

# HOTELS & RESTAURANTS INDIA fhrai magazine

MARCH 2018

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A MONTHLY ON HOSPITALITY TRADE  
By DDP Publications

## PLENARY SESSION ON



## TOURISM: LEVERAGING A CULTURAL HERITAGE AND MODERN & PROGRESSIVE UTTAR PRADESH

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**Unit-II: A4/A230, Trans Delhi Signature City, UPSIDC, Loni Ghaziabad, Uttar Pradesh -201102 (INDIA)**

**E-mail: [springlifemattress@gmail.com](mailto:springlifemattress@gmail.com) | Website: [springlifemattress.com](http://springlifemattress.com)  
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**Garish Oberoi**  
President, FHRAI

Dear fellow members,

The honourable Prime Minister, **Shri Narendra Modi**, in his inaugural address at the Uttar Pradesh Investors Summit – 2018, said that a summit with the participation of so many investors is itself indicative of change. He congratulated Chief Minister Yogi Adityanath's government for changing the atmosphere in the state to one of positivity and hope. It is in this buoyant atmosphere that we look forward to hosting the FHRAI convention in Lucknow from September 20-22. We hope to strengthen 'Brand India' with a special focus on spiritual and wellness tourism in our annual convention.

The role of the state government of Uttar Pradesh to promote tourism is commendable. The government has recognised the tremendous potential that UP holds to further increase inflow of tourists, both domestic and foreign. To make things happen, the state has taken initiatives to open up its tourism sector to all through steps like conducting roadshows, summits, and offering incentives to private investors for tourism development.

#### **MORE RELIEF IN LIQUOR BAN**

The honourable Supreme Court had given the state governments the discretion to decide whether areas covered by local self-governing bodies or areas proximate to municipal pockets should be exempted from the court's nationwide prohibition of sale of liquor within 500 metres along the highways.

In a recent judgement they have further clarified that the court left it to the states to take a decision after examining "whether an

area covered by a local self-governing body is proximate to a municipal agglomeration or is sufficiently developed" to apply the exemption granted in the July 11 order.

"In deciding whether the principle which has been set down in the July order should be extended to a local self-governing body, the state governments would take recourse to all relevant circumstances," the court said.

#### **SOME HOPE FOR HOSPITALITY**

As per the India Hotel Review Report 2017 by STR and Horwath HTL, all-India occupancy rose by 1.4 points to 65.3 per cent, the highest in last nine years. Growth was foreseen but fell short of expectations as ADR grew a mere ₹89, and remains behind the 2013 marker. High GST clearly had its impact as did the liquor ban.

RevPAR was at +3.8 per cent. Indications state that demand and development continue to grow outside major markets. F&B and banquets continue to be significant revenue generators across all segments. The report takes into account 13 key markets, which carry 68 per cent of the total chain owned, managed, affiliated inventory.

As we enter the summer months, I hope your hotels will be filled with vacationists and holidaymakers.

With warm regards,  
**Garish Oberoi**  
President, FHRAI



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Works I: Plot No. 58, Sector-6, IIE,  
Pantnagar, Rudrapur,  
Udham Singh Nagar-263153 (Uttarakhand)

Works II: B-7, Sector-3  
Noida-201301  
(Uttar Pradesh)

Works III: Gala No. R-8 & 9, Mahaveer Complex,  
Dapoda Road, Village-Val, Taluka Bhiwandi,  
Distt. Thane-421302 (Maharashtra)

Works IV: Plot No. 35, Shamrajpura Layout,  
1st Main Road, 1st Cross, Vidyanarayapura Post,  
Bangalore-560097 (Karnataka)

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### PROCURE PERFECT

Cost-effective management can turn a positive tide for hotel profits. Take a look at how smart procurement plays a vital role in this

#### Cover Image

(L to R) SK Jaiswal, Hony. Secy., FHRAI; Rita Bahuguna Joshi, Tourism Minister, UP; Dinesh Sharma, Deputy CM, UP; Keshav Prasad Maurya, Deputy CM, UP and Garish Oberoi, President, FHRAI



