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OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

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FEBRUARY 2017



Safety & Security

Most Important Segment Of Hospitality Industry





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INAUGURAL AT AAHAR EXHIBITION, MARCH, 2017 IN NEW DELHI, INDIA

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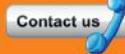
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Dear HRAWI Members,

Greetings in the 67th year of the Hotel & Restaurant Association Western India!

It gives me immense pleasure to inform you that on 1st February, 2017, Hotel and Restaurant Association Western India (HRAWI) turned 67 years. This Occasion was celebrated at the Association Office.

In the beginning of February 2017 a very important Seminar was conducted by Mr. Anil Harish, Partner, D.M. Harish & Co., Advocates. Mr. Harish has varied experience and specializes in tax matters, who made his presentation on the Union Budget 2017/2018 to the members of our fraternity to understand the implications of the same.

I also wish to inform you that HRAWI has collaborated with FSSAI to conduct a Master Trainer Certification Programme. The same will be held in the various cities of the Western Region. The first of the Conclaves are being conducted in Mumbai and Pune.

Members are informed that the issue of liquor ban on Highways pertains to implementation of Model Policy of the Union Govt under the MV Act thereby seeking removal of “ Retail Liquor Vends “ on National Highways to address the issue of accidents due to drunk driving . The Courts at the initial stage & finally the Supreme Court have implemented the Model Policy which at no time sought removal of Hotels or Restaurants on Highways. For more details on the issue , members may request for copies of our opinions of the Retd Judges or our lawyers in the matter . A circular is issued to disseminate information on Associations actions in the matter. Members seeking any further information in the matter are requested to write to the Secretary General at secgen@hrawi.com OR admin@hrawi.com

As we begin the 67th year, I wish the Association and its members all the very best in the years to come.

**With Best Regards,
Dilip Datwani
President HRAWI**

Contents



18

COVER STORY
Safety & Security
Most Important
Segment of
Hospitality
Industry



24

For Those Little Things That Matter

FEATURE

"Come Stay at The Central Park Hotel, where there is real value for money, nice stay, friendly and warm staff to cater to all your needs bidding you with a feeling of contentment."



27

FEATURE

"Tertulia is the culmination of years of travelling and experiencing wonderful hospitable experiences at restaurants all over the world as well as a family background in the restaurant business. My passion for aesthetics and great food combined in this one space to provide the perfect ambience and culinary journey for my patrons. The most important element in Tertulia is the passion, the love that is infused in all aspects of your experience here. Eat.Drink.Love." Imrun Sethi, Owner, Tertulia.



28

DESTINATION WATCH

The Historical And Cultural
Capital Of Maharashtra



34

PRODUCT SHOWCASE

Jumbo International

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FOOD SAFETY HAND BOOK

A GUIDE FOR THE HOSPITALITY INDUSTRY



The Federation of Hotel & Restaurant Associations of India (FHRAI) is the apex body of the Indian Hospitality Industry and is the 3rd largest Hotel and Restaurant Industry in the world.

The Indian food processing sector was identified as the priority sector by the Government of India. Thus, the Food Safety and Standards Act of India (FSSAI) 2011 was introduced to address this issue with requirements for registration of food industries as well as by enforcing, implementation of improved standards.

A safe food supply chain can only be achieved through development of Food Safety management, which are essential to the wellbeing of consumers, farmers, processors and manufacturers throughout the country.

FHRAI having realised that there was a lack of awareness of Food Safety, hygiene practice and to address this issue,

to bridge the gap to attain the overall goal of Food Safety in India. FHRAI at the recently held 51st Convention at Indore launched a "Food Safety Handbook"-A Guide for the Hospitality Industry, on compliance to FSSAI with FSMS outline.

Complimentary copies were sent to all the HRAWI members. However, if additional copies are required the same is available at a price of Rs.400/- at the HRAWI office. Should the needful be couriered to your address, then an additional of Rs.100/- will be charged. The payment for the same can be done by Cash or by Cheque, which would be in the favour of 'Hotel and Restaurant Association Western India'.

Please contact on:

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A GUIDE FOR HOSPITALITY ON COMPLIANCE TO FSSAI WITH FSMS OUTLINE



HRAWI is happy to announce its Association with M/s. Arts Alive Foundation (AAF) on their MyPet Project that was launched in Pune by the Honb'le Prime Minister on 25th June 2015, as part of the Pune Smart City Project. With AAF coming on board, all pet waste, that is generated, will be collected and decimated by the team of AAF. In turn AAF will pay for the pet bottles Rs. 8/- per kg. This process of disposal will ensure that the soiled bottles are properly reprocessed, thereby avoiding environmental disaster.

It is envisage that the MyPET Project will definitely make a positive impact on the following parameters and measurable matrix's:

- Women Empowerment & Livelihood Interventions
 - creation of new jobs for the needy and the under-privileged
 - Saving the environment from Degradation
 - Reduce Carbon Dioxide.
- Cleaner Surroundings – Swaach Bharat.
- Permanent Savings in Landfill Spaces – Zero Dry Waste Management.
- Savings in Natural Resources – No transportation costs.
- Education & Behavioral Change Model – Lifestyle, Social & Community Impact.

INFORMATION ON THE PROCESS OF RECYCLING

It is to be noted that all PET waste being generated from the Hospitality Industry is decimated at the point of consumption. One of the major issues with disposing off your PET waste to a local scrap dealer is that it is sold to unscrupulous elements who fill the same bottle with regular tap water and sell it as packaged water, a huge health hazard. Otherwise it is sold to manufacturers of low grade cooking oil, phenol or acid. Post which even the rag picker will not pick these soiled bottles and the municipalities will promptly gather them and pile the same up in a dumping ground. Here is an environmental disaster already happening and a big cause for climate change which is all round us. The PET starts leeching into the ground destroying the soil and goes down even further and contaminates the water bodies. The MyPET Project is the only complete 360 degree recycling project available in the world today and AAF can guarantee that all bottles being picked up from HRAWI Associates will be recycled in the most environmental friendly manner available. ■

REDUCE RENEW RECYCLE RECREATE REUSE

REDUCE RENEW RECYCLE RECREATE REUSE

MyPET Multifaceted PET Bottle Recycling CSR Project

The 'PET' Menace



Adverse Impact of PET

<p>Environmental Impact</p> <ul style="list-style-type: none"> • Plastic bottles are made from a petroleum product that require huge amounts of fossil fuels to both make and transport them. • Emission of CO2 and other Harmful effluents into Environment • PET Bottles, Not recycled, take millions of years to bio-degrade naturally. They lie stagnant in landfills, leaching dangerous chemicals into the ground, or infiltrate streets as litter forming a breeding ground for harmful pathogens. 	
<p>Human Live Impact</p> <ul style="list-style-type: none"> • PET bottles contain harmful elements like Phthalates, Bisphenol A (BPA), Carcinogens etc. that are strongly linked to a host of health problems including certain types of cancer, neurological difficulties, developmental and reproductive effects, defects in new born babies to name a few... 	
<p>Animal & Aquatic Live Impact</p> <ul style="list-style-type: none"> • PET Bottles often end up at the bottom of the water bodies and in the stomachs of a variety of animal species that mistake them for food. • Aquatic life falls prey to this problem on a daily basis 	

PET Pollution - Not a 'PET'ity Issue



- Production of 10 Lakh Tons of PET in India annually & Only 1/3rd of it is recycled
- Climate Change is for real. There is no Plan B or Plan(et) B for that matter
- Large land areas and water bodies lost to PET waste

Uncontrolled & Excessive PET consumption. Inefficient 'waste collection and grading system' which is a prerequisite for efficient PET recycling

Inherent Limitations in Current Solutions

- Existing PET recycling solutions are primarily industrial and in the organized sector, far away from PET waste generation and dependent on inefficient collection systems
- PET spillages primarily occur at the point of consumption (Malls, Railway stations and areas of high public footfall.)
- Also spurious elements use empty PET bottles, fill it with regular water and sell it as packaged water, which is a huge health hazard. PET Bottles are also re-used to sell Acid; Phenol & low grade cooking oil, post which even rag pickers will not pick them up. Which then finds itself to landfills causing huge environmental damage

Hence we have devised India's First Retail PET Recycling Solution which is a highly Penetrative and Highly Efficient Product & Process to directly address this issue

If not a Hazard, What can PET be...



Contact :
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HRAWI Direct Taxes Seminar at The Ambassador Hotel, Churchgate, Mumbai, on Saturday, 4th February, 2017

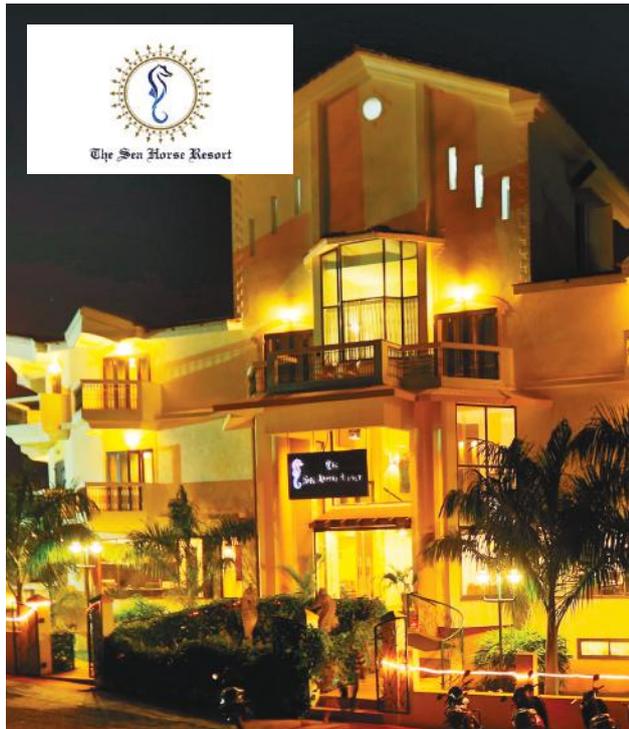




HRAWI Extends a Warm Welcome to its New Members

The Sea Horse Resort

H. No. 520/2, Baga Waddo, Arpora, Near Pride Sun Village, Goa



Situated in idyllic surroundings, The Sea Horse Resort is nestled in the foothills of Baga-Arpora, a little less than a kilometer from the popular Baga Beach and a few 100 metres away from the well-known Saturday Night Market (Mackies Night Bazaar). Further away in Anjuna is the Wednesday Flea Market.

