Spokesperson, HRAWI

and perseverance, **Pradeep Shetty**, Spokesperson, HRAWI, said, "As we move forward, our focus remains on enhancing Ease of Doing business, advocating tax rationalisation and promoting an inclusive and sustainable hospitality ecosystem. HRAWI will continue to champion initiatives that empower our members and contribute to the growth of Indian tourism."

### Initiatives

HRAWI has hosted prestigious regional conventions across Lavasa, Pune, Colombo and Nashik, focusing on themes such as sustainable development, global tourism and industry resilience. In 2024, the Association launched the 'Empowering Hospitality' Conclave & Awards series, successfully hosting events in Pune, Ahmedabad and Nagpur. These conclaves

have become key platforms for knowledge exchange, industry networking and policy discussions. Shetty informed, "With a focus on sustainability, HRAWI has signed MoU with AIC-BARC to implement solid waste management technologies in hotels and resorts. In partnership with FSSAI, the Association has trained and certified close to 3,300 hospitality professionals in food safety under the FoSTaC programme. Additionally, HRAWI has promoted green initiatives by collaborating with organisations like Indian Green Building Council (IGBC), reinforcing its commitment to responsible tourism."

HRAWI's Scholarship Trust, established in 1974 has also been a cornerstone of their commitment to hospitality education, offering grants to IHM students for decades. Several industry stalwarts have contributed to this initiative, nurturing the next generation of hospitality professionals.

Underscoring HRAWI's future vision, Shetty concluded, "As we step into our 75<sup>th</sup> year, HRAWI is set to roll out special initiatives throughout the year, strengthening its mission to elevate the hospitality and travel sector. We will continue to be the voice of the hospitality sector, ensuring that our industry thrives in the years to come and continue to grow." ♦♦

# Enhancing Saputara's tourism landscape

Southern Gujarat Hotel & Restaurant Association (SHARA) in collaboration with HRAWI hosted a Membership Ride Meeting in Saputara to discuss the key challenges in the area.



**H**RAWI in collaboration with the SHARA, hosted a Membership Ride Meeting in Saputara in March.

The meeting convened prominent industry stakeholders to discuss key challenges and propose solutions aimed at enhancing Saputara's tourism, hospitality infrastructure and economic growth.

The event saw participation from key members of the Saputara Hotel Owners' Association and SHARA, including **Upendrabhai Patel**, President, Saputara Hotel Owners' Association; **Arun Shetty**, President, SHARA; **Sanat Relia**, Vice President, SHARA; **Manish Katargamwala**, Owner, Shilpi Hill Resort; **Pushpendra Bansal**, Lords Plaza Group; **Trupti Pawar**, Secretary General, HRAWI and **Hemanshu Chavan**, Assistant Secretary General, HRAWI.

## Key issues

Among the key issues discussed included, infrastructure and accessibility to improve connectivity to Sunrise Point to Second Hill and enhancements in Governor Hill Mini Bus Service. Safety and public amenities to address safety concerns at Ram Zula and Laxman Zula, enhancing drainage systems and resolving water supply issues and economic development and banking access via government bank branches to facilitate easier financial transactions for businesses and tourists. Speaking at the occasion, Patel, said, "Saputara has immense potential to be a



"Saputara has immense potential to be a premier hill destination in Gujarat. However, infrastructure bottlenecks hinder its growth."

**UPENDRABHAI PATEL**  
President, Saputara Hotel Owners' Association

premier hill destination in Gujarat. However, infrastructure bottlenecks hinder its growth. HRAWI, along with SHARA, is committed to working with the Government and industry stakeholders to implement sustainable solutions that will drive economic and tourism development." Among the proposed solutions and initiatives to enhance Saputara's hospitality landscape include:

- **Tourism Promotion:** Launch of the 'Khusbu Gujarat Ki' advertisement campaign to increase Saputara's visibility.

- **Leisure & Attractions:** Enhancements to the Surround Lake Toy Train and Walkway and the creation of a Liquor Zone to cater to tourism demand.
- **Connectivity:** Proposal for meter-gauge train connectivity between Waghai, Saputara and Nashik to improve accessibility.
- **Cultural Activities:** Hosting large-scale events such as the Maha Saputara Surat Mela and a Kite Festival to attract tourists.
- **Green Initiatives:** Tree plantation drives in the hill areas and development of a Sports Complex for adventure activities.

"Tourism growth requires a collective effort from private players, policymakers and local businesses. This meeting has paved the way for practical solutions to improve hospitality services and infrastructure in Saputara. Association will continue advocating for policy enhancements that promote regional tourism while ensuring the sustainability of hospitality enterprises," concluded Pawar. ◆



# Recognising excellence

Gujarat Tourism honours Madhubhan Resort & Spa for its commitment to preserving state's rich cultural and natural heritage.




**I** GBC Platinum-certified Madhubhan Resort & Spa has been honoured with the prestigious Gold Award in the 'Sustainable Leadership: Hotels' category at the Indian Responsible Tourism State Awards: Gujarat Chapter 2025, hosted by Gujarat Tourism.

The grand ceremony took place at the breathtaking Rann of Kutch, recognising the outstanding contributions of tourism leaders toward sustainability and responsible tourism. The award was presented by **Dr. Rajender Kumar**, State Secretary of Tourism, Gujarat, and was received on behalf of


Madhubhan Resort & Spa by **Manohar S Gurung**, President and **Puneet Saigal**, General Manager.


Speaking on the occasion, Gurung, stated, "Sustainability has always been at the core of Madhubhan's philosophy. This award is a testament to our commitment to preserving Gujarat's rich cultural and natural heritage while offering our guests an exceptional experience. At Madhubhan, we are dedicated to creating a lasting impact through responsible tourism, and this recognition motivates us to continue our journey toward sustainability." Notably, the resort was recently awarded India's First Travel for Life Gold certification based on its eco-friendly initiatives and community engagement programmes. ♦



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# Stakeholders join hands

with nex-gen tech

With insights into technology, profitability and Maharashtra's progressive tourism policies, HRAWI organises another successful conclave to empower collaborative efforts between industry stakeholders and policymakers.

 HRAWI Bureau

**R**ecently, HRAWI successfully hosted the 4<sup>th</sup> edition of its flagship 'Empowering Hospitality' Conclave & Awards at the Radisson Blu Hotel & Spa, Nashik.

The conclave brought together industry leaders, hotel owners and professionals from key regions, including Igatpuri, Dhule, Shirdi, Aurangabad, Saputara and Surat, alongside representatives from neighbouring cities. The event fostered industry collaboration, delivered actionable insights and honoured hospitality trailblazers for their remarkable contributions.

The conclave was graced by Chief Guest **Dr Sagnik Chowdhury**, Regional Director (West & Central India), Ministry of Tourism, Government of India. While addressing the event, he said, "This conclave serves as a

vital platform to exchange ideas, drive innovation and collectively work towards strengthening India's position as a leading tourism destination. Collaborative efforts between industry stakeholders and policymakers will be crucial in shaping a globally competitive hospitality sector."

Chowdhury further highlighted how the government is taking various initiatives to keep pace with the evolving hospitality industry, which is being driven by rapid technological advancements, evolving consumer expectations and a renewed focus on sustainability. Chowdhury said, "The Government of India, through initiatives like the National Integrated Database of Hospitality Industry (NIDHI) and the Incredible India digital platforms, is committed to fostering a robust and digitally empowered tourism ecosystem." He also appreciated Maharashtra's new tourism policy for its emphasis on sustainable



**DR SAGNIK CHOWDHURY**  
Regional Director (West & Central India), MOT, GoI

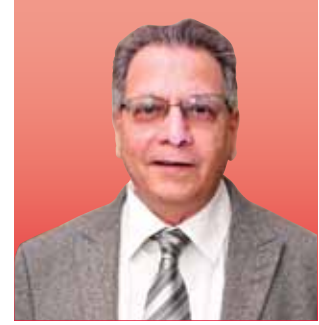
and rural tourism, which presents immense opportunities for growth of hospitality sector in the state.