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### SECRETARY GENERAL

Rahul Lall - [sg@fhrai.com](mailto:sg@fhrai.com)

### PUBLISHER

Gunjan Sabikhi - [gunjan@ddppl.com](mailto:gunjan@ddppl.com)

### MANAGING EDITOR

Peden Doma Bhutia - [peden@ddppl.com](mailto:peden@ddppl.com)

### ASSOCIATE EDITOR

Kanchan Nath - [kanchan.nath@ddppl.com](mailto:kanchan.nath@ddppl.com)

### ASSISTANT EDITOR

Tripti Mehta - [tripti.mehta@ddppl.com](mailto:tripti.mehta@ddppl.com)

### CREATIVE DESIGN

Raashi Ajmani Girdhar

### MARKETING & SALES - DELHI

Mayank Jain - [mayank.jain@ddppl.com](mailto:mayank.jain@ddppl.com)  
Manager Advertising (+919650399928)

### Dinesh Sharma

Business Associate (+919810264368)

Jaspreet Kaur - [jaspreet.kaur@ddppl.com](mailto:jaspreet.kaur@ddppl.com)

Sales Coordinator (+919650196532)

### MUMBAI

Harshal Ashar - [harshal@ddppl.com](mailto:harshal@ddppl.com)

General Manager (+919619499167)

Priyanshu Wankhade - [priyanshu@ddppl.com](mailto:priyanshu@ddppl.com)

Manager Advertising (+919619499170)

### SOUTH

Shradha Kapoor - [shradha.kapoor@ddppl.com](mailto:shradha.kapoor@ddppl.com)  
Assistant Manager (+918179792492)

### FHRAI - MARKETING

S.P. Joshi

### PRODUCTION MANAGER

Anil Kharbanda

### ADVERTISEMENT DESIGNERS

Vikas Mandotia

Nitin Kumar



## FEATURES

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Smart rooms are still considered a luxury in India, given the small scale at which they are currently available here. Hoteliers help us understand the future of this technology in the country



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#### FHRAI

B-82, 8<sup>th</sup> Floor, Himalaya House  
Kasturba Gandhi Marg, New Delhi 110001  
Tel: 91-11-40780780, Fax: +91-11-40780777  
Email: fhrai@vsnl.com

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Email: fhraimag@ddppl.com  
Tel : 91-11-23344179

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**Surendra Kumar Jaiswal**

Hony. Secretary  
FHRAI



With a growing economy, India is also witnessing the growth of the education sector. There is an urgent need for Indian industries and academia to come together to bridge the gap



Dear fellow members,

The honourable Prime Minister, **Shri Narendra Modi**, in his inaugural address at the Uttar Pradesh Investors Summit 2018 said that the state is blessed with an abundance of resources and capabilities. Tourism is high on the state government's agenda even as he reiterated that the Kumbh Mela to be organised next year at Prayag would be the largest such event of its kind in the world. In this atmosphere we hope to welcome you all to the FHRAI convention in Lucknow this September.

The tourism and hospitality sector in India accounted for the highest employment opportunities generated in the country. Developing the industry academia interface will certainly lead to skilled manpower and image building of the nation vis-à-vis tremendous increase in employment generation in the country. I firmly believe that industry experience should be ploughed back into the education system continuously for improving the curriculum and vice-versa, to build future leaders of the nation. There is an ever-increasing focus on making the academia and industry interface more effective.

With a growing economy, India is also witnessing the growth of the education sector. There is an urgent need for Indian industries and academia to come together to bridge the gap, for which we need to:

- **Align curriculum with industry requirements:** While focusing on the core curriculum is integral to student learning, it is equally important to

embed employability skills across the components of the curriculum.

- **Emphasise on skill-based education:** The focus of management institutes needs to shift from theoretical knowledge to skill-based education with a more practical and dynamic approach.
- **Recognise through awards, prizes and medals:** An annual award ceremony should be organised by state governments in co-ordination with industry associations such as FHRAI, HRANI, and UPHRA. Best three projects may be identified and the concerned faculty, students, and institutes may be honoured with suitable medals, certificates, and cash prizes.
- **Deploy a committed task force:** A committed task force consisting of people from industry, academia, government, social and professional bodies may be appointed region-wise, apart from joint industry-academia forum to have regular interactions with industry and academia to understand their capabilities and needs.