In the opposite direction is the well-known Calangute Beach approx 4-5 kms and the entire coastal strip offers innumerable opportunities for water sports like Parasailing, Jet-skiing and Banana Boat rides or just a 'Sussegado' getaway which in traditional Goa style translates as 'Relaxed' or 'Easy-going'.

Nearer the resort and approx 2-3 kms away is the hub of the night life in Goa like Tito's, Mambos and the Casino La Calypso to name a few.

The entire stretch of road from Baga to Calangute to Candolim and Sinquerim is lined with shops where the discerning shopper can test their bargaining skills and return home with exquisite souvenirs.

At The Sea Horse Resort we believe in preserving the environment and all the materials used in the construction are environment friendly. Hot water comes from the solar

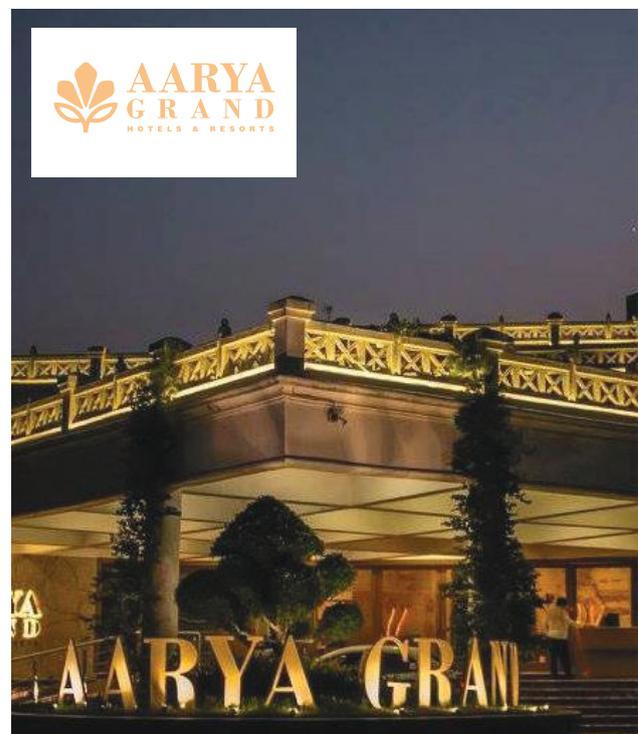
heaters installed with a back up of geysers besides the use of CFL lamps to conserve electricity. The use of non-biodegradable materials is kept to the minimum.

Our Resort offers hospitality services with a touch of class. One experience and we are confident you will leave with beautiful memories and give us the opportunity to welcome you as our repeat and esteemed guest.

Indian Cuisine is one of the richest and most diverse culinary cuisines and heritages in the world and "Shrimps" is a true ambassador. "Shrimps" is The Sea Horse Resort's in-house multi-cuisine restaurant-cum-bar serving up delicacies from around the globe. This restaurant has an arresting view of the swimming pool and the finest range of single malts this side of town. Its indoor as well as pool-side setting makes it a perfect match to suit any diners preference. This is also a favourite rendezvous for people wanting to relax over an invigorating cup of tea or coffee.

Aarya Grand Hotel

Kargil Petrol Pump Lane, Near Gujarat High Court, S.G. Highway, Ahmedabad, Gujarat



Nestled in the fascinating metropolitan city of Ahmedabad, an amalgamation of thriving cultural tradition and modernism, Hotel Aarya Grand is an earmark property. The property is located at a distance of 5.9 km from AMTS Bus

Stand, 8.2 km from Sabarmati Railway Station and 14.6 km from Sardar Vallabhbhai Patel International Airport. Aarya Grand Hotels & Resorts proudly present you with the quintessential flavour of luxury and bliss. Stylishly designed and sophisticated, Aarya Grand delivers experiences far beyond the imagination with efficient services and unmatched hospitality.

It has been developed to accommodate 100+ Deluxe and Suite rooms, along with innumerable other facilities such as swimming pool and pool-side plot. Furthermore, to give your special occasions a royal touch, it offers the beautifully curated Aagman Banquet hall and Royal Symphony lawn for events like never before.

Aarya Grand Hotels and Resorts is the ultimate destination for all your requirements which are crafted with meticulous details and laced with comfort and luxury. It boasts of a Pool-side lounge – Amnesia for you to sit back and relax amidst enthralling ambience. You'll also find a café – Amazon Cafeteria, decked up in a charming ambience as well as a multi-cuisine restaurant – Ariva for enjoying great meals. Craft Your Business Meetings, Conferences and Corporate Trainings in impeccable Manner with our Conference Halls--Smriti-1, Smriti-2, Conference Hall, Aastha..

On Toes

1st Floor, Palm Spring, Link Road, Malad (W), Mumbai

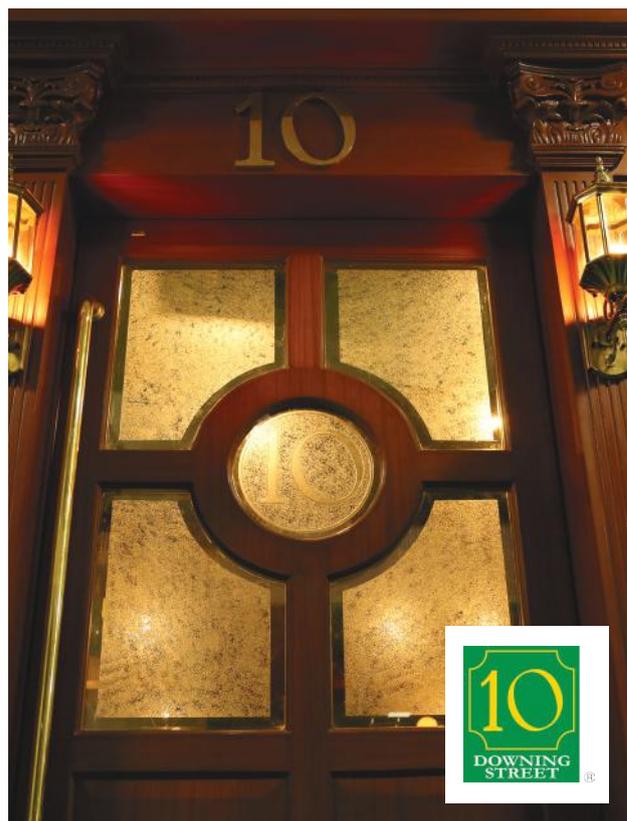


On Toes which was first established in 1986 at Juhu, is known for its food, value for money drinks and warm friendly and prompt service. The Malad outlet has been a regular haunt for Corporates & families looking for great food & service. The Buffet Lunches have a huge variety of options to choose from. The Bar section at Malad "AGENT

JACK'S" is a place where you can negotiate, haggle for your price on drinks. The interactive concept keeps you engaged while offering a steal on the alcohol. The outlet also offers ONE UP BANQUETS - a venue for all occasions. The banquets can cater for 30 – 750 persons, they offer elegant menu options for all kinds of events.

10 Downing Street

Athena, Gr. Floor, Behind S.P. Office, City Centre, Gwalior



10 Downing Street is known for welcoming ambience, sophisticated interiors and friendly service, an unrivalled product range that compare internationally. Visit 10 Downing Street for a warm inviting and pleasant experience. Overall a whole new lifestyle. 10 Downing Street attracts a refined clientele made up from the city. Families also find 10 Downing Street to their liking. Whenever the desire to relax and reconnect strikes, there's a spot at 10 Downing Street waiting for you.

Today, 10 Downing Street Pub is located in over a dozen locations across India and is one of the fastest growing chain of Pubs in the Country. India's Largest And Most Popular Chain of Pubs Now In Gwalior. Offering A Welcoming Ambience, Sophisticated Interiors, Fantastic Music & An Unrivalled Menu. The 10 Downing Street Pub in Gwalior is a grand place where you will find lot of events happening, people here enjoy food, drinks and sway to the great music played. don't miss this place whenever you are in Gwalior the next time.

Tourism & Hospitality Ignored In Union Budget 2017



"We had very high expectations from this year's Union Budget for tourism and hospitality. Based on the Government's vision for tourism and our hopes were to receive the much needed reduction in taxes which would come into effect in the GST roll-out later this year. Also we had hoped that the government would grant infrastructure status to hotels with a project cost of INR 25 crore as against the present INR 250 crore. But there has been no mention on any of the critical aspects for promoting tourism," says Mr. Dilip Datwani, President, Hotel and Restaurant Association of Western India (HRAWI).

"For the hospitality industry the only take-away from the Union Budget 2017 is the 5 per cent tax reduction which is applicable for all MSMEs. Other than that, the Government has announced plans to establish five tourism zones in the next Financial Year with Special Purpose Vehicles (SPV) set-up. There is no clarity on what or where the Government plans to execute this project. Despite acknowledging Tourism's potential in creating a multiplier effect for the economy, the Finance Minister has not really marked out anything significant for its promotion," says Mr Kamlesh Barot, past President, HRAWI.

"Hospitality as the backbone of Tourism is a big contributor to the Tourism GDP, is the biggest employer and also is one of the biggest generators of Foreign Exchange to the country. It is very disheartening to know that the Union Budget has completely ignored Tourism and Hospitality," concludes Mr Datwani. ■

IHPL Opens i-Stay Hotel In Raipur Chhattisgarh

IntelliStay Hotels Private Limited is an Integrated Hospitality Enterprise inspired by simplicity. Powered by some out of the box thinking and some smart technology, IntelliStay endeavors to redefine the way mundane and often

complex tasks are achieved in the travel world. IntelliStay Hotels Private Limited (IHPL) launched its third brand, i-Stay Hotels, with its first hotel in Raipur, Chhattisgarh.

i-Stay Hotels — Raipur Junction is located in the heart of the city, just besides the railway station, and 3 kms away from the bus stand. The central location makes it easy to access for transit stay travellers. The hotel is contemporarily designed with a tasteful blend of modern art and tradition whereas the public spaces have been designed to give guests a familiar yet refreshing atmosphere to socialize and network with fellow guests such as on-site amenities in Raipur include Kalpavrixa — an all vegetarian restaurant, complimentary internet access, banquet hall, shared office space, grab and

go counter, and a gym.