### HRAWI's 75<sup>th</sup> Anniversary

As HRAWI is celebrating its 75<sup>th</sup> anniversary this year, **Jimmy Shaw**, President, HRAWI, said, "As the Association enters its 75<sup>th</sup> year, making us India's oldest hospitality association, we take immense pride in our resilience and achievements."

He added, "India's recent world record in hosting 66 crore devotees at a historic religious congregation underscores our nation's unparalleled organisational prowess—a testament to our global leadership."

Speaking about the event and the aim behind organising it, Shaw said, "This conclave in Nashik—a precursor to our Mumbai convention—symbolises our commitment to growth. With insights into technology, profitability



**JIMMY SHAW**  
President  
HRAWI

"Government of India, through initiatives like NIDHI and Incredible India, is committed to digitally empower tourism ecosystem."

"As the Association enters its 75<sup>th</sup> year, making us India's oldest hospitality association, we take immense pride in our resilience and achievements."





**RAJESH CHOPRA**  
Head, Hospitality Business  
Ingram Micro India

“The hospitality industry is at the cusp of a technological revolution, driven by AI, immersive experiences and sustainable innovation.”

and Maharashtra’s progressive tourism policies, this event equips stakeholders to navigate challenges and seize opportunities. I urge all to join HRAWI in shaping hospitality’s future, where resilience and collaboration remain our cornerstones.”

### Sessions

The event also featured knowledge-driven sessions by distinguished speakers, including **Rajesh Chopra**, Head of Hospitality Business, Ingram Micro India; **Sainath Vernekar**, Founder Director, Revnomix Solutions, **Prakash Singh**, Director and Co-Founder, Revnomix Solutions, and **Julfesh Shah**, Chairman, Chamber of Small Industry Associations (COSIA) Vidarbha and Former Vice-Chairman, Western India Regional Council (WIRC) of Institute of Chartered Accountants of India (ICAI).

The inaugural session, ‘Empowering Hospitality through NextGen Technologies,’ delved into cutting-edge technological advancements, from AI-driven guest personalisation to IoT-enabled operational efficiency that is redefining hospitality’s future.

During the session, Chopra, said, “The hospitality industry is at the cusp of a technological revolution, driven by AI, immersive experiences and sustainable innovation.” He remarked, “Ingram Micro is committed to empowering hotels with end-to-end solutions, from cloud-based Virtual Reality (VR)/Augmented Reality (AR)



**SAINATH VERNEKAR**  
Founder Director  
Revnomix Solutions

“The key takeaway is that pricing strategies must be customised to each hotel’s unique conditions rather than a one-size-fits-all approach.”

for hyper-personalised guest journeys to Device-as-a-Service (DaaS) models that replace Capital expenditures with agile, future-ready operational expenses frameworks. As Maharashtra emerges as a hospitality powerhouse, we urge stakeholders to embrace tech-driven innovations,



not just to meet guest expectations, but to redefine them,”

During another engaging session, ‘Smarter Revenue Strategies for Your Hotel’s Growth’ featured actionable insights from Vernekar, exploring cutting-edge methodologies in dynamic pricing, demand forecasting and market segmentation, emphasising the role of AI and predictive analytics in crafting agile revenue models. He said, “Market unpredictability often surprises us, but by strategically

adjusting these levers, hotels can refine their pricing and optimise revenue. The key takeaway is that pricing strategies must be customised to each hotel’s unique market conditions rather than a one-size-fits-all approach. By leveraging data and market insights, hotels can make informed pricing decisions that enhance guest satisfaction while ensuring sustainable profitability.”

### Maharashtra Tourism Policy

The session, ‘An Insight on the



**JULFESH SHAH**

Chairman, COSIA Vidarbha & Former Vice-Chair, WIRC, ICAI

AWARDEES	CONTRIBUTION / AWARD CATEGORY
<b>Kiran Chavan</b> Chairman & Managing Director Grape County Eco Resort & Biodiversity Park, Nashik	Contribution to eco-tourism and luxury stays in Nashik
<b>Shailendra Pai</b> Owner and founder, Vallonne Vineyards	Pioneers in Nashik’s boutique wineries
<b>Sanjeev Paithankar</b> Deputy General Manager, Sula Vineyards, Nashik	Transformative impact on Nashik’s wine tourism
<b>Shadab Inayat Fallah</b> Owner, Inayat Café, Nashik <b>Farahnaaz Inayat Fallah</b> , Inayat Café, Nashik	Legacy restaurant operating since the 1950s
<b>Pankaj Dilip Rahane</b> Owner, Mazda Restaurant & Café	Legacy restaurant operating since the 1950s
<b>Adwait Kher</b> , Proprietor, Utopia Farmstay, Nashik <b>Uttara Kher</b> , Utopia Farmstay, Nashik	Pioneers of luxury farm stays
<b>Late Radha Kishan Chandak, Hemant Takle, Satish Shanbagh, Jitubhai Parekh</b> , Founders, Nashik Hotel Association	Hospitality leadership & association formation
<b>Uma Ramesh Iyer</b> Founder and Chef, Amma’s Tiffin Kaapi	Traditional South Indian cuisine & cultural impact
<b>Chef Yogita Sonawane</b> Radisson Blu Hotel & Spa, Nashik	Homemaker turned luxury hotel chef
<b>Vilas Shinde</b> Chairman and Founder, Sahyadri group, Nashik	Pioneering farmer-producer company for hospitality supply chain
<b>Chef Prasen Gavali</b> Radisson Blu Hotel & Spa, Nashik	Local talent gaining national recognition
<b>Manohar Ahire</b> Public Relation Officer, A.B.H.A.R., Nashik	Long-time Public Relation Officer of A.B.H.A.R. Nashik
<b>Aabha Chandak and Rahul Chandak</b> Founders, Manbhavan Premium Thali Restaurant	Founder of one of India’s largest Thali chains

“Maharashtra’s new tourism policy marks a pivotal shift from complacency to ambition.”

latest updates on Maharashtra Tourism Policy – 2024’ highlighted progressive reforms, spotlighting incentives like capital subsidies, FSI boosts for hotels and rural tourism development. Shah underscored how these measures aim to position Maharashtra as a global tourism leader while promoting public-private partnerships (PPP) for sustainable growth.

He ascertained, “Maharashtra’s new tourism policy marks a pivotal shift from complacency to ambition. Ranking 19<sup>th</sup> nationally was a wake-up call, and this 10-year blueprint, crafted under visionary leadership, aims to catapult the state into India’s top tourism destinations. With incentives like 20 per cent capital subsidies, 100 per cent FSI boosts for hotels and electricity duty exemptions, we are not just inviting investment but rewarding innovation.”

Shah also explained, “The policy’s focus on PPP models, rural tourism and employment generation underscores our commitment to holistic growth. To stakeholders, engage proactively, leverage simplified procedures and collaborate with the government to turn Maharashtra into a global hospitality powerhouse. The tools are here; success lies in execution.”

# HRAWI prioritises guest well-being

Committed to guest safety and health, HRAWI conducts Food Safety Supervisor Training in Basic Catering, powered by FDA in Dadar.



**A**s we move forward in the path of our sector's growth, we must assure that we are keeping the true essence of hospitality, which is guest service alive. We must not forget the safety, satisfaction and health of guests. Offering the best culinary experience is important but is it also safe and sanitised? To make sure that the answer is yes, HRAWI conducted complimentary Food Safety and Standards Authority of India (FSSAI) - Food Safety Supervisor Training in Basic Catering in collaboration with the Food and Drugs Administration (FDA) at the Mama Kane Hall in Dadar, Mumbai.