To squeeze out profits in a highly competitive hotel environment makes the task of the purchase manager difficult and important. In our cover story, hoteliers talk about GST impact, peak season tactics, and Green purchases.

With kind regards,  
**Surendra Kumar Jaiswal**  
Honorary Secretary, FHRAI

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# Glimpses from **SUMMIT**

We bring you snapshots from the plenary session on **'Tourism: Leveraging a Cultural Heritage and Modern & Progressive Uttar Pradesh'**, held on February 21 at the Indira Gandhi Pratishthan, Lucknow, during the UP Investors Summit 2018. Dignitaries present included **Dinesh Sharma**, Deputy Chief Minister, UP; **Keshav Prasad Maurya**, Deputy Chief Minister, UP; **Rita Bahuguna Joshi**, Tourism Minister, UP; **Garish Oberoi**, President, FHRAI; **SK Jaiswal**, Hony. Secretary, FHRAI and President, UPHRA; **Awanish Kumar Awasthi**, Principal Secretary and Director General - Tourism, Government of UP and **Akhand Pratap Singh**, Special Secretary Tourism, among others.



Rita Bahuguna Joshi, Tourism Minister, Government of Uttar Pradesh, while launching the Kumbh Mela logo states, *"UP nahin dekha toh India nahin dekha"*



Narendra Modi, Prime Minister of India, addressing the audience at UP Investors Summit 2018



Rita Bahuguna Joshi, Tourism Minister, Government of Uttar Pradesh, addresses the audience



SK Jaiswal, Hony. Secretary, FHRAI and President, UPHRA, addresses the audience





Garish Oberoi, President, FHRAI, addresses the audience at the plenary session



Awanish Kumar Awasthi, Principal Secretary and DG - Tourism, Government of UP, addresses the audience



FHRAI Guide unveiled at UP Investors Summit 2018

# Review Meeting - NORTH

Snapshots from Regional Review Meeting of Ministry of Tourism, Government of India, for the northern region.



Tourism, Government of India. **SK Jaiswal**, Hony. Secretary, Federation of Hotel and Restaurant Associations of India and President, Uttar Pradesh Hotel and Restaurant Association, honoured Verma with a memento on the first day of the meet, held at Hotel Renaissance in Lucknow.

The Regional Review Meeting of the Ministry of Tourism, Government of India, for the northern region was held on February 15 and 16, 2018, at Lucknow, Uttar Pradesh. The meeting was chaired by **Rashmi Verma**, Secretary, Ministry of

Also present were **Suman Billa**, Joint Secretary, Ministry of Tourism, Government of India; **Ashima Mehrotra**, Director, Ministry of Tourism, Government of India and **Meenakshi Sharma**, Assistant Director General, Ministry of Tourism, Government of India.

# Conference on TOURISM & HOSPITALITY

ASSOCHAM organised a conference on tourism and hospitality, infrastructure, finance and outreach on February 15 at Le Méridien New Delhi. It was inaugurated by **Mahesh Sharma**, Minister of State (I/C) for Culture, Government of India, and was supported by FHRAI. Here are some glimpses from the event...



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# Bridging gaps with TOURISM

At the recently-held TAAK event at The Lalit, New Delhi, **Alphons Kannanthanam**, Minister of State (I/C) for Tourism, Government of India, spoke about the importance of the sector in bringing people closer.

Kanchan Nath



**Alphons Kannanthanam**

**A**lphons Kannanthanam, Minister of State (I/C) for Tourism, Government of India, was the Chief Guest at the Travel Agents Association of Kashmir (TAAK) event held at The Lalit, New Delhi. Addressing TAAK members, he said that Indian tourism did extremely well in 2017. "We crossed the 10 million mark in Foreign Tourist Arrivals (FTAs). Internationally, every foreign national returning to India is counted. This is known as International Tourist Arrivals (ITAs) and in that number, we have crossed the 16 million mark. Our tourism grew by 15.2 per cent in 2017, while

global tourism grew only by 5 per cent. Foreign Exchange Earnings (FEEs) from tourism grew by 20.5 per cent, which is a dramatic increase over last year. In rupee terms, foreign tourists alone brought ₹180,000 crore into the country, which is a lot of money. In dollar terms, this was \$27 million."