Raipur is quickly developing into a business hub, and i-Stay Hotels — Raipur Junction will be a great option

for such business travellers. Also, we are looking at setting up a network of i-Stay Hotels, Mango Hotels and Apodis Collection in partnership with IHPL across Chhattisgarh, which has a lot of untapped potential for both businesses, said owner of the hotel Abhishek Agrawal added.

"Raipur Junction is the perfect partner to launch our revolutionary product and get it right. We strongly feel that the hotel will be a boon for railway travellers coming into Raipur from various inner markets of central India," said Prashanth Rao Aroor, CEO, IntelliStay Hotels Pvt. Ltd. with regards to their future plans, he added, "We plan to take this concept forward to connect 100 major railway stations with i-Stay Hotels, through franchise, management contracts and revenue share contracts."

The second i-Stay Hotel is scheduled to launch in February in Mumbai, in the suburb of Andheri (E), and is currently under renovation. The third one, at Tardeo in Mumbai, is also under renovation. Mango Suites properties in Nagpur and Secunderabad are to be renovated and reflagged as i-Stay Hotels. ■

OYO Townhouse An All New Category launched by OYO

OYO currently operates over 70,000 rooms in 200 cities in India and Malaysia. OYO, one of India's largest hotels Company, has announced the launch of OYO Townhouse, positioned as a friendly neighbourhood hotel.

OYO's innovation in this all-new category of neighbourhood stays is targeted at Millennials, for whom price, convenience and a differentiated experience play an important role in determining choices. Based on the needs of the Millennial traveller, OYO Townhouse breaks away from decades-old hotel industry templates. Brand new systems and services have replaced the older, wasteful conventions of the past. Every single element – from the breakfast menu to the booking process – has been reengineered to deliver higher quality and better value. Also, unlike the one-size-fits-all approach of traditional hotel chains, every Townhouse is designed to complement its neighbourhood. Guests will get the stellar features and dynamic service they expect from a



Townhouse, with the added benefit of a hyper-local address, right in the middle of all the action. This reinvention has

resulted in a new kind of hotel that's optimized for comfort, efficiency, convenience and affordability.

Ritesh Agarwal, Founder and CEO, OYO said, "OYO Townhouse represents our ongoing commitment to continue innovating and creating world-class hotel experiences from India. Townhouse will operate as a hotel, community hotspot, cafe and merchandise store – to deliver an all-encompassing experience to guests. We are excited to showcase and deliver this proposition. We are confident that our guests will love the experience of these tastefully done properties staffed with OYO Townhouse Managers trained to deliver authentic and unique Townhouse service. This launch marks a milestone in our journey towards the next level of Hospitality, consolidating our position as a category innovator and leader."

Elaborating further, Ritesh added, "OYO Townhouse proposition is based on the needs of Millennials who attach great importance to individuality and self-expression. The "neighbourhood" connect is a result of understanding that Millennials like to switch seamlessly from work to play. They want freedom to choose, change and decide at a moment's notice, but that flexibility is not extended to quality and consistency of service, which remains non-negotiable. Travel and hospitality remains at the heart of this so-called 'planning paradox'. Using our state-of-the-art technology and patented processes, each OYO Townhouse promises a bundle of offerings consumers have not experienced so far in the hospitality space."

OYO has several consumer friendly touch-points such as the OYO App which allows guests to control every aspect of their experience - from booking hotel and cabs to ordering food - from their Smartphone. Recently, the company introduced OYO Captains, a unique concierge service to ensure smooth travelling and on-stay experience. ■

Sheraton Hotels & Resorts has opened Sheraton Grand Pune



Since its first hotel in 1937, Sheraton Hotels & Resorts has been a transformative figure in the world of travel. Innovative programming, worldwide destinations and a commitment to guests has enabled them to remain at the forefront of the industry for over 70 years. They have always updated, adapting and changing with the times.

Sheraton Hotels & Resorts has opened Sheraton Grand Pune Bund Garden Hotel, a newly renovated property set to welcome business and leisure guests visiting this bustling IT and industrial hub. Sheraton Grand Pune Bund Garden Hotel recently completed an extensive rebranding and renovation, featuring a complete transformation of its 177 guest rooms, lobby and public spaces as well as added meeting facilities. The sophisticated design pairs old world charm with contemporary design and comfort, while a palatial exterior embodies architectural concepts that originated during the Peshwa dynasty. Revitalized guest rooms combine a streamlined elegance with panoramic views of Pune and all of the Sheraton brand's signature amenities and services, including a premium sleep experience. A stay in one of the 28 Sheraton Club Rooms gives guests exclusive access to the Sheraton Club Lounge, a relaxing, upscale space featuring complimentary American breakfast, afternoon cocktail hour with hors d'oeuvres, and a variety of beverage options.

The hotel also offers a range of function spaces including elegant venues, state-of-the-art-facilities and conference

rooms. Its 6,100 square foot Majestic Hall and Sovereign Room both add undeniable character to any event at hand.

“We are thrilled to expand the Sheraton Grand presence in India with the opening of our second premier-tier hotel in the country. As Pune continues to make it possible for business travelers to find success as the IT capital of India, Sheraton is committed to delivering luxury to guests through excellence in service,” said Jaswinder Narang, General Manager of Sheraton Grand Pune Bund Garden Hotel. “Through this renovation and opening, we have worked diligently to solidify Sheraton as a leading global hotel brand of choice.” he added

“Pune has seen a growing demand for internationally-branded hotel experiences in recent years, says Ajay Aggarwal, Managing Director, Brahma Corp. “We are confident that the Sheraton Grand Pune Bund Garden will become a preferred destination for both business and leisure travelers to the city of Pune.”

The new hotel joins a portfolio of 36 Sheraton Grand properties, the brand’s premier tier of hotels recognized for its exciting destinations, distinguished designs, and excellence in service and guest experiences. Owned by BrahmaCorp, Sheraton Grand Pune Bund Garden Hotel is the second ‘Sheraton Grand’ hotel in India and the fourth Sheraton hotel in the country. ■

UNWTO Awards Govardhan Eco Village For Excellence and Innovation in Tourism



Govardhan Ecovillage is a model farm community and retreat center highlighting the need for us to live in harmony with ourselves, nature and the sacred. They are located 108km north of Mumbai at the foothills of the Sahyadri Mountains. Govardhan Eco Village (GEV), an ISKCON project, a wellness destination for world citizens which is a premium MahaBhraman status certified by

Maharashtra Tourism Development Corporation (MTDC) recently received the prestigious UNWTO (United Nations World Tourism Organization) Award for Excellence and Innovation in Tourism, announces the launch of Govardhan School of Yoga.

Govardhan Eco Village highlights the importance of spiritual ecology, the need for us to live in harmony with ourselves, and to discover, practice spiritual and eco-friendly principles. The 28-day residential program enables one to not only learn and teach yoga, but also to learn healthy eating, taking care of your body, meditation practices from the bhakti tradition and generally making yoga part of lifestyle.

Gauranga Das, Director, Govardhan Eco Village said, “It’s our honour and privilege to receive this award on behalf of land of India and we would like to express our gratitude to UNWTO for giving this opportunity to share this message of sustainability on a larger scale especially in this year which is celebrated as the year of sustainable tourism. We hope and pray that we will be able to utilise this honour to spread the message of peace, harmony and sustainability more and more.”

Valsa Nair Singh, Principal Secretary, Tourism & Culture, Government of Maharashtra said, “Govardhan Eco Village is doing a commendable work by providing sustainable livelihoods and shaping global tourism through innovative initiatives. Looking at the NGO’s contributions and efforts, we are honoured and happy to see GEV receive this prestigious award by UNWTO. Maharashtra as a state has always promoted and supported sustainable tourism. Yoga is India’s gift to the world which holds the promise of self-realization. The concept of Yoga has the potential to draw in a significant number of travellers and the launch of Govardhan School of Yoga is an immense opportunity for the boosting yoga tourism in the state.”

Dr. KH Govinda Raj, IAS, Managing Director of Maharashtra Tourism Development Corporation said, “We are delighted to be associated with Govardhan Eco Village as they are significantly contributing through innovative initiatives which are competitive and at the same time sustainable in character. Govardhan Eco Village is the only destination in Asia to be awarded by UNWTO this year. As more people embrace overall healthier lifestyles at home, we are now seeing those behaviours translate and be integrated into their travel and vacation habits. This initiative will attract tourists from all across the world.”

Eco & Community initiatives with a human touch, Govardhan Ecovillage welcome you to explore a whole new world of hope and opportunity. ■

Pankaj Wadhwa Appointed As Director of Sales And Marketing & Suveer Sodhi as Director of Operations At Hyatt Regency Pune



Hyatt Regency Pune is one of the most renowned 5 star hotels in Pune. Conveniently located on Nagar Road with landmarks such as Gigaspace and Weikfield IT Park, the hotel is only 2.5 km from Pune's Lohegaon International Airport. Situated in close proximity of the city's entertainment areas of Koregaon Park and Kalyani Nagar, making this among the most sought after luxury hotels in Pune.

Whether it is leisure or a business trip, they ensure an unforgettable experience for the guests with the opportunity to indulge in numerous activities such as golf, sightseeing, trekking and visiting art galleries in the surrounding areas of the hotel.

As one of the premier hotels in Pune, they provide 222 rooms including 50 Regency Club rooms and 18 suites, in addition to 81 fully serviced apartments for short and long term stays.

Hyatt Regency Pune also offers a variety of luxury restaurants, bars and lounges, featuring continental and local cuisines. Their state of the art - Arogya spa provides rejuvenation and wellness, while gymnasium & fitness center ensures great work-outs. The hotel is also the most sought after wedding venues in Pune and is equipped with 22,444 sq ft of total exquisite event space. They host conferences and meetings and have considerable experience in outdoor catering as well. They are one of the few hotels in Pune to provide one, two and three bedroom apartments available for rent at the Hyatt Regency Pune Residences - the city's first full-serviced apartments within a 5 star property, where resident guests enjoy exclusive outdoor recreation facilities and free access to hotel's indoor pool and fitness centre.

Hyatt Regency Pune has appointed Mr. Pankaj Wadhwa as Director of Sales and Marketing. He was earlier director-sales and marketing at Novotel Mumbai, Juhu Beach. Having spent a large portion of his 16-year career with the Hyatt

Group of Hotels, he has also been associated with multiple Hyatt properties across Delhi and Mumbai, including, Hyatt Regency Mumbai, Intercontinental The Grand Mumbai and Grand Hyatt Delhi. In his new role, Wadhwa will direct the function of sales, marketing, catering and events divisions at the property, providing strategic guidance to the team and the hotel. Additionally, he would be responsible for developing and managing the sales and operating budgets for the department, and overseeing the revenue and marketing of the rooms and banquets.