The session was inaugurated by **Anupamaa Balasaheb Patil**, Assistant Commissioner of Food, FDA, Greater Mumbai, G/S and G/N Wards, Maharashtra. It was attended by 59 HRAWI members, who gained practical insights to strengthen food safety measures within their establishments.

These training programmes play a key role in enhancing consumer confidence & reinforcing adherence to regulatory standard.

“Ensuring the highest standards of food safety is a fundamental responsibility of the industry. Our collaboration with FDA, showcases our commitment to equip professionals with essential knowledge and skills to maintain best practices in food safety and hygiene. Training programmes like these play a key role in enhancing consumer confidence and reinforcing industry-wide adherence to regulatory standards. We encourage our members to actively participate in such initiatives to elevate the overall safety of food service,” said **Jimmy Shaw**, President, HRAWI.



Prior to this, HRAWI conducted a similar Food Safety Training and Certification (FoSTaC) seminar in collaboration with FSSAI in Bhopal and at the Four Points by Sheraton Navi Mumbai in Vashi. During these sessions, 32 hospitality professionals and 62 hotel specialists, respectively, covered topics including food handling, hygiene, sanitation and waste management.

These initiatives demonstrate HRAWI's dedication to fostering a culture of food safety by equipping industry stakeholders with the skills necessary to comply with national and global best practices. ◆◆



# Embracing technology for greener future

HRAWI & AIC-BARC join hands to improve environmental efforts and reduce waste management expenses.



## HRAWI Bureau

Sustainability is a major concern of our time and innovative technologies can help us in tackling this challenge and propel a greener future. With a similar aim, HRAWI signed an MoU with the Atal Incubation Centre – Bhabha Atomic Research Centre (AIC-BARC) to implement sustainable solid waste management technologies across member hotels and resorts. The collaboration supports the ‘Swachh Bharat Mission’ and focuses on reducing the environmental impact of waste by promoting BARC-developed technologies



**TRUPTI PAWAR**  
Secretary General  
HRAWI



**PRADEEP SHETTY**  
Spokesperson  
HRAWI

such as Nisargruna, Shesha and Solid Waste Composting.

The partnership facilitates HRAWI members to collaborate with licensed agencies for commissioning, installing and maintaining these advanced technologies. AIC-BARC will serve as a coordinating and knowledge partner, offering technical consultations during the commissioning and operational stages.

Sharing her thoughts on the partnership, **Trupti Pawar**, Secretary General, HRAWI said, “The collaboration will support entrepreneurs, startups and self-help groups by sharing best practices and promoting innovation.”

The BARC-developed technologies are tailored to handle the varying quantities of wet waste generated by hospitality establishments. They adopt a circular economy model by reducing material use, redesigning products to be resource-efficient and repurposing waste

The collaboration will support entrepreneurs, startups and self-help groups by sharing best practices and promoting innovation.

into biogas and manure. These technologies minimise waste by processing waste at the source. Through them, businesses can save costs on waste management.

**Pradeep Shetty**, Spokesperson, HRAWI, said, “Sustainability must remain a priority. By embracing circular economy principles and responsible practices, we can align with the country’s vision of welcoming 100 million tourists by 2047 and achieving a US\$ 3 trillion hospitality economy.”



# BARC's waste technologies, a boon for hotels and resorts

Waste technologies from BARC help pay back nature's loan, writes, **Rajesh Kumar Jain**, Scientific Officer and **Daniel Babu P**, Head, Technology Transfer & Collaboration Division, BARC.



**T**he industry faces a major challenge in kitchen waste disposal. To dispose off bio waste, there is a requirement of sustainable waste management solution. Bhabha Atomic Research Centre (BARC), has generated a number of spin-off waste management technologies. BARC is interested in popularising the know-how and technology of Nisargruna, Shesha and solid waste composting technologies for community benefits to hotels and resorts. There are many licensee of BARC's developed technologies who are giving





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Nisargruna technology offers solution for handling biodegradable waste & employs 'zero garbage, zero effluent' method for waste disposal.

---

waste management solution to various industry as per their need.

The Nisargruna technology has been developed for decentralised processing of biodegradable waste.

The project has potential to support the depleting energy sector by generating fuel and manure. The main aim is to pay back nature's loan in a form nature appreciates.

This technology offers a solution for handling waste and employs 'zero garbage, zero effluent' method.

A substantial portion of biodegradable waste is food waste (38 to 40 per cent) which can generate about 60 to 80 m<sup>3</sup> of biogas (about 35 to 40 Kg methane) per ton of waste. This can be used as fuel for domestic purposes or for

electricity. Organic manure is another byproduct of this technology. This comprises a quantum of 10 per cent of the total waste processed having carbon to nitrogen ratio of 12:1, which is an excellent soil conditioner and can help in improving the health of the soil.

The main advantages of Nisargruna technology are that it processes all types of biodegradable waste and uses mixer for homogenisation of waste. Additionally, in Nisargruna, there is a separation of aerobic and anaerobic phases as well as Thermophilic bacteria are developed at pre-digester stage, which enhances the degradation of waste. Most of the effluent water is recycled, which saves about 60 per cent water.

In order to manage the biodegradable waste generated in restaurants, a novel, compact helical shaped waste converter known as Shesha has been developed, which allows decentralised processing of waste. Different capacity systems are available from 10kg, 25kg, 50kg, 100kg per day. The advantage of waste converter system is the helical shaped digester made from low-cost PVC pipes. The system saves major cost of construction. It is suitable for skid mounting on a vehicle or wheels required for processing waste. It has inbuilt suitability of biogas recycling for methane enrichment. Suitable for online monitoring of process parameters.

Further, Rapid Composting Technology using a single microbe (cellulolytic fungus) based formulation has been developed for decomposition of biodegradable wastes like kitchen/market



waste, dry plant matter (including coconut leaves), straw/agricultural residue and holy waste from temples. Its application shortens the duration of degradation from years or months to a few weeks.

Additionally, it greatly reduces the cost of transportation involved in disposal of such wastes. The compost generated has high carbon content, which is beneficial for enriching organic matter-depleted soils. This technology is based on a single, safe and beneficial microbe, and hence simple to adopt. It will also be an important contribution towards 'Swachh Bharat Mission.' This technology is useful for companies that mass produce microbial cultures.

There are multifarious advantages associated with the rapid composting technology such as it is easy to adopt and it is also an eco-friendly alternative to waste dumping. The formulation is simple to mass produce and versatile for different kinds of wastes. The compost generated can be utilised as a good soil conditioner and nutrient source for the soil. It also adds vital organic matter to soil and improves overall crop health. ♦





# Your guide to leadership skills

Experts advise next-gen hoteliers to understand that success in this sector is not just about having a skillset—it is passion, grit and the relentless pursuit of excellence.



**SURAJIT CHATTERJEE**  
General Manager  
Novotel Goa Panjim

## HRAWI Bureau

**G**reat leadership fuels an organisation's success, transforming vision into reality through appropriate strategy and optimism. In hospitality, exceptional leaders do not just grow hotels—they harmonise personal ambition with institutional excellence. Yet, mastering this balance remains a herculean task for many aspiring hoteliers.

## Values

Amidst the evolving challenges in the industry, **Surajit Chatterjee**, General Manager, Novotel Goa Panjim, underlined, "Hospitality is not just another career option, it is a commitment to service and excellence. While others unwind, you work tirelessly to craft unforgettable experiences. Success in this industry is not just about skills, it is about passion, resilience and an unwavering drive to go the extra mile. For those willing to embrace

"Aspiring hoteliers should focus on continuous learning, adapting to diverse cultures and prioritising guest satisfaction."



**JIMMY SHAW**  
Managing Director  
The Waterfront Shaw



**CARL COSTA**  
Director  
Fortune Miramar

“Consider adversities as opportunities you are forced to look beyond for solutions. Value people and relationships above all.”

the challenges, the rewards are unparalleled.” He suggested, “Aspiring hoteliers should focus on continuous learning, adapting to diverse cultures and prioritising guest satisfaction to excel in the industry.”