## AN INCLUSIVE INDIA

Highlighting the role of tourism and hospitality as a spinner for economic development and employment, he added, "It's an amazing job creator. The tourism sector has the biggest multiplier effect; for every rupee spent, you get four rupees back. In terms of equity, I think this is the best mechanism for everyone, from illiterate to semi-literate and from graduates to professionals and global experts; everybody gets embroiled in the tourism sector, so there is space for everybody."

“  
Our tourism grew by 15.2 per cent in 2017, while  
global tourism grew only by 5 per cent

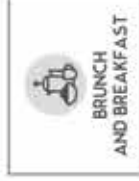
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**GROWING TOURIST NUMBERS**

India crossed the 10 million mark in FTAs and the 16 million mark in International Tourist Arrivals (ITAs).

This is exactly what the Prime Minister’s dream is, to not only see India grow, but to see that the fruits of development are taken to the last person out there. That is inclusive India; the ‘new’ India that the Prime Minister talks about.”

**TOURISM, THE BEST WEAPON AGAINST TERRORISM**

Talking about his recent experience at an international trip, Kannanthanam said, “I had recently visited Thailand, attending the ASEAN foreign ministers conference. The country has 60 billion people and the number of tourists they get is 35 million. All the ASEAN countries are doing

“ We need to put our hearts, souls, and our expertise together to make Kashmir the focus of tourism ”

incredibly well, but I was most flattered by the opening statement of the Tourism Minister of Thailand. He said that the underlying civilisation of Southeast Asia is Indian. That was an incredible statement for a minister to make in his own country. I went to see The Grand Palace in Bangkok, an incredibly well-preserved palace. What impressed me was that the palace walls had these fantastic frescoes. The themes for the frescoes were from the Ramayana and Mahabharata stories. The underlying message of tourism is bringing hearts closer. Tourism is the best weapon against terrorism anywhere in the world. It’s the best weapon to bring everybody together.”

**UNION BUDGET 2018**

Kannanthanam also spoke about the Union Budget, saying that the entire focus of the budget this year was to reach out and bring dignity to people, to the lower middle class, the lower strata of society, to the middle class, and people all around. Speaking about the people who are working hard and making this nation possible, he said, “The bulk of the expenditure goes to that strata of society so that we bring dignity to their lives. We have a universal health care system in this country under which every individual gets insured for an amount of ₹5 lakh. I don’t know if there is an insurance system like this anywhere in the world that covers everybody in that country. Everybody deserves a better life and needs to be taken care of.”

**KASHMIR, OUR JEWEL**

Reminiscing about his last visit to Kashmir, he said, “I was last in Kashmir in 1980 when I was an IAS probationer. That was a long time ago. It’s an incredible place with incredible people. I have rarely come across people with such amazing warmth and hospitality. I have been to the USA and Europe, across the world, but I have not come across a jewel as Kashmir.”

Emphasising on the need to market Kashmir and reiterating the support provided by Ministry of Tourism, the Minister said, “We need to put our hearts, souls, and our expertise together to make Kashmir the focus of tourism in this country. Let’s create a Kashmir that is a true heaven, a Kashmir of amazing beauty, rich cuisine, and incredible sound and music. We will flood the global market with India, its love and affection. If Kashmir is marketed properly, you don’t need anything else; in Kashmir, you need just the tourism industry to provide jobs for all the residents of the state. Let’s think together, tell our people it’s their country, go to the various states and market, and whatever help you require, Government of India is always there for you. I am an Indian, I’m a Kashmiri, and this is where I belong.”