Hyatt Regency Pune has recently also appointed Mr. Suveer Sodhi as Director of Operations. Mr. Sodhi brings with him a rich experience of over 10 years in the hospitality industry, having previously worked with brands such as the Shangri-La Hotels and Resorts, Aman Resorts, Dusit Hotels & DLF Restaurants to name a few. Prior to joining Hyatt Regency Pune, Mr. Sodhi was Director of Food and Beverage at Shangri-La's Eros Hotel, New Delhi. Here he was in charge of revamping and re-launching the entire food and beverage offering at the hotel by introducing five new concepts which included the All Day Dining venue, The Italian restaurant, Shangri-La's Signature Chinese Restaurant – Shang Palace, a Concept Bar and a new Tea Restaurant. A dedicated and versatile food & beverage professional, Mr. Sodhi has handled several challenging roles in the past which involved setting up award winning restaurants, bars and nightclubs across New Delhi. In his role as Director of Operations, his preliminary responsibility would be to ensure operational excellence at the hotel and maintain a high guest satisfaction index. ■

Anjali Naik Appointed As Director of Sales & Gunisha Gupta As Assistant Front Office Manager At Courtyard by Marriott Pune Chakan

Whether planning a business trip or a relaxing holiday, one will be delighted with the spacious accommodation and superb amenities at the Courtyard Pune Chakan. The award-winning hotel makes guests feel right at home; relaxing in their room with perks including featherbed mattresses, marble bathrooms, flat-screen TVs and 24-hour room service. High-speed Internet access is available as well, keeping one connected during Pune visit. Book one of their upgraded suites for scenic views of Chakan. MoMo Cafe, the hotel restaurant, serves delicious 24-hour International fare in a welcoming atmosphere. Enjoy light food and beverages at the MoMo 2 Go in-house cafe. The hotel also provides 24-hour in-room dining for guests. The hotels 23,644 square feet of indoor and outdoor meeting room space also includes



a spacious pool deck. In addition to their conference rooms, the hotel also offer a 24-hour business center for guest convenience. The hotel has been LEED-certified by the U.S. Green Building Council.

Courtyard by Marriott Pune Chakan recently appointed Anjali Naik as Director of Sales. A Diploma holder in Hotel Management from Institute of Hotel Management – Goa she has more than 14 years of experience in the hospitality industry. Ms. Naik in her new role will be responsible to develop and execute sales strategies through preparation of a strategic sales plan, implementation and by monitoring progress. She will also play a key role to drive total hotel revenue and take responsibility for the achievement of budgeted revenue streams.

Courtyard by Marriott Pune Chakan has also appointed Gunisha Gupta as Assistant Front Office Manager. With an experience of four years, Ms. Gupta in her new role will be responsible for the overall management of day-to-day operations, ensuring the quality, standards and keep the Front Office team focused on the critical components of operations. She will also play a key role in leading guest services team, maintaining guest services and front desk roles and ensuring exceptional customer service. ■

Anju Chauhan Appointed As Spa Manager Of The U Sante Spa At U Tropicana Alibaug

Spread over 12 acres of land, U Tropicana Alibaug is a 15 minute drive from the Mandwa Jetty which again is hardly an hour ride by boat from The Gateway of India, Mumbai. With the backdrop of beautiful hills, the resort was built so as to blend into its natural surroundings and retain the rustic charm and beauty of the location. All rooms and suites are decorated in an uncomplicated and contemporary design with local influences and a unique concept of service. Facilities include an all day dining restaurant, lounge bar, spa, fitness centre and library for guests to catch up on news or sunk in their favourite books or magazines. The unique concept of service including 24 hour room which will allow



guests to enjoy their room for 24 hours from arrival as well as breakfast whenever/wherever during the stay, international and local calls at cost, pre-select amenities such as pillow, tea, music and soap that guests can select from their online U Choose programme and more. Alibaug by road is situated 80 km away from Mumbai. Tropicana Resort is at Chondi Naka on Mapgaon Road. U Tropicana has its own jogging track and Jacuzzi. Guests have the opportunity to enjoy an extensive variety of resort activities of indoor and outdoor games. There is a full time activity coordinator on the premises too. Tropicana Resort also provides Conference facilities along with a business centre. The U Sante Spa at U Tropicana Alibaug offers luxury Spa facilities with private treatment rooms offering massage therapies that embrace the most effective Indian & Asian styles of massage to promote a sense of well being and nurture the spirit.

U TROPICANA, Alibaug is pleased to announce, the appointment of Anju Chauhan as Spa Manager of their U Sante Spa. Academically qualified with a Master's degree in International Business & Marketing, Chauhan brings along, diverse experience of over 8 years in Spa & Wellness Operations; she has worked with renowned brands like R3 Naturals. Prior to joining U Tropicana, Alibaug, Chauhan was the Spa Manager at Spa L'Occitane and was responsible for consistently delivering results that contribute to the mission and overall success of the organization by accomplishing performance objectives focused on business revenues, guest and associate satisfaction. In her role as Spa Manager of U Tropicana Alibaug, Chauhan will be responsible for the overall operations of the spa, running wellness programs with a focus on holistic activity, increasing the awareness of U Sante and promoting packages, increasing business and spa revenues.

Commenting on the appointment, Russell Gregory, General Manager U Tropicana Alibaug said, "Anju being inducted into the team at U Tropicana, Alibaug, would only see the resort, becoming a wellness destination, known for its holistic approach to wellness therapies and rejuvenation, making U Tropicana, a resort in the lifestyle segment. We welcome her on board, and I am sure she would be a great addition to the team". ■



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Safety & Security Most Important Segment of Hospitality Industry

All sorts of travellers, from business to recreational demand superior customer service and expect their safety and security to be looked after when booking into a hotel. The guest, who comes to a particular hotel, comes with an understanding that he and his belongings both will be safe and secure during his stay at the hotel. At the same time it is also quite important that the hotel staff and assets are protected and secure. Hence it is very important to have a proper Safety and Security system in place to protect staff, guests and physical resources and assets such as equipment, appliances buildings, gardens of the hotel and also the belongings of the guest. Safety and Security is always the first priority towards guest service.

Safety and security has been identified as a global force that would drive the tourism industry in the new era. Many tourists who stay in a hotel at any destination might be vulnerable to robbery, assault, rape, larceny and fire within the premises. The hospitality industry, as a year round industry, is vulnerable to both internal and external emergencies. Crisis has become an important part of the hospitality industry, and often directly affects the hospitality organizations and their stability.

THE SAFETY AND SECURITY SYSTEMS SHOULD COVER THE FOLLOWING AREAS

- Guest: Protection from crimes such as murder, abduction and health hazards from outsiders, hotel staff, pests, food poisoning etc.
- Staff: Providing staff lockers, insurances, health schemes, provident funds etc. Protective clothing, shoes, fire fighting

drills, supply of clean drinking water use of aqua guards, sanitized wash rooms etc.

- Guest luggage: Secure luggage store rooms and proper equipment such as luggage trolley and bell hop trolley should be provided.
- Hotel Equipments: Lifts, Boilers, Kitchen equipment, furniture fitting and building etc. must be protected and for these the Safety and Security should cover up fire safety equipment, bomb threat security system, water floods security system, earthquake security system , safe vault safety and security system etc.
- Protection of raw materials, goods, provisions and groceries etc. For this the safety and security system should cover proper storage and pest control systems, apart from the application of total material management system.

Security encompasses areas such as security of the property itself, company assets, employees' and customers' personal belongings and valuables, life security, personal security etc.

In all workplaces management stipulates that it is not responsible for valuables and employees personal belongings. Yet management must take all possible measures to prevent theft among employees and of employee belongings



through its hiring practices and through the implementation of effective management, human resources and operational policies, such as:

- Background checks of selected applicants.
- Policies related to employees' entry to, and exit from, the workplace.
- Spot checks of locker rooms and lockers.
- Effective supervision and control during the work cycle.
- Policies related to the discovery of criminal records and wrongdoing among, and by, employees.
- Control of people entering and exiting the workplace.

With regard to guest valuables, management informs guests that the hotel is not responsible for valuables left in the room, advising them to secure these in safety deposit boxes provided by the hotel. Besides taking care of security issues related to the people they employ, management must undertake some necessary measures, among which:

- Providing "secure" (safety) deposit boxes and areas to keep valuables.
- Policies and practices to ensure the security of these boxes and areas.
- Management and operational policies regarding the security of guest rooms.
- Management and operational policies regarding the security of public areas.
- Security policies and practices for the back-of-the-house areas.
- Employment and training of security personnel.

- Policies and practices to minimize the "presence" and "patronage" of "shady characters" and criminals, verification of registration and check-in personal data and documentation submitted, and curtailing free movement of unknowns on the premises, as well as direct, free flowing communication with local, national and international security authorities.
 - Training of staff in guest and valuable security.
 - Effective supervision and control procedures.
- Safety & Security measures to be taken by hotels

Key Card Locks:

While key card locks on guest rooms are quickly becoming the standard, some hotels still don't take advantage of the added safety provided to guests. Guest room locking systems these days include punch and magnetic key cards which have locks with flash memory and other productivity linked functions. The system can directly be linked with PMS.

Security Guards:

Most hotels do not have security guards while some employ them only at night. All hotels should have their own staff of trained security guards working 24-hours every day to provide the best in safety and security for guests.

Defibrillation Units:

A life saving device in case of heart attacks, defibrillation units are starting to be deployed among police and emergency personnel across the nation.

Security Cameras:

Few Hotels have security cameras with digital technology, intelligent access central system, software interface with CCTV for matching undesirable visitors and criminals, interfacing with motion detectors, pocket lie detectors and spy cameras and use of biometric readers like hand key reader or face recognition system etc.



Fire Alarms:

While most hotels now have smoke detectors and fire alarms, Some hotels have a state of the art alarm system with smoke detectors in each guest room and throughout the entire complex that is monitored 24 hours a day, 7 days per week that pinpoints the exact point of the alarm allowing our security staff to respond immediately to the area of any alarm condition.