With the similar belief that adaptability can pave the way for success, **Jimmy Shaw**, Managing Director, The Waterfront Shaw, advised, “Consider adversities as opportunities, where you are forced to look beyond for solutions.” He also cautioned against the pitfalls of rushing into success as he pointed out, “Growth at any cost and rushed through have its own painful consequences. Value people and relationships above all.”

Emphasising that accountability and resilience are the cornerstones of a hotelier’s enduring success, **Carl Costa**, Director, Fortune Miramar, suggested, “Be present while looking forward to the future. You need to be 100 per cent committed to what you are currently doing, otherwise, you will have regrets in future.” He said, “Own up to mistakes, ask for feedback, do not get discouraged and remind yourself that you were selected to do the job among others.”

Underlining that the most effective hoteliers choose continuous

“You need to be 100 per cent committed to what you are currently doing, otherwise, you will have regrets when you head into the future.”

growth, **Jaydeep Vithlani**, General Manager, Lords Plaza, Ankleshwar, said, “Pursue courses, attend workshops and keep abreast of emerging trends. Above all, to thrive in the industry is to foster emotional intelligence and develop effective communication.”

### Networking

In an industry driven by social presence, public interaction is the cornerstone of success—strengthening brand reputation, amplifying visibility and forging vital business connections. Costa advised, “It is important to network in our industry whether it is industry events, online communities,





**JAYDEEP VITHLANI**  
General Manager  
Lords Plaza, Ankleshwar

“Pursue courses, attend workshops and keep abreast of emerging trends. To thrive in the industry is to foster emotional intelligence.”

and reduce your weaknesses, repeating this cycle endlessly.”

With a similar sentiment, Jain suggested, “Customer-Centric mindset is important in hospitality. At Pride Hotels, we believe in delivering authentic Indian hospitality that is warm, personalised and resonates with guests, which are key drivers of long-term success.”

Echoing Jain’s perspective, Costa emphasised the importance of tailoring service standards to meet local market expectations. He said, “Monitoring performance through customer feedback is crucial for identifying areas of improvement. In addition to that, senior management must lead by example, actively engaging with guests and ensuring service excellence.”

Building on this, Vithlani highlighted the art of handling guest concerns with professionalism as he stated, “Hoteliers should master the skill of transforming negative experiences into positive ones, turning challenges into opportunities for lasting impressions.”

### Operational Excellence

According to Jain, true success in hospitality comes from a deep understanding of every facet of

professional associates, or even social media. Meet new people and stay in touch with existing relationships.” Echoing similar emotions, **Satyen Jain**, CEO, Pride Hotels Group, affirmed, “Engaging with industry forums like YPO, FHRAI and HAI, building strong business relationships and staying updated with global hospitality trends is key for professional and business growth. Active participation in industry dialogues fosters collaboration and unlocks new opportunities.”

### Customer centric approach

In hospitality, success—whether for a leader or a brand—hinges on one crucial factor: exceptional customer satisfaction. As customer’s feedback plays a pivotal role in enhancing the brand’s status, Shaw suggested, “Capture every customer interaction through continuous streaming feedback, convert each incident into a story, extract numbers from stories, analyse and crunch numbers to identify and replicate your strengths, isolate



**SATYEN JAIN**  
CEO  
Pride Hotels Group

hotel operations. “A hotelier must be well-versed in everything—from housekeeping efficiency to revenue management but mastering a structured approach is the key to success. Currently

“A hotelier must be well-versed in everything—from housekeeping efficiency to revenue management.”

at our group, we ensure all departments are interlinked, working towards a single objective—guest satisfaction,” he added.

Holding a similar view, **Rahul Yadav**, General Manager, The Machan, Lonavala, pointed out, “For the next generation of hoteliers and aspiring professionals, success

depends on a mix of traditional values and modern adaptability. It is essential to understand all facets of hotel operations, from the front desk to housekeeping, banquet services as well as food and beverage, revenue management and marketing.”

### Technology Adoption

As technology evolves, hoteliers must not only embrace these advancements but also seamlessly integrate them into their business operations to stay ahead. Advocating how embracing automation, AI and data analytics helps us improve decision-making, enhance guest satisfaction and drive business efficiencies, Jain highlighted, “The future of hospitality is digital. With Pride Genie, our AI-driven tool, we



have streamlined guest interactions, enhanced service personalisation and optimised operations.”

Similarly, technology-driven audits for quality control also play a huge role in making things easier for hoteliers. Jain revealed, “We leverage technology to monitor and improve our service quality and identify patterns and trends in guest expectations to improve offerings. By using AI-based sentiment analysis, we proactively refine our services and create personalised guest experiences.”

With the belief that effective leadership in hospitality thrives on consistency and leveraging digital technology can be a powerful tool in ensuring seamless service excellence, Yadav, added, “The



digital transformation is significantly altering the landscape of hospitality. It is important to become acquainted with Property Management Systems, AI-driven concierge services, and the automation of guest services. A thorough comprehension of each department is instrumental in facilitating growth into senior management roles. A great leader in hospitality will adhere to standard operating procedures, the implementation of brand guidelines, training and development and technology can streamline such process.”

### Talent Development

A true leader empowers their team by creating space for growth and development. With similar belief, Jain suggested, “At Pride Hotels, we recognise that our people are our greatest asset. Investing in continuous training, leadership development, and a culture of empowerment ensures that our teams are motivated, skilled and aligned with our vision of excellence.” Similarly, Shaw, said, “Fostering healthy internal competition, peppered with balanced rewards and a structured recognition mechanism serves as a good springboard that constantly helps raise the bar.”

Referring to the leadership strategies that are adopted by Pride Hotels to prepare its employees into true leaders, Jain, said, “Our learning & development (L&D) department plays a critical role in upskilling employees through regular training programmes to stay aligned with the latest hospitality trends.”

He further added, “We offer leadership training programmes to develop future leaders by equipping our general managers and department heads with strategic and operational leadership skills. We instill a culture where our general managers and department heads are responsible for, upholding brand values and service consistency, mentoring and developing future leaders within their teams. By strengthening leadership at every level, we create a service-driven culture that translates into outstanding guest experience.”