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# HRANI CONCLUDES 21<sup>ST</sup> FOSTAC SESSION IN LUDHIANA



(Above and Below) Delegates at the Food Safety Supervisor Training and Certification Session in Advance Catering at The Imperial, New Delhi

Hotel and Restaurant Association of Northern India (HRANI), which has collaborated with Food Safety and Standards Authority of India for Food Safety Training and Certification Programme for Master Trainers and Supervisors in Advance Catering, concluded its 21<sup>st</sup> session on March 1, 2018, at Hyatt Regency, Ludhiana. Five sessions of Food Safety Supervisors in Advance Catering under FOSTAC were held; on February 15 at The Imperial, New Delhi; on February 24 at Grand Hotel, Agra; on February 26 at Radisson Hotel, Shimla; on February 28 at Regenta Central Hotel, Amritsar and on March 1 at Hyatt Regency, Ludhiana.

HRANI identifies the significance of these sessions and is positive about the benefits and success of each programme. The recently-concluded programmes in New Delhi, Agra, Shimla, Amritsar, and Ludhiana received an overwhelming participation of 159 professionals from hotels and restaurants in the respective cities, taking the total count to 673, said **Sanjay Sood**, President, HRANI.

Food business across India, from roadside eateries to restaurants, will have to comply with a wide set of food safety rules, norms and procedures, and obtain Food Business Operator (FBO) licences. HRANI, by organising



Delegates at the session held in Agra

these sessions, has familiarised hoteliers and restaurateurs with the finer nuances of food safety and hygiene. The association has also aimed at readying members for becoming FSSAI-compliant, stated **Surendra Kumar Jaiswal**,

Hony. Secretary, HRANI. As per **Garish Oberoi**, Treasurer, HRANI, "FSSAI, by initiating the training and certification programme, has helped the food business fraternity and our members to be thorough and fully equipped to meet standards that



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Delegates at the session held in Shimla on February 26, at the Radisson Hotel

are internationally accepted and followed." He further stated that it is now mandatory for all FBOs with central or state licences of FSSAI to have at least one trained and certified Food Safety Supervisor for every 25 food handlers or part thereof on all their premises and failing to do so will lead to non-renewal of the FSSAI licence.

**FIVE SESSIONS IN A ROW  
New Delhi**

The Food Safety Training and Certification session for Supervisors in Advance Catering was organised on February 15, 2018, at The Imperial, New Delhi. Vivekanand Chandrasekaran, Operations Head, Mumbai Parikshan, was the faculty. Sood, in his address, specifically thanked FSSAI. He also made a special mention of Vijay Wanchoo, Senior Executive Vice President and General Manager, The Imperial, New Delhi, and the management for all support in organising events of HRANI.

**Agra**

Vikas Gupta, Assistant Professor in School of Hospitality, Amity University, Noida and Pritha Tripathi, Scientist (IV) (Training), were the faculty. The session was organised on February 24, 2018, at Grand Hotel, Agra. HRANI places on record the support of its MC member, Arun Dang, Partner, Grand Hotel, Agra, in organising the same.

**Shimla**

The session was organised on February 26 at Radisson Hotel, Shimla. HRANI places on record the support of Vikas Kapoor, VP-Operations, Radisson Khajuraho and Shimla in organising the same. It was



(Above and Below) Delegates are all smiles at the Food Safety Training and Certification session in Amritsar



The session at Ludhiana concludes with a colourful group photograph of the delegates

the fourth session held in Shimla. Mansi Thaker, Quality Manager, Parikshan Chennai, was the faculty and Divya Bhaskaran, Senior Food Analyst, Parikshan, was the assessor.

**Amritsar**

The Food Safety Training and Certification session was organised on February 28, 2018, at Hotel Regenta Central, Amritsar. HRANI places on record the support of Amarvir Singh, Vice President, HRANI.

The association also places on record the support of Rajan Bedi, Managing Director and the team of Regenta Central, Amritsar, in organising the same.



**Ludhiana**

The next Food Safety Training and Certification programme for Supervisors in Advance Catering was held on March 1, 2018, at Hyatt Regency Ludhiana. While addressing the participants, Amarvir Singh, Vice President, HRANI, informed about the importance of certification.