Emergency Power:

Very few hotels have any provision for emergency power in case of an electrical outage while a few hotels provide limited emergency stand-by power to provide elevator service and some lighting. Some hotels has a 2-Megawatt stand-by generator that provides 100% emergency power that can provide uninterrupted guest service during a power outage.

Emergency Manual:

Hotels should maintain an emergency manual, detailing operations in the event of a variety of emergencies.

Employee Photo ID:

For added security, some hotels have employees wearing a photo ID nametag allowing quick identification which is very necessary.

In-Room Safes:

In addition to the safety deposit boxes offered by most hotels at the front desks, Some hotels provide in-room guest safes capable of holding a lap-top computer that use the guest's own credit card as the key, this technology should be adopted everywhere.

Guest elevators:

Elevators may also be interfaced with a room electronic

locking system, where swiping the room card key takes the guest to the floor on which he is staying.

Bomb threat security

Precautions and measures that may be taken in the above case:

- Security nets and body searches for guests not known to the staff.
- Banqueting suites and other non-public areas should be security checked and locked after use.
- Goods received and bags should be checked and kept tidy.
- If a bomb threat is received via telephone, the telephonist should note carefully what exactly is said, the time of the call received the accent of the caller and background noise if any. After the alert the GM should stay put in the lobby where he can be reached easily.
- Duties and responsibility of staff during an emergency should be well-defined.
- The hotel should work closely with the police to keep them updated.
- Chamber maids and Housekeeping supervisors should be trained to conduct security checks in the guest rooms.

Security measures for women travelers

- Mirrored walls of the guestroom floor elevators so that you can see who is walking behind you.
- Well-lit public areas such as lobby bars.
- Valet parking services to avoid the need of a woman to enter the parking lot.
- Assigning rooms closer to the elevator.
- If a woman traveler is not assigned a room on the special executive floor, hotels most often on request, upgrade her accommodation to that floor without an increase in room rate. The floor is staffed almost 24 hours a day with a concierge

FIRE Threat

Fires in the hotel may result in the injury and loss of life of both the guests and the staff.

Main causes of fire are:

Smoking

- Smoke only where allowed.
- Put out cigarettes in the right place.
- Sufficient ash trays should be provided in eating places and in rooms, but away from curtains and draperies.
- Educate the guests about fire possibilities due to smoking.

Defective wiring, faulty appliances and motor and worn out insulation

Such hazards should be immediately reported to the concerned



person and such equipment should be immediately repaired.

Laundry Areas

Care should be taken to see that none of the electrical equipment is left on after use.

Gas leaks

Precautions should be taken against this especially in kitchen areas.

Combustible waste

Combustible material should never be left near the boiler room.

Kitchen

All equipment such as chimneys, exhausts, ventilators, grills, hoods etc. which collect a lot of fume vapor and catch fire easily should be cleaned regularly.

Elevator shafts

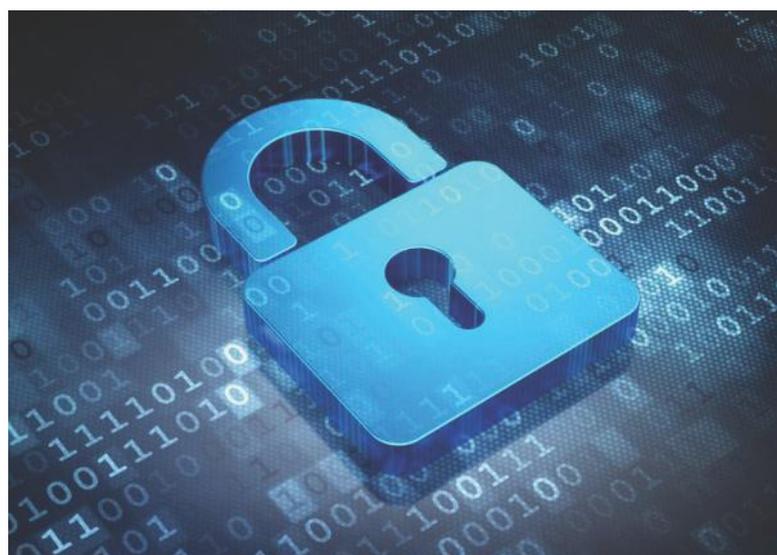
These require constant check and inspection. Cigarette butts can ignite the debris and oils that gather at the bottom of elevator shafts.

EMERGENCY SITUATIONS

Apart from fire and bomb threat etc. the front office staff at some point of time have to handle a lot of unusual situations also. Some such situations may be death and illness of guests, theft in hotels etc and many others.

Death of a guest in the hotel

- Once the information comes to the front desk it should directly be reported to the front office manager.
- The front office manager will then report it to the GM or resident manager.
- The security manager should also be informed immediately.
- Donot disturb the body or touch anything before the arrival of the police as this may be a murder or suicide case.
- The police is informed and the hotel doctor is summoned who will check and confirm the death.
- Meanwhile the hotel will locate the residential address of the deceased and will inform the relatives.
- Once the police complete all formalities and activities and gives the permission, the dead body is fully covered and then removed from the room on a stretcher. For this purpose the service elevator and not the guest elevator is used.
- A death certificate is obtained from the doctor.
- A report should be prepared as to who informed of the death, time, room number and date of death. In case there is any luggage of the deceased in the room a list should be prepared and the luggage should be kept in the luggage room and the



person performing this activity should sign this report.

- The guest room is locked and sealed.
- After obtaining clearance from the police the room is opened and thoroughly disinfected and spring cleaned and only after permission of the police and subsequent permission of the GM or resident manager the room should be sold.

Handling accident cases

Knowledge of first aid would come very handy in such situations. In general the following points should be taken care of:

- Remove the person who has met with accident from the site of accident as early as possible and take him to a more comfortable area, use a stretcher in case the need be.
- Call the doctor and if possible give him the details of accident and gravity of the accident.
- Take someone along with you to the site of the accident as you may need help.
- Keep alert you must serve the victim immediately by providing first aid.
- Try to protect your establishment from any false allegations.

Prepare a full report of the whole accident giving details of the date and time who reported the incident, room no., site of the accident etc. Also make your comments as to the reason of the accident and how could it have been prevented and what action is to be taken to avoid the same in the future.

The accident book:

- An accident book is usually maintained in all organizations and the receptionist should record all details of accidents which have occurred to employees whilst carrying out their daily activities.
- The book must be kept in a place easily accessible by any injured person or a person bona fide.

- Particulars of an accident may be entered here in either by the injured person himself or by a person acting on his behalf.
- The accident book when filled up should be preserved for a period of three years after the date of the last entry.
- Every employer is required to take steps to investigate the circumstances of the accident recorded and if there happens to be any discrepancy between the circumstances found by him and the entry made, he is required to record the circumstances so found.

Situation of Theft

Theft by employees of the hotel can be avoided by:

- Work business and personal references should be checked before the employee is hired.
- A detailed record of all employees who enter the guest room such as chamber maids, bellboys, room boys, maintenance etc.
- All hotel keys should be returned to the department concerned and no employee should be allowed to take keys out of the hotel's premises.

Damage of hotel property by the guest can be avoided by:

- The hotel staff should identify the main cause for the damage.
- If the damage is appears to be done intentionally the hotel can ask the guest to pay compensation for the same. For this it is necessary that the front desk is well versed with the cost of the damaged item.

Theft can also be avoided by taking the following steps:

- Installing automatic locks on the guest room doors.
- Appointing a security officer who would walk and take rounds at regular intervals.
- Inform guests to use the safe vault of the hotel and not to keep valuables in the guest room.
- Keep a watch on walk in as their likelihood of being a thief is more as compared to a guest who has undergone a process of making a reservation in the hotel.
- Avoid giving room numbers of resident guests to visitors or over the telephone callers.
- In case the guest loses his key and asks housekeeping to open the room door for them, Housekeeping should direct them to front desk.
- Master key should be kept under strict supervision and control.
- Being aware of suspicious persons.
- Regular and irregular schedule of vigil and rounds.
- Stagger lunch and rest periods of employees so as to keep one person on duty on each floor at all times.
- Instruct telephone operator not to connect calls to the guest

room in case the request is made by the caller by room number. The receptionist should insist on knowing the name of the guest who the caller wishes to speak to.

- Guest should be informed to keep the balcony door closed to avoid anyone entering the rooms from the balcony.
- Closed circuit televisions should be used.

Situation of illness and epidemics

- The receptionist may be called for assistance during sickness of a guest.
- Patient should be advised to consult the house physician but in case the guest has his own physician the same should be called.
- Housekeeping needs to be notified about the sickness and instructions if any.
- If the case of serious sickness, the guest should be moved to a nursing home.
- During epidemics all precautionary measures especially in food and beverage service area should be followed.

Handling a drunk guest

- The guest should be removed from the lobby as early as possible but being careful not to irritate/offend him.
- Preferably taken to the back office or to his room.
- If he behaves unruly, the hotel security must be called.

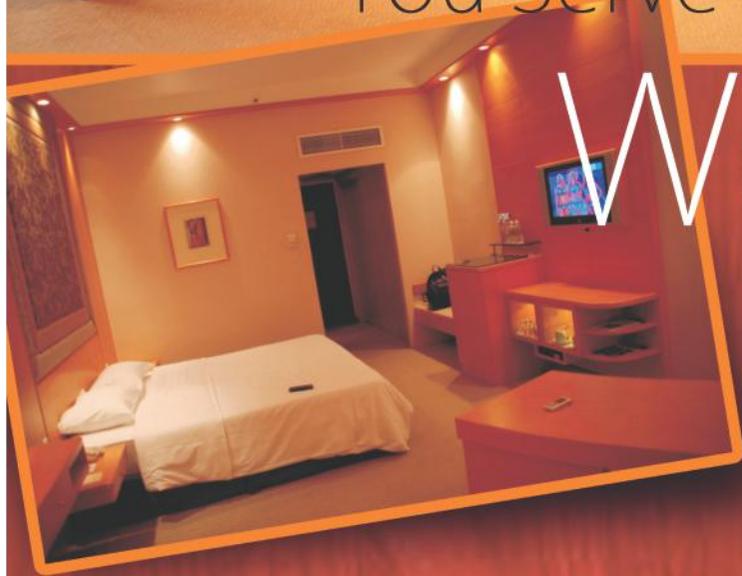
Safety & Security is the most important segment of hospitality industry, even more than a sense of comfort and style, the quality of the welcome, or even the level of service, hotel guests want to feel safe and secure in their hotel. It enables them to settle into unfamiliar surroundings and enjoy the experience without anxiety. It is a feeling they should be able to take for granted. The hotel operator must take this responsibility seriously and understand that this concern knows no international boundaries. It is an important part of a hotel's duty of care. To ensure this sense of Safety & Security, hotels must observe their local and national regulations, but be ready to go beyond these rules, incorporating the latest and best international practices. ■





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THE CENTRAL PARK HOTEL

For Those Little Things That Matter

The Central Park Hotel is one of the best 4 star, boutique hotels in Pune located at the city center in proximity to the Pune Railway Station and is a 10-minute walk from the lively M.G. Road and the Central Business District. Guests can reach the hotel within few minutes from Pune Airport. Guests who spend their holidays in The Central Park Hotel find it convenient to visit the major tourist attractions like Shaniwarwada, Koregaon Park, Khadakwasla Dam and the Sinhgad Fort. The Central Park Hotel, feature comfortable and luxuriously furnished rooms that are well-equipped with modern amenities, The Central Park Hotel offers prompt services that make it go beyond the conventions. A selection of rooms and suites with contemporary décor match the needs of every guest, be it holiday makers or business travelers. Once you visit The Central Park Hotel, you can judge the service standards, the amenities and the comfort level, which will make you feel “AT HOME”.