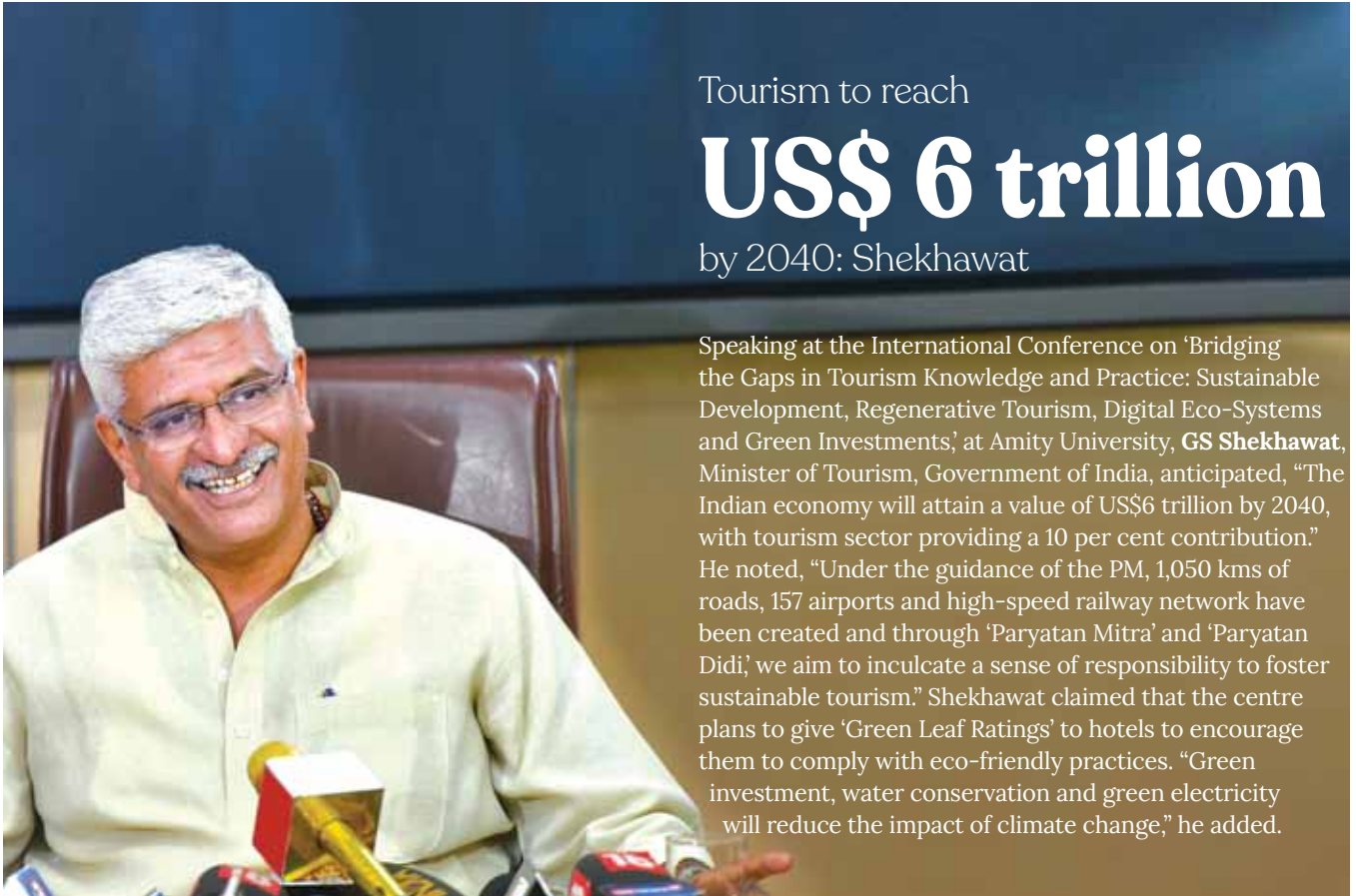
**RAHUL YADAV**  
General Manager  
The Machan, Lonavala

“It is important to be acquainted with property management systems, AI-driven concierge services, and automation of services.”

### Consistency

Consistency is the key to delivering continuous quality and for developing customer’s loyalty to attain long-term success. Chatterjee, agreed, “True hospitality is in consistency, it is the sum of every interaction, every detail, every moment. A culture of consistency is built through ongoing training, attention to detail and a shared commitment across every department. From the front desk to housekeeping, every team member must be aligned in delivering excellence. A well-trained, motivated team does not just meet expectations, they exceed them, creating lasting impressions that bring guests back time and again.”

Whether you are building a hotel brand or you are looking for a successful career in hospitality and travel industry, the right values, consistency and right use of technology can pave the way for true leadership as Jain said, “For the next generation of hoteliers, my advice is simple: stay guest-focused, embrace technology, think sustainably, and never stop learning. The future of hospitality belongs to those who are adaptable, innovative, and committed to excellence.” ♦♦



## Tourism to reach **US\$ 6 trillion**

by 2040: Shekhawat

Speaking at the International Conference on 'Bridging the Gaps in Tourism Knowledge and Practice: Sustainable Development, Regenerative Tourism, Digital Eco-Systems and Green Investments,' at Amity University, **GS Shekhawat**, Minister of Tourism, Government of India, anticipated, "The Indian economy will attain a value of US\$6 trillion by 2040, with tourism sector providing a 10 per cent contribution." He noted, "Under the guidance of the PM, 1,050 kms of roads, 157 airports and high-speed railway network have been created and through 'Paryatan Mitra' and 'Paryatan Didi,' we aim to inculcate a sense of responsibility to foster sustainable tourism." Shekhawat claimed that the centre plans to give 'Green Leaf Ratings' to hotels to encourage them to comply with eco-friendly practices. "Green investment, water conservation and green electricity will reduce the impact of climate change," he added.

Industry

## **RevPAR** grew by 10.7% in 2024

The India Hotel Market Review 2024 presented a comprehensive analysis of the country's hospitality sector, highlighting growth, challenges, and opportunities. In the report, Horwath HTL declared that the Indian hotel industry RevPAR grew by 10.7 per cent in 2024 with all-India occupancy at 63.9 per cent. The RevPAR crossed ₹5k for the first time since 2008 and was up to 11 per cent from 2023. All-India Average Daily Rate (ADR) was ₹7.9k and for four markets ADR was over ₹10k. Seven of the top 10 markets had luxury and upper upscale ADR at ₹10k+. Seven states in India contribute over 70 per cent of national room revenue with Maharashtra solely contributing 20 per cent of national room revenue. The Net supply growth in 2024 was 14.4k rooms and rooms demand per day up 29k rooms since 2019. 105k rooms are to be added by 2029. The average size of new build hotels was 69 rooms and of conversions 46 rooms.

## **Infra status extended**

to hotels in **50 destinations**

The Union Budget 2025-26 has made several proposals for the development of infrastructure in key tourist destinations. A key highlight is the extension of infrastructure status to hotel projects in 50 select tourist destinations, which will be chosen under a challenge mode with state governments. This is a part of a broader plan to develop 50 such destinations,



as proposed earlier in the 2023-24 budget. Additionally, the budget outlines several initiatives to improve infrastructure and attract more visitors such as Mudra loans for homestays, which will improve guest facilities and encourage local accommodations and increased support for alternative accommodation options. This budget is seen as a step towards employment-led growth in the tourism sector.





## Sector witnesses transaction worth **₹2.9 crore** in 2024

The hospitality sector in India witnessed transaction activity worth ₹2,943.38 crore (US\$ 340 million) in 2024, according to JLL. In 2023, the sector saw ₹2,917.41 crore (US\$ 337 million) worth of deals. 30 per cent of the transaction volume valued at over ₹865.70 crore (\$100 million). These transactions included operational and high-yielding hotels in Mumbai and Bengaluru as well as a premium hotel land sale in Goa. Notably, tier II and III cities accounted for about 50 per cent of the transactions in 2024. These deals included unbranded mid-scale-to-lower category hotels in smaller cities such as Amritsar, Mathura and Bikaner. The investor landscape was diverse, with High Networth Individuals (HNIs), family offices and private hotel owners accounting for 51 per cent of the volume. Listed hotel companies followed at 34 per cent, while owner-operators and real estate developers contributed 8 per cent and 7 per cent respectively. JLL had estimated ₹3,774.45 crore (US\$ 436 million) of investment activity but a couple of high-ticket potential transactions spilled over to 2025, wherein conversations are ongoing. Stronger room rates, stabilised occupancies and improved gross operating profit (GOP) margins, backed by strong domestic travel demand, will continue strengthening the sector, as per JLL.

TeamLease projects

**NEC of 8.2%**  
in H2 FY'24-25

Tourism and hospitality are witnessing robust growth, with 66 per cent of surveyed companies planning to expand their workforce, according to the latest Employment Outlook Report by TeamLease Services. The report, which analyses hiring trends for H2 (October-March) of FY2024-25, projects a Net Employment Change (NEC) of 8.2 per cent during this period, underscoring the sector's significant momentum in job creation.