ACCOMODATION

Superior Rooms-European Style

37 Spacious Superior Rooms set to relax ones senses after a long day's work. Laid out in soothing ambience and pleasant decors adapting to the varied tastes and styles, these are the no-nonsense living spaces that underline philosophy of hospitality. Spread across three floors: one floor is designed in

“Come Stay at The Central Park Hotel, where there is real value for money, nice stay, friendly and warm staff to cater to all your needs bidding you with a feeling of contentment.”



different colour combinations in shades of green, contrasted with pink and mint green upholstery. The other floors are based on contemporary European design. The use of steamed beech wood, bright upholstery and curtains in hues of yellow, pastel blue and pink create a very soothing environment.

Smart Space – Business Traveler

The 32 SMART Space Rooms are just as vibrant, but they consider the extra special needs of a thoroughbred business traveler. Besides the full service mini bar, there is a tea/coffee maker, personal electronic safe, bathrobe and other special amenities. SMART Space Guests enjoy a complimentary pick up from and drop off to the airport/railway station and other compliments introduced from time to time. These are the Budget Hotel rooms in Pune that can carry business as usual from the comfort of your room.



Studio Zen-Japanese Art

Whispers the secrets of Japanese Culture, has solid wood floor and a Japanese futon for seating. The perfect fixtures and light intensity sets the mood .

The Galaxy Room-NYC Style

Based on the blueprint of a typical New York studio apartment overlooking Central Park. The fully equipped bar and mini refrigerator create the ideal setting for a small party, perfect for entertaining a few friends or business guests.

The Residence-Conduct Meetings

Cocoon of luxury; for once you enter it you can live and work out of it. It is ideal for long stay guests, who need to conduct business out of the hotel room.

Emerald-Family or Group

A combination of East and West. Here, the best of Udaipur green marble and African Mahogany wood blends with

upholstery in earth colours and Aztec prints. Ideal for a large family, this suite boasts a large dining table for 4 as well as provision to lay out a spread for 8 to 10 persons.

FOOD & DINNING

Eat to Delight your Appetite. The Central Park Hotel, Pune boasts of the Best Restaurant's in Pune. Moreover the delight is in enjoying the perfect infusion of the right flavors from the respective continents crafted by the finest hands that's no less than magical.

Time After Time- Finest food and beverage in Pune

A great stay is never complete without a great culinary spread. Time After Time, the multi-cuisine restaurant at The Central Park treats you to an amazing menu of delicious cuisines. It serving a mix of Indian, Oriental, European cuisine. The menus are the work of culinary artists, bursting with a passion for exploring new tastes and a desire to combine world cuisines and bring them to the table. One of the finest restaurants in Pune serving the best non-veg delicacies from across the globe. Whether you're looking for a quick bite on the go, or a lavish setting to savor a meal, Time After Time is the perfect setting for the same. This is the place you head to satiate your cravings for the piquant and the succulent. Open 24x7 (Four Buffet Meals Includes Midnight)..

Zanzibar- Mystical Ambiance Lounge

From all the lounges in Pune, Zanzibar is the perfect choice to chill out and unwind after a hard day's work. This consummate watering hole has an amazing collection of exotic cocktails and heady mixtures. Sway to the rhythm of the music and soak in the mystical ambiance of Zanzibar. Open till Midnight.



Smoke On The Water - Indian Speciality- Rooftop Outlet

Smoke On The Water is a rooftop restaurant highly rated for its Indian cuisine. Popular among Puneites for its enchanting ambience, the restaurant plays a happy host to romantic evenings by the sparkling and shimmering waters by the poolside. Canopied in the monsoon, Smoke On the Water is one of the perfect fine dining joints to relish sumptuous kebabs as the rains come down. Rest assured, there's always a hint of romance in the air.

MEETING & EVENTS

The Central Park Pune has the best Banquet halls in Pune. Banquets and conferences at The Central Park Hotel strive to create each event customized to the client's need. Whether you are looking to host a gala event or a quaint business meeting their staff offers their best assistance.

The Pavilion

Accommodating upto 250 guests in plush indoors is ideal for larger gatherings, conferences and banquets. The Pavilion banquet hall can be divided into 2 smaller venues as well. It offer theatre style seating for upto 150 persons, classroom style for 110 and workshop style for 60 persons. For a reception with a floating crowd, they can serve upto 250 and for dinner can accommodate 170 persons.

Upper Pavilion

The Upper Pavilion yet another conference hall in Pune at The Central Park Hotel, for smaller get-togethers with a breakaway room for deliberations and smaller group discussions. Can accommodate upto 40 guests

The Park View

The Parkview, our terrace suite is designed for smaller conferences for 15 to 40 persons. An attached terrace with a



magnificent view of Pune city, is a ideal backdrop for a memorable evening. If you prefer to be indoors, the food can be arranged within the suite.

FACILITIES

Svahaa – The Spa

The Svahaa spa at The Central Park Hotel is the perfect place to relax after a day's work or a on lazy weekend or even a quick healing session in the middle of the day. The spa offers a range of relaxing and rejuvenating therapies including the Svahaa Signature therapy which promises to help one to unwind and relax. One can choose from an essential oil blend that appeals to them from their signature range. Svahaa Spa experience begins with a warm foot ritual, followed by the wellness treatment chosen from the menu, post therapy a cleansing steam

& hot shower . The spa experience is completed with a hot herbal tea.

Spark – The Health Club

Spark the Health Club at The Central Park Hotel is one of the finest gym with the best personal trainers, work out with them, or just unwind at the steam room. All the best amenities here see to it that guests don't miss out on their workout regime.

Pool Side-Roof Top

The Terrace Pool is Pune's first lap pool, connected to the Gymnasium. Begin your day with a dip in the cool swimming pool to begin your day refreshed. The clear blue waters with a mint yellow natural stone deck is a perfect place to laze on one of their deck chairs and to sip your favorite drink.

Our Other Facilities Include:

Rooms with individual temperature control, 24 Hour Room Service, Banqueting upto 300 persons, Complimentary Buffet Breakfast, Wi-Fi, Doctor on Call, Fire Safeguards, Newspaper of your choice, Business Centre, Laundry Facilities, High Speed Elevators, Money Changer, Automatic Power Back-Up, Choice of Dining options.

Welcome to The Central Park Hotel, one of the finest 4 star hotels in Pune, nestled in the heart of the City. For exceptional living and fine services look no further than this Hotel. Call it a Home away from home or the best luxury hotels in Pune amongst the city hotels, all embodied in one. The Central Park Hotel is the ultimate destination for both business and leisure guests alike. ■

Tertúlia

eat · drink · love

“Tertulia is the culmination of years of travelling and experiencing wonderful hospitable experiences at restaurants all over the world as well as a family background in the restaurant business. My passion for aesthetics and great food combined in this one space to provide the perfect ambience and culinary journey for my patrons. The most important element in Tertulia is the passion, the love that is infused in all aspects of your experience here. Eat.Drink.Love.” Imrun Sethi, Owner, Tertulia.



Tertulia, three time winner of Timescity, Pune Best Resto Bar is a vibrant, fresh, friendly, all day Resto Bar. What began as the brainchild of restaurateur Imrun Sethi, as a small corner side café serving patrons breakfast through dinner with homemade breads and desserts has moved locations thrice and finally grown into a 140 seater chic, elegant, chef run Resto Bar. His tagline is Eat. Drink. Love and that is the essence of what Tertulia is.

The word ‘Tertulia’ in Catalan/ Spanish means “conversations between friends at a salon/ restaurant or bar”, and Tertulia translates this perfectly by being ‘the’ venue for casual get together, parties as well as special occasions where good food, conversation and drinks express joi de vivre and camaraderie.

Tertulia has a wonderful menu that changes periodically with everything from soups, sandwiches, to appetizers, tapas and main course. Seasonal as well as global inspirations are reflected in the eclectic menu. The best local produce is teamed with premium imported ingredients to create a plate that will fill your heart and satisfy your taste-buds. Comfort food and delicately created and plated food are not mutually exclusive here. The tapas portions are perfect for guilt free indulgence and yet many small plates can easily be shared by the table. A wide selection of breads – wheat, rye, five-grain, baguettes, brioche, croissants, muffins, and more are available every day. A day’s special menu has Chef Sanjib’s daily inspirations and offerings.

The bar offers a specially curated selection of wines, beers, spirits as well as cocktails, sangrias and mock-tails. Seasonal twists on classic cocktails have led to sweet lime martinis and watermelon caipiroskas. The bartenders are friendly and eager to please with new innovations and old favorites. After a few visits they will know your preference and suggest or send you samplers.