# Sustainability


must be integrated in blueprint of tourism projects: **Suman Billa**

Speaking at 'Tourism Sustainability Summit 2025,' hosted by FHRAI, **Suman Billa**, Additional Secretary, MoT, GoI said, "Our focus should be on how can we shift from the 'culture of use and discard' to the 'culture of use and recycle' and make every traveller a steward of sustainability. Sustainability should be integrated into the blueprint of our tourism projects and not treated as an afterthought." The occasion held panel discussions on, 'Reimagining Tourism: Towards a Regenerative and Sustainable Future,' 'Smart Tourism & Sustainability: Leveraging Technology for a Greener Travel,' 'Sustainable Tourism as a Policy Imperative - Lessons from Global Leaders' and 'Investing in Sustainability - Green Finance, Green Jobs, Government Action & Innovations.' The aim of the Summit was to educate the industry stakeholders on achieving the sector's growth, which is focused on inclusivity and sustainability along with numbers. ♦♦



# Adapt to conquer modern hospitality challenges

The ever-evolving landscape of the hospitality sector often faces unprecedented challenges but experts suggest embracing resilience and innovation for turning hurdles into opportunities.

 HRAWI Bureau

Mastering the hospitality industry is not without its hurdles but the right strategies and frameworks can turn obstacles into opportunities. Aspiring hoteliers may struggle to navigate these challenges, but industry experts offer valuable insights to light the way.

For **Jimmy Shaw**, Managing Director, The Waterfront Shaw, “The number one challenge is risk associated with an ever-changing environment and maze of rules &

regulations that every agency and body intentionally and frequently thrust upon hospitality’s business without considering the operational and financial impacts and only as a measure to harass and retain control.” He expressed his concern, “Leaders have to waste precious time grappling to comply with and escape censure and do this in haste to cause minimal disruption to business. The cost of each such disruption eats away precious gross contribution of the industry to the country’s GDP.”

Shaw recommended that an early realisation that yesterday’s strategy will not work tomorrow





and welcoming change through the sensible pragmatic use of cost-effective automation and technology are investments one can make to stay ahead of the competition, especially in a downturn.

### Adaptability

As Shaw underlined, change is the constant attribute of this industry, experts assert that adaptability is the indispensable trait for effectively navigating these ever-evolving landscapes. It is the magic wand for staying ahead and overcoming setbacks before they arise. Stressing on this quality of the leader, **Satyen Jain**, CEO, Pride Hotels Group, said, “To navigate a landscape filled with economic uncertainties, market fluctuations and shifts in consumer spending patterns, at Pride Hotels, we have proactively diversified our revenue streams by expanding into MICE, wellness tourism and corporate long-stay packages. Additionally, our focus on cost optimisation through smart procurement, lean staffing models and tech-driven efficiencies have ensured financial sustainability. More importantly, we have strengthened our brand loyalty by offering personalised experiences, flexible booking policies and

“The number one challenge is risk associated with an ever-changing environment and maze of rules & regulations.”

**JIMMY SHAW,**

Managing Director, The Waterfront Shaw

exclusive corporate partnerships, helping us maintain steady occupancy even in volatile times.”

Sharing his experience, **Jaydeep Vithlani**, General Manager, Lords Plaza, Ankleshwar, revealed, “The most significant leadership challenge I face is achieving a balance among operational efficiency, guest satisfaction, and workforce management. In anticipation of economic downturns, our finance team has formulated plans that encompass cost reduction and initiatives to attract new guests while maintaining our current clientele.” However, highlighting how the management of seasonal fluctuations alongside the navigation of market trends could be tackled efficiently, **Rahul Yadav**, General Manager, The Machan, Lonavala,

said, “Although we typically do not face economic downturns, we have proactively established strategies to address unexpected situations. Our goals include the implementation of flexible pricing strategies, the diversification of revenue sources and a commitment to customer satisfaction to ensure we attract and retain guests.”

### Talent retention

Another major challenge that leaders face throughout the sector is talent retention and labour shortages—an issue that has become even more pronounced post-pandemic.

Hospitality is a people-driven industry and retaining skilled professionals is critical to maintaining service excellence. Consequently, a leader must not just hire people but also develop opportunities for fulfilling careers to reduce attrition rates. Reiterating similar thoughts, **Surajit Chatterjee**, General Manager, Novotel Goa Panjim, said, “Finding the right talent for every role has become increasingly difficult, with high attrition rates adding to the struggle. Getting and retaining employees is no longer just an HR function, it is a strategic priority. While the demand for hospitality professionals

“Our focus on cost optimisation through smart procurement, lean staffing models and tech-driven efficiencies have ensured financial sustainability.”

**SATYEN JAIN**  
CEO, Pride Hotels Group

continues to rise, the talent gap is widening, directly impacting service quality, brand standards, and operational excellence.”

Although in case of such challenges, an effective leader diligently ensures that each role within the organisation is filled by suitable talent and recognising the fact that strategic talent acquisition is pivotal for long-term success, Chatterjee advised, “A strong team

is the backbone of a great guest experience, and bridging this gap requires more than just hiring. It demands investment in training, career growth, and an engaging work culture. To sustain excellence in hospitality, leaders must focus not only on recruitment but also on creating an environment where employees feel valued, empowered, and inspired to stay.”

Agreeing to the same, Jain informed, “At Pride Hotels, we have fostered a strong employer brand by creating a culture of growth, empowerment and continuous learning. Our Aspire ED programme is a testament to our commitment to talent development. Through this initiative, we provide non-hospitality graduates with industry training, hands-on experience and employment opportunities within our hotels. By offering structured career development programmes, competitive compensation and

“Our finance team has formulated plans that encompass cost reduction and initiatives to attract new guests.”

**JAYDEEP VITHLANI**  
General Manager, Lords Plaza, Ankleshwar

performance-based incentives, we have successfully built a robust talent pipeline and significantly reduced attrition rates.”

### Technological adaptation

The rapid advancement of technology has been continuously impacting consumer behaviour in the sector, which could turn into a challenge for any hotelier. Today’s travellers expect a seamless blend of



“Although we typically do not face economic downturns, we have proactively established strategies to address unexpected situations.”

**RAHUL YADAV**

General Manager, The Machan, Lonavala

digital convenience and personalised human interactions. With a similar vision, many successful hotels are adopting technologies for various reasons as that could be best investment a leader can make to tackle different operational challenges that hospitality business faces with its evolving landscape. Similarly, Vithlani revealed that his team has adopted technology for improved efficiency. On similar lines, Jain revealed, “To stay ahead, we have invested in cutting-edge technologies such as contactless check-ins, AI-powered chatbots such as Pride Genie and predictive analytics for personalised guest experiences.”

However, experts unanimously advocate for a balanced approach to integrate technological intervention and human touch. They emphasise that while automation enhances efficiency, it should enhance, not replace, the personal connection that only humans can provide to maintain the uniqueness of their



offerings. Jain stressed, “We also recognise that while technology enhances efficiency, the heart of hospitality remains in the human connection. Therefore, we continue to focus on high-touch service, personalised guest engagement and staff training to ensure that technology complements— not replaces—the warmth and authenticity of our hospitality.”

### Sustainability

Another area which needs immediate attention from leaders in the hospitality business is the growing demand for environmentally responsible operations. Embracing eco-friendly measures creates loyalty among eco-conscious travellers and also helps business bloom economically in a longer run. Jain said, “Sustainability and Environmental, Social, and Governance (ESG) compliance have become critical priorities for travellers, investors and stakeholders alike. At Pride Hotels, sustainability is not just a trend; it is an integral part of our operations. We have implemented EV charging stations across multiple properties, an in-house bottling plant at our Delhi Aerocity hotel to reduce plastic waste, and energy-efficient lighting solutions to minimise our carbon footprint. Additionally, we have adopted water conservation measures, waste reduction programmes, and green building practices to align with global sustainability goals.”