The three spaces created within Tertulia provide unique ambiances and have a flow from one to the other. The Tapas bar has stark monotone interiors, high tables, bird cage lights and an easy seating four poster bed with a full service bar. A large blackboard with the day’s tapas and a nice open area for mingling, swaying to the music or hanging out are part of this casual space. The more formal dining room has modern upholstered seating with great lighting, soothing colours and a home-style feel. Chandeliers and hand painted walls, mirrors and a traditional armoire all contribute to the feeling that you are in fact in someone’s very stylish home rather than a restaurant. The wall between the two is a wine cabinet and lets in light while showcasing their specially curated wine collection. The white double doors lead out onto the beautiful outdoor patio, with unfinished Mediterranean style walls adorned with artifacts collected by Imrun from his various stints all over Europe. ■

PUNE:

The Historical And Cultural Capital Of Maharashtra

Pune is the second largest city in the Indian state of Maharashtra and the ninth most populous city in the country. Pune is a striking city set amidst picturesque locales. Also known as 'The Queen of the Deccan', Pune is the gateway to the popular hill stations of Maharashtra. Its glorious history of years reveals that earlier it was called Punya-Vishaya. Later the British popularized it as Poona and from the past few years, it is called Pune. It is the birthplace of the poet-saint Tukaram and Jnaneshvara, the author of the well-known guide 'Jnaneshwari', on the "Bhagavad Gita". It is the home of great freedom fighters like Bal Gangadhar Tilak, Agarkar and Gopal Krishna Gokhale. Jayant Narlikar, the famous contemporary scientist, is from Pune. Pune is the seat of North Indian Classical music. Annually, in the month of December, it hosts a three nightlong cultural program of vocal and instrumental classical music, called "Savai-Gandharva". Pune has been an example for the blending of the culture and heritage with modernisation and its side effects. A thriving, vibrant metropolis, Pune is a centre of academia and business that epitomises 'New India' with its baffling mix of capitalism and spiritualism. It's also globally famous, for the ashram, the Osho- International Meditation Resort, founded by the late guru Bhagwan Shree Rajneesh.

Pune was initially given pride of place by Shivaji and the ruling Peshwas, who made it their capital. The British took over the city in 181, thanks to its cool and dry climate, soon made it the monsoon capital. Globalisation knocked on Pune's doors in the 1990s, following which it went in for an image overhaul. However, some colonial-era charm was retained in a few old buildings and residential areas, bringing about a pleasant coexistence of the old and new, which makes Pune a worthwhile place to explore.

Aga Khan Palace



The Aga Khan Palace was constructed by Sultan Mohammed Shah, Aga Khan III, in the year 1892 at Yerwada, near Pune. The Aga Khan Palace is a historically important place in Pune. It is famed and well related with Indian Independence movement. British put many important freedom fighters under arrest in this Palace. It is in this palace where Mahatma Gandhi and his wife Kasturba Gandhi were imprisoned along with Mahadeobhai Desai during the Quit India Movement in 1942. There are memorials of Mahadeobhai Desai and Kasturba Gandhi, which were made out of attractive beautiful marbles. It is a very good place to pay a visit. Aga Khan Palace is also known as the Gandhi National Memorial.

Appu Ghar



Appu Ghar is a nice environment for fun and enjoyments in Pune. It is a theme park, with many facilities of merry making and offer many fun related activities. Appu Ghar is located at Indira Gandhi Udyan in Pune, earlier known as Bund Garden. It has grown to a major picnic spot with beautifully illuminated pathways and picturesque lawns. Prime attractions in the Garden are the attractive still lake and vast expanse of unexplored hilly terrains. If you visit Pune, do not miss the visit to Appu Ghar, especially kids like this great place.

Chaturshringi Temple



The Chaturshringi Temple is a Hindu temple in Pune. The temple is located on the slope of a hill on Senapati Bapat Road. It is said to have been built during the reign of the Marathi king Chhatrapati Shivaji Raje Bhosle. The temple is looked after by Chaturshringi Devasthan trustees, with full dedication. The Chaturshringi Temple is 90 feet high and 125 feet wide and is a symbol of power and faith. One has to climb more than 100 steps to reach the shrine of Goddess Chaturshringi. In the temple premises there are also temples of Goddess Durga

and Lord Ganesh. This includes eight miniature idols of Ashtavinayaka. These small temples are located on the four separate hillocks.

Dagadusheth Halwai Ganapati Temple



Dagadusheth Halwai Ganapati Temple in Pune is a temple dedicated to the Hindu God Ganesh. The temple is located a short distance from the historical Shaniwar Wada fort, which was administrative headquarters of Peshwas of Maratha Empire. The temple is popular in Maharashtra and is visited by thousands of pilgrims every year. Devotees of the temple include celebrities and Chief Ministers of Maharashtra who visit during the annual ten day Ganeshotsav festival. The main Ganesh idol is insured for sum of Rs. 1 crore.

Darshan Museum



If you are in Pune Darshan Museum is a must visit. Darshan is a Technical Marvel and a perfect amalgamation of technology and spirituality. Nestled in the lustrous greenery of Sadhu Vaswani Mission building in Central Pune, Darshan offers an interactive, entertaining, and educative experience to its visitors through a 100 minutes show rich with audio, video and multimedia. It uses the new-age technology of real-life mannequins, graphic panels, holographic screens, Pepper's ghost,

interactive audio-visual material, films, etc to take you on a journey similar to the surreal experience of time travel. This interactive museum runs shows every half an hour and you can opt for Hindi or English as a language option. Your visit to Pune would be incomplete without a visit to Darshan Museum.

Fergusson College



Fergusson College is a degree college in Pune. It was founded in 1885 by the Deccan Education Society and at that time was the first privately governed college in India. It is named after Sir James Fergusson, the Governor of Bombay, who donated a then princely sum of Rs 1,200. Since 1948, the college has been under the jurisdiction of the University of Pune. Today Fergusson College has emerged as one of India's most prestigious education institutions, consistently ranked among the Top 10 colleges of the country.

Film and Television Institute of India



Film and Television Institute of India – Pune is situated in the Law College Street of Pune. It is one of the most prominent film schools in Asia. The institute has produced many famed actors, directors, and technicians for the Hindi Film Industry. This institute is a worth visiting place in Pune.

Katraj Snake Park



Katraj Snake Park is a rare location to get the close view of variety of reptile species. This Park, established in 1986, is situated close to Pune on Pune-Satara Highway at Katraj. The Park houses birds and turtles apart from the reptiles. The park homes the rare species of Brown Palm Civet and is a major attraction. As per the wildlife records this is the only specimen of this kind in captivity. The King Cobra of length nine feet, which is brought from Sunderbans, is another attraction to the wildlife enthusiasts. A zoo and a garden located nearby are also worth visiting.

Lal Mahal



Lal Mahal dating back to the year 1634, was constructed by Sahaji Bhonsale, Shivaji's father. When Sahaji received territories in Pune from Bijapur Sultanat, he sent his wife, Jijabai, and his son to the city and got the palace built as their residence. In 1998, Lal Mahal came under the management of Pune Municipal Corporation and underwent large-scale renovation. Lal Mahal has an impressive collection of Shivaji and Jijabai's pictorial representations, of which one shows young Shivaji plowing land with a golden plough and Jijabai and Guru Dadoji Konddev looking at him. The other major attractions of the Lal Mahal of Pune include four Umbrellas on its terrace and a statue of Jijabai. There is also a beautiful garden

inside the palace complex, known as Jijamata Garden. Now the garden has been converted into a children's garden and is very popular amongst kids as well as senior citizens.

Mahatma Phule Museum



Mahatma Phule Museum, established in 1875, is presently known as Mahatma Phule Vastu Sangrahalaya and is located in the heart of Pune. The exhibits in this museum include marble statues, brassware items, stone carvings and oil paintings. It also displays many other artifacts, textile and jewelry items, arms and armory, handicrafts, items related to geology, agriculture, forestry, natural history and industry. The museum serves as a platform for information and knowledge exchange. It has a well-maintained library with rare collection of books in all ways of life, art and culture. Occasional film shows and seminars conducted in this museum attract many interested audiences.

Mulshi Lake and Dam



Mulshi Lake is primarily a tourist attraction near Pune. The Lake is formed in the catchments area of Mulshi dam. The Dam is a perfect spot for picnic, with scenic surrounding, unexploited Sahyadri hilly terrains, lush green dense forests and also some ancient forts like Koraigadh and Dhangad. The dense forest around the Dam and lake offer the views of some rare wild animals and

also views of variety of trees including Teak, sag, mango trees and oak. The forest cover and the lake are habitats of bird flora and many varieties colored birds can be spotted here. The Mulshi Lake and dam are really charming for a nature loving visitor.

Mutha River



The Mutha is a river in western Maharashtra. It arises in the Western Ghats and flows eastward until it merges with the Mula River in the city of Pune. It has been dammed twice, firstly at the Panshet Dam (on Ambi river), used as a source of drinking water for Pune city and irrigation. The water released here is dammed again at Khadakwasla and is an important source of drinking water for Pune. One more dam has been built later on the Mutha River at Temghar. After merging with the River Mula in Pune it flows as the Mula-Mutha to join the river Bhima.

National War Memorial Southern Command



The National War Memorial Southern Command is a war memorial in Pune Cantonment, dedicated to Post Independence war martyrs. This is the only war memorial in South Asia which has been erected by citizen's contributions. The memorial was unveiled and dedicated to the nation on August 15 1998. A Mig 23 BN, which was used in the Kargil War, has been kept on display at the memorial.

Okayama Friendship Garden



The Pune Okayama Friendship Garden located on Sinhgad Road is based on one of the major gardens of Japan i.e. The Korakuen Garden in Okayama City, Japan, The Korakuen Garden has a history of 300 proud years. The Pune Okayama Friendship Garden is spread over 10 acres representing the culture and intricate ideologies of an authentic Japanese Garden. The garden is perfect bridge between the two cities of Okayama and Pune, encouraging cultural, traditional, economical, industrial and friendship ties. The characteristics of the garden are a composition of fire, harmony, line spirit world and water. Thus the garden expresses the various elements to speak about light and darkness, soft and hard, stillness and motion, warm and cold. It is based on the Yin and Yang philosophy.

Omkareshwar Temple



Temples in Pune are an important part of the rich culture of the city. Omkareshwar temple is one of the biggest temples in Pune. This hallowed shrine of Lord Shiva stands as a symbol of endurance as it had survived the havoc created by the 1962 Panshet floods. Known for its extravagant style of construction and huge domes, the temple becomes one of the main attractions in Pune.

The structure of the temple takes us back to the Peshwa regime as it was constructed during the reign of Sadashiv Bhau, the Peshwa. A 250 year old construction on the banks of the river Mutha still proclaims the glory of the fallen Peshwa Empire. It can be seen as a perfect piece of art and architecture prevailing in the 17th century.

Beautiful carvings on the upper parts of the white dome are a sheer beauty. The stone roof of the temple too is embellished with carvings from Hindu mythology. Spacious verandas with columns enhance the grandeur of the shrine.

Osho Ashram



Ashram of Bhagwan Rajneesh, in a 32 acre beautiful campus, is in Koregaon Park near Pune. The ashram is a prime attraction for tourists who are enthused with the preaching and ideologies of Bhagwan Rajneesh. It is a resort for Meditation and Yoga. Regular training programs on spiritual uplift and meditation are conducted in this place. Osho Kundalini meditation, Osho Nadabrahma meditation, Osho dynamic meditation and Osho Nataraj mediation are some of the techniques taught here, the training offer the practice of meditation to get rid of stress and strain of worldly life.

The ashram is open all days all through the year. The ashram is not providing any residential accommodation. There are many hotels nearby which are in different ranges from ordinary to luxurious. For the visitors, a reception is working from 9 am to 3.30 pm every day. Entry is restricted and visitors have to undergo AIDS test in the communes'

testing center. You can get guidance from commune counselors on different kinds of meditations and other programs in the Ashram.

Panshet Water Park



The tourists who are seeking for a vacation with some adventurous water sports activities are passionately welcomed to Panshet Water Park. The park is located in the scenic surroundings lying between two important dams Varasgaon Dam and Panshet Dam and is one of most popular attractions in Pune. Panshet Water Park offers unique holiday experiences with many opportunities for water sports like kayaking, swimming, water scooters, excellent rides on speed boats and wind surfing. The park itself is placed in a natural environment with a backdrop of deep greenery. Raigad Fort, Sinhagad Fort and another dam Khadakwasla Dam are nearby attractions.

Parvati Hill Temples



Parvati hill is a picturesque and sacred mount located in Pune. Parvati Hill Temple, believed to be built during 17th century, is an important Hindu religious destination in Pune located on top of majestic Parvati Hill. It enshrines the idols of Goddess Parvati, Lord Ganesha, Lord Vishu, Devateshwar and Lord Karthikeya. This temple was solely used for the prayers of Peshwa rulers in olden time, later it was opened to public. Steps with specialized stone

architectural works of Maratha lead to the hill temple. The Parvati hill is an ideal location for trekkers. Nearby attractions include Parvati Museum enclosing old manuscripts, rare coins and weapons, Sati Monument and Vetal Chabutra.

Pashan Lake



Pashan Lake is a charming artificial lake located in the outskirts of Pune city. The lake is a nice relaxation point for cool evenings and weekends. It offers many eye catching natural views including the full coverage of colorful sunset in the horizon. Pashan lake is a natural habitat of many birds including the migratory bird species. Post monsoon seasons and summers are the period in which one can spot rare species of birds over the lake. This is an intermediate halting place for many migratory birds on their way to southern states like Kumarakom Lake in Kerala.

Pataleshwar Cave Temple



The Pataleshwar Cave Temple is a rock-cut cave temple, carved out in the 8th century in the Rashtrakuta period. It is located in what is now Pune, in the state of Maharashtra, India. It was originally situated outside the town, but the city limits have expanded so that it is now located on the downtown Jungli Maharaj Road. The temple, made of basalt rock, is dedicated to the Hindu god Shiva. The sanctum - a cube-shaped room about 3-4 meters on each side - houses a linga -

the symbol of Shiva and there are two smaller cells on each side. In front of the cave is a circular Nandi mandapa, its umbrella shaped canopy supported by massive square pillars. This mandapa is one of the peculiar structures of Pataleshwar.

Peacock Bay



Peacock Bay is a part of Khadakwasla dam's lake. This bay is owned by national defence academy, Pune. The name peacock bay is given due to the Peacocks found in this area. Other animals found in this area are Deer, lion tailed Monkey and Civet. This lake covers area of about 501 sq. kms. and the depth varies from 40 to 120 feet.

This bay hosts various competitions like annual national inland championship, open lake swimming competition, etc. This lake is a venue for water sports in Pune. This bay is just 12 kms away from Pune and is situated on Mutha River.

Peshwa Udyan



Peshwa Udyan Zoo, situated near Saras Baug, is one of the major tourist attractions of Pune. The zoo, located away from the hustle and bustle of city life, is quite popular amongst children. The main attractions of the zoo comprise of its rich variety of wild animals, reptiles and birds. Apart from that, Peshwa Udyan Zoo also provides facilities like animal rides, boating facilities, joy rides, etc. There is also a toy train inside the zoo, known as Phoolrani, which serves as the perfect source of enjoyment for

children. The picturesque beauty of the gardens inside the Peshwa Udyan Zoo is also worth mentioning. The beauty of the gardens attracts tourists, especially during spring season, when the flowers are at their bloom. Peshwa Udyan Zoo also boasts of an exquisite temple inside its premises. Sited at the heart of the garden, the temple is dedicated to Lord Ganesha and dates back to the 17th century. The intricate carving adorning the temple, along with the beautiful wall decorations, makes it a popular tourist destination. In short, Peshwa Udyan Zoo is a must see destination for those traveling to Pune.

Raj Dinakar Kelkar Museum



Raj Dinakar Kelkar Museum is located at the busy Bajirao Road in the heart of the Pune city. This museum displays varieties of artifacts which shows the vastness and diversity of culture of the country and people. The Museum houses many passionate items collected by Dr. D. G. Kelkar. The spectacular museum offers unique exhibits like the foot scrubber in the form of an elephant, images of Lord Ganesha, and a brass scorpion which is having a secret lock system. 'Mastani Mahal' which was reconstructed in the museum is a major attraction here. It also exhibits twenty century old pottery, paintings of 17th century and carved doors of temples and palaces. It is a worthy museum to visit.

Saras Baug

Saras Baug or Saras Garden is constructed by Nanasahab Peshwa and is located in the scenic background of Parvati Hills. The imposing garden is an evening relaxation spot and is exquisite with elegant fountains and lush green pleasant lawns. The garden houses a



renowned temple constructed in 1774 by Madhav Rao Peshwa. The temple is dedicated to Lord Ganesha and there is a Ganesh Murthi Museum, enclosing large number of Ganesh statues. Saras Garden has been used by citizens of Pune as a walking and jogging track and also serves as a beautiful hangouts for the populace in the weekends and evenings.

Sarasbaug Ganpati Temple



The Sarasbaug temple houses the idol of Shree Siddhivinayak (God who makes wishes true). A sacred ground of faith for millions of devotees in Pune and around the world, on an average the Sarasbaug temple receives ten thousand visitors a day and this figure goes upto eighty thousand devotees per day on Ganesha Chaturthi and other special occasions. Various dignitaries and luminaries throughout India have made it a point to visit this sacred temple to seek blessings of Shri Siddhivinayak.

Shaniwar Wada



Shaniwarwada is a palace fort in the city of Pune. Built in 1736, it was the seat of the Peshwa rulers of the Maratha Empire until 1818 when the Peshwas surrendered to the British. The fort itself was largely destroyed in 1828 by an unexplained

fire, but the surviving structures are now maintained as a tourist site.

Shinde's Chhatri



Shinde's Chhatri is located at a place called Wanowri, pretty close to Pune city. This is a building constructed as a memorial of the Maratha noble Shri Mahadju Shinde. The architectural style of the building is appreciable with beautiful carvings and the building is the lively specimen of a structure constructed following the Vaasthu Hara rules. This is an excellent architectural marvel worth visiting.

Sinhagad



Sinhagad (The Lion's Fort), is a fortress located roughly 30 kilometers southwest of the city of Pune. It is situated on a hill rising 800 metres above the surrounding countryside. Previously called Kondana, the fort has been the site of many important battles, most notably the battle of Sinhagad in 1670. It was also strategically located at the center of a string of other forts such as Rajgad, Purandar and Torna.

Perched on an isolated cliff of the Bhuleswar range of the Sahyadri Mountains, its height above sea-level is 1350 metres. Given natural protection by its very steep slopes, the walls and bastions were constructed at only key places; it has two gates - the Kalyan Darwaza in the south-east and the Pune Darwaza in the north-east.

St. Mary's Church



St. Mary's Church, an ancient church dating back to 1825, is built by British people to facilitate the British people settled in Pune for worshipping. This is an elegant structure with a blend of British and Indian architectural styles. The mortal remains of Sir Robert Grant, the renowned writer of religious lyrics and an erstwhile Governor of Mumbai, is placed under the floors of the church. Everyday worship is offered in this Church and the church still uses pipe organs of about 130 years old. It is a nice Christian religious tourist destination.

Tribal Museum



Tribal Museum is Pune showcases the features of tribal life and culture in the state of Maharashtra. The museum located to the east of Pune off Koregaon road is managed and maintained by Tribal Research and training Institute. It displays the artifacts and weapons used by the various tribes in Sahyadri ranges and Gondwana regions, like Marai tribes, Bahiram tribes, Wagdheo tribes and Danteswari tribes. The Museum is enriched with images of deities, musical instruments used by tribes, handicrafts done by tribes, wash paintings and many other items related to tribal life and culture.

Tulsi Baug

Tulsi Baug is a well known market area in Pune. This is a very busy shopping

area in Pune. Traditional Maharashtra wares and cookery items, cosmetics, jewelry and all types of household item can be shopped in this market. One area of the market is dedicated to fresh vegetables, fruits and other items including items for Pooja.

Tulsi Baug has been famed as woman's grant shopping mall, where ladies can get all kinds of gift articles, cosmetics, vessels, artificial gold jewelries and other fashion and trendy items. This is a good shopping place.

Vishram Bagh Waada



Vishram Bagh Waada, the great old palace marked its presence in grand olden times, is presently in ruins. This majestic palace was constructed by Peshwa during the 18th century. The palace was renowned for the attractive facades made in good quality wood. Presently only some remains of the palace are seen in the city of Pune. The remains of this majestic palace are specimens of great old Maratha architectural beauty and style. The tourists who are fond of archeological and historical sites do not miss this place.

Pune is the cultural capital of the Maharashtra. Pune exemplifies an indigenous Marathi culture and ethos, in which education, arts and crafts, and theatres are given due prominence. Pune is known as "Oxford of the East" due to the presence of several well-known educational institutions in the city. The city has emerged as a major educational hub in recent decades, with nearly half of the total international students in the country are studying in Pune. Many historical monuments of the time of the Maratha and Peshwa Empire are still found in the magnificent city of Pune. ■



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