The hospitality sector will continue to throw challenges to the ones aspiring to lead in the sector but resolving issues and preparedness in key areas will help leaders to navigate efficiently in this sector as Jain also said, “The hospitality landscape will continue to evolve and challenges will always arise. However, embracing resilience, agility and innovation turns obstacles into opportunities. Whether it is adapting to market shifts, investing in talent, leveraging technology, or championing sustainability, a commitment to excellence ensures that one remains at the forefront of India’s hospitality sector.” ♦♦

“Finding the right talent for every role has become increasingly difficult, with high attrition rates adding to the struggle.”

**SURAJIT CHATTERJEE**

General Manager, Novotel Goa Panjim





# Taj Bandstand

announced in Mumbai by IHCL

A new icon of luxury comes to Mumbai as IHCL announced the construction of Taj Bandstand. Spread over two acres the property will house 330 rooms and 85 apartments. Offering multiple dining options, convention spaces and world-class facilities, this project will include development and maintenance of surrounding area for sporting and recreation activities. A tribute to Mumbai's cultural heritage, this hotel will be the 5<sup>th</sup> IHCL hotel in Mumbai under development. On the occasion of Bhoomi Pujan, **Puneet Chhatwal**, MD and CEO, IHCL shared, "Taj Bandstand, a testament to IHCL's legacy will be the torchbearer of the brand Taj for the next century. Envisioned to be a defining edifice of Mumbai's skyline, this development is a tribute to Mumbai's spirit, its people, and its growing global prominence."

**Sarovar Hotels & Mahendra Associate** launch

## Tulip Inn Bhopal

Sarovar Hotels and Mahendra Associate announced the launch of Tulip Inn Bhopal. This modern mid-range hotel offers affordable yet sophisticated accommodations as part of Louvre Hotels Group. It features 54 well-furnished deluxe rooms, designed with a contemporary yet inviting aesthetics. It stands out from other hotels as it features rooms for differently-abled guests that are specially designed for them. **Ajay K Bakaya**, Chairman, Sarovar Hotels and Director, Louvre Hotels India, shared his excitement, "We are delighted to partner with Mahendra Associate to introduce Tulip Inn Bhopal. It is set to redefine the city's hospitality landscape and offer seamless stay experience."

# Orient Beacon Resort

by Fern Hotels & Resorts opens in Panchgani

The Fern Hotels & Resorts announced the opening of Orient Beacon Resort, Panchgani in Maharashtra. The company now has a total of 32 properties in

Maharashtra including operational and opening soon.

The new property features 35 rooms, convenient restaurant dining and in-room dining. Placed in the heart of the hill station, the resort serves as an ideal base for guests planning to explore the area's renowned attractions. The resort is situated 105 km from Pune, 241 km from Mumbai, 52 km from Satara Railway Station and just 2 km from Panchgani Bus Stand, ensuring easy access for travellers.

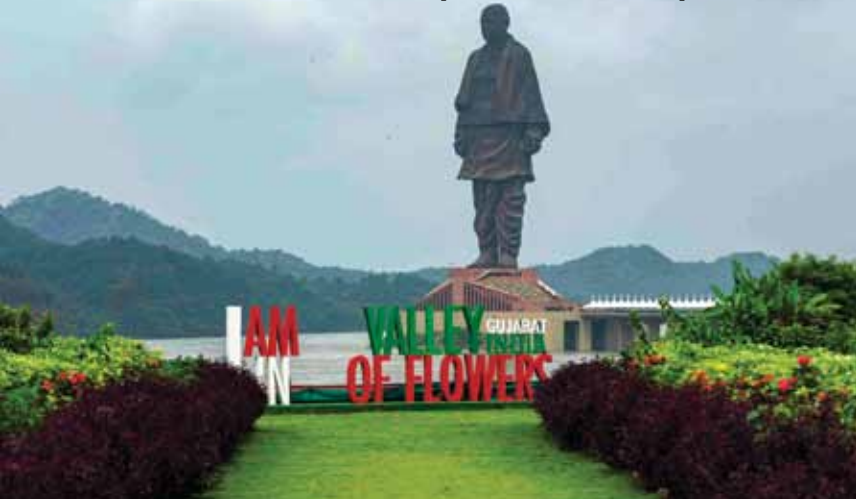
**Suhail Kannampilly**, Managing Director, The Fern Hotels & Resorts, said, "Orient Beacon Resort, Panchgani, combines thoughtful design with the warmth and hospitality that The Fern Hotels & Resorts is known for. Nestled in the serene hills of Panchgani and conveniently located near popular attractions, we believe this resort will be a preferred choice for travellers looking for a peaceful and comfortable retreat."



5-star luxury

# Regenta Resort

enters Gujarat's hospitality landscape



Stationed near the iconic Statue of Unity, Regenta Resort, Kevadia is the 15<sup>th</sup> ROHL-branded hotel in Gujarat. The new hotel offers 49 rooms including spacious suites and presidential villas. The décor is inspired by new age charm and convenience. With an in-house multicuisine, the property will endorse ROHL's signature hospitality and impeccable service. The Statue of Unity has transformed Kevadia into a major tourist attraction, drawing millions of visitors from around the world. **Chander K Baljee**, Chairman and MD, Royal Orchid Hotels, said, "This launch reflects our commitment to expanding our business in western India. The region's significance has increased due to infrastructure upgrades making it more accessible. We are thrilled to be part of the state's dynamic growth and Regenta Resort is a great addition to our domestic portfolio." He further added, "We have hotels in key locations across Gujarat and we are witnessing a surge in the number of tourists seeking luxury accommodation near Statue of Unity."

Bhopal to house first  
DoubleTree by

# Hilton



DOUBLETREE  
by Hilton

Hilton announced the signing of its first DoubleTree by Hilton hotel in Bhopal, developed in collaboration with Sage Group. This partnership will blend Hilton's world-class hospitality standards with the Sage Group's commitment to excellence. **Zubin Saxena**, Senior Vice President and Regional Head, South Asia, Hilton said, "This signing underscores our commitment to growth in key regional markets, enabling us to offer Hilton's hospitality to a broader audience. We are confident that DoubleTree by Hilton Bhopal will create significant value for travellers and the local economy." The upcoming hotel will cater to business and leisure travellers. It will feature 229 rooms, making the hotel the largest in the city to date. The property will also feature three restaurants and bars – an all-day dining restaurant, a speciality restaurant, and a lobby lounge – catering to diverse tastes and preferences. With an expansive 21,000 sq ft of event space, including an 8,000 sq ft ballroom, the hotel will be ideal for hosting weddings and corporate events. **Clarence Tan**, Senior Vice President, Development, Asia Pacific, Hilton, said, "DoubleTree by Hilton now has 20 trading and pipeline hotels in South Asia." The hotel is expected to open in 2027, joining Hilton's extensive portfolio of 56 trading and pipeline hotels in South Asia.



# Lemon Tree

Hotel Anand, Gujarat to open in FY2029

Lemon Tree Hotels announced signing of Lemon Tree Hotel, Anand, Gujarat. The property is expected to start its operations in FY 2029. Anand is a mix of cultural and natural attractions. The property will feature 60 well-appointed rooms, a restaurant, a banquet, a meeting room, a swimming pool, a spa and public areas. Vadodara Airport is 44 kms away from the hotel while the Anand Railway Station is about 5 kms away. **Vilas Pawar**, CEO, Managed & Franchise Business, Lemon Tree Hotels commented, "Gujarat, an economic powerhouse, is known for its heritage, landscapes, and history and has become an important focus in the rapid expansion of our portfolio. This opening will be in addition to our seven existing and 17 upcoming hotels in the state." ♦♦



# Tech trends to rejig industry

**Rajesh Chopra**, Head, Hospitality Business Vertical, Ingram Micro India, writes about the new technology trends modernising the hospitality sector.



The hospitality sector in India is undergoing a significant transformation due to rapid technological advancements. This evolution is driven by increasing internet penetration, tech-savvy guests irrespective of their age bracket and peer pressure from international hotel chains to modernise the hospitality system.

Below are some key technology trends and opportunities in the Indian hospitality sector.

## Trusted technology partners

The technological evolution in the hospitality sector of India holds vast potential to improve accessibility, quality and personalised learning. The government's push towards digitalisation, combined with increasing private sector investment, makes India a fertile ground for further innovation in the hospitality space.

For stakeholders (hotel chains, hospitality institutions, culinary educators) aiming to capitalise on these opportunities, focusing on scalability, affordability and inclusivity will be key to tapping into India's vast



### AI and ML

- **Trend:** Artificial Intelligence (AI) and Machine Learning (ML) are increasingly being used to personalise learning experiences, track associates' progress and adapt content based on individual learning styles and speeds.
- **Opportunities:**
  - **Personalised Learning:** AI-powered platforms can create tailored lesson plans, providing personalised assessments and feedback.
  - **Smart Content Creation:** AI tools can help in content creation, such as intelligent tutoring systems and automated grading.
  - **Chatbots and Virtual Assistants:** AI-powered chatbots are being used to answer guests' queries and assist in administrative tasks.



### LMS & Cloud-based Solutions

- **Trend:** Cloud computing and Learning Management Systems (LMS) are simplifying hospitality management by enabling institutions to centralise resources, track performance and communicate with guests and faculty seamlessly.
- **Opportunities:**
  - **Remote Learning:** LMS platforms like Moodle and Microsoft Teams enable faculty to manage course materials and track associates' progress.
  - **Institutional Collaboration:** Cloud-based collaboration tools enhance the administrative and academic functions of hospitality institutions.
  - **Data Analytics:** Cloud solutions provide institutions with data analytics tools that help monitor associates' progress and optimise the learning experience.





their transformation journeys in the most success-driven manner.

### Ingram Micro

Ingram Micro is helping organisations in the hospitality sector with one-stop solutions for all their business-cum-technology needs. Being one of the largest consolidators of technology-led solutions, they truly understand the pain points of hospitality businesses and institutions. As they hold distinctive expertise in provisioning the best-in-class solutions, services and products, hospitality industry can leverage their expertise.

hospitality. Though it is true that a majority of hotels aspire to leverage cutting-edge technologies to accomplish their goals, we cannot deny the fact that they have limited technical understanding and expertise. Hospitality institutions need trusted technology partners who can advise them on developing strategic technology evolution plans and help them accelerate

## Cloud solutions provide institutions with data analytics tools that help monitor associates' progress.



They have a strong network of original equipment manufacturers, technology solution providers and channel partners, who can help hospitality businesses embrace the latest technologies and trends competently. Moreover, their comprehensive range of professional services, managed IT services, IT asset lifecycle management and disposition services and financial solutions enable hotels and hospitality institutions to accelerate the digital transformation plans. With these services, a you will be future-ready for the new digital era of doing business. ◆◆



### VR and AR

- **Trend:** Virtual Reality (VR) and Augmented Reality (AR) are being integrated into hospitality for immersive learning experiences. These technologies provide simulations that offer real-world practice in a safe, virtual environment.
- **Opportunities:**
  - **Experiential Learning:** VR/AR allows guests to virtually experience property, events and meetings, without being physically present.
  - **Accessibility:** These tools enhance accessibility for guests with disabilities having hearing or visual impairment.
  - **Skill Training:** VR-based simulations are gaining traction in fields such as culinary, housekeeping, fire safety and technology space.



### Big Data and Analytics

- **Trend:** Big data is playing a significant role in the hospitality system by helping us analyse vast amounts of data for better decision-making and improving the experience of guests and associates.
- **Opportunities:**
  - **Associates Performance Tracking:** Analytics can help predict academic performance, allowing early intervention for struggling associates.
  - **Curriculum Optimisation:** Data-driven insights help hospitality institutions design better curricula tailored to ever-increasing guests' needs.
  - **Improved Faculty Performance:** Data on teaching methods and associates' outcomes can be analysed to enhance teaching strategies in hospitality institutions.

# Finding your ideal insurance

**Bhoomi Deherkar**, Partner, Ketan Assurance breaks down the most common types of health insurance plans available in India and how to pick the best one.



HRAWI Bureau

In India, several types of health insurance plans cater to different needs. Whether you are an individual, part of a family, or seeking coverage for specific illnesses, choosing the right plan can safeguard your health and finances.

**Bhoomi Deherkar**, Partner, Ketan Assurance decodes common types of health insurance plans in India.

“Choosing the right health insurance plan is crucial for your peace of mind and financial security,” said Deherkar.

## Individual Health Insurance

This plan provides coverage for a single individual. It covers medical expenses such as hospital stays, doctor consultations, and surgeries. While it offers comprehensive coverage for one

Choosing the right health insurance plan is crucial for your peace of mind and financial security.

person, you need separate policies for each family member.

## Family Floater Plan

A family floater health insurance plan covers multiple members under a single sum insured. The coverage is shared by all members of the family. This plan is more affordable in comparison to individual plans. Since coverage is shared, it can be insufficient if one member has high medical needs.

## Critical Illness Insurance

This policy pays a lump-sum amount upon diagnosis of critical illnesses like cancer, heart disease or organ failure, helping with high treatment costs. Offers financial support for expensive treatments but it is limited to predefined critical illnesses.

## Cancer Care Insurance

This type of insurance covers the diagnosis and treatment of cancer. It provides financial assistance for cancer treatments.

It only covers cancer-related medical expenses. Works best for individuals with a family history of cancer or those at higher risk.

## Personal Accident Policy

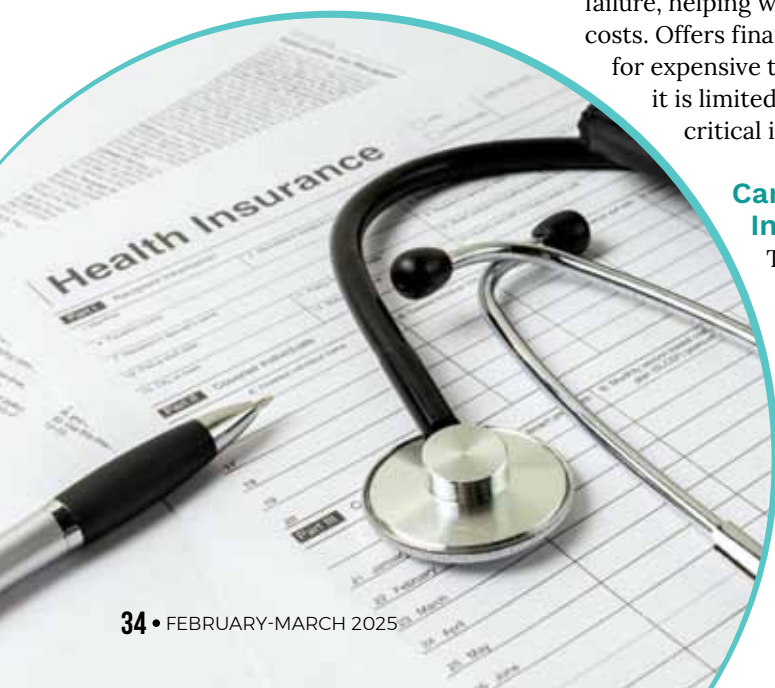
This policy offers compensation in an accident resulting in disability or death. It covers medical expenses, disability benefits and accidental death. It is limited to accidents and does not cover illness-related expenses. Best for people with high-risk jobs or frequent travellers.

## Term Insurance

Term insurance provides life coverage for a specific period, but with added health riders, it can also cover medical emergencies. Riders such as critical illness and accidental death benefits can be attached to the policy. The plan combines life insurance and health coverage. Here, the plan does not cover routine medical expenses.

## Group Health Insurance

Offered by employers, group health insurance covers employees and their dependents. Premiums are typically lower, as the risk is spread across a large group. It is affordable but has a limited coverage. The risk involved here is that it may not continue after employment ends. ♦



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