He also informed that the Food Safety Supervisor will be nominated by the owner of a food business organisation and may be the business owner, manager or an employee who is in charge of food safety in that particular organisation. He also stated that the Food Safety Supervisors will have the responsibility of ensuring hygiene and food safety implementation in establishments.

HRANI places on record the support of Hyatt Regency, Ludhiana, and Venod Sharma, Chairman, Piccadilly Hotels, for all support extended to the association.

As per **Renu Thapliyal**, Secretary General, HRANI has been privileged to serve as a vibrant interface between the government and industry and under the able leadership and guidance of **Sanjay Sood**, President and the members of Managing Committee of HRANI, the association will continue to spread awareness and facilitate its members through sessions across northern India.



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# HRAEI SUPPORTS WOMEN'S MOTORCYCLE EXPEDITION

The Ministry of Tourism, Government of India, is supporting a four-member, all-women motorbike expedition to the ASEAN region, led by Jai Bharathi Addepalli of Hyderabad, Telangana. This 50-day expedition covering 16,992 km commenced from Hyderabad on February 10, 2018, and will cover countries in South Asia and Vietnam. The team was assisted by an eight-member support unit, including the production crew, to document the expedition. The members of the expedition during their journey in India will be covering the states of Telangana, Andhra Pradesh, Odisha, West Bengal, Manipur, Nagaland, Jharkhand, Bihar, Uttar Pradesh, New Delhi, Haryana, Madhya Pradesh, and Maharashtra. The journey in the ASEAN countries would cover 19 UNESCO World Heritage Sites and would also promote tourism to India from the ASEAN region.

"We are extremely happy to be associated with such an innovative initiative. This initiative to promote a motorbike expedition to the ASEAN region not just across the country but beyond it as well is both fascinating and intriguing.



**Sudesh Poddar**  
President  
HRAEI

“This initiative to promote a motorbike expedition to the ASEAN region is both fascinating and intriguing”

We are very excited to see how the expedition goes," says **Sudesh Poddar**, President, HRAEI.

"Through this campaign we are trying to promote the road



**Pranav Singh**  
Honorary Secretary  
HRAEI

“This campaign will help the riders to explore more hotels, restaurants, and roadside eateries”

journey and it will help the riders to explore more hotels, restaurants, and roadside eateries. This will also help in highlighting safety of women," says **Pranav Singh**, Honorary Secretary, HRAEI.

HRAEI

## ₹460.74 CRORE FOR FIVE 'ECO CIRCUIT' PROJECTS

**Alphons Kannanthanam**, Minister of State (I/C) for Tourism, Government of India, in a statement to Lok Sabha revealed that the Ministry of Tourism has sanctioned as much as ₹460.74 crore for five ongoing Eco Circuit projects. Eco Circuit is one of the 15 thematic circuits identified for development under Swadesh Darshan Scheme, an integrated development of theme-based tourist circuits in the country. The projects are sanctioned subject to availability of funds, submission of suitable detailed



**Alphons Kannanthanam**

project reports, adherence to scheme guidelines, and utilisation of funds

released earlier. All the projects are at different stages of implementation. The Ministry provides central financial assistance as a one-time grant for creation of capital assets under the Swadesh Darshan Scheme in a phased manner. Based on the progress made on the projects and utilisation certificate received from the state governments, the Ministry releases subsequent installments of funds. The operation and maintenance of the assets created is the responsibility of respective state governments or UTs.

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# HRAWI TO HOST REGIONAL CONVENTION IN SRI LANKA



The Hotel and Restaurant Association of Western India (HRAWI) has announced plans of hosting its 18<sup>th</sup> regional convention in Colombo, Sri Lanka. HRAWI, for the first time, is going to host the convention overseas. Scheduled to take place from June 27 to 30, 2018, the convention will integrate business sessions on specially-curated topics for hospitality professionals, with an evening gala over cocktails and dinner. With over 300 participants expected to gather at one place, the convention will offer business networking opportunities for industry players. As an added attraction, HRAWI will also organise post-convention tours for delegates to unwind and relax in the paradise beach destination of Colombo, Sri Lanka. The capital city has a long history, being an important port of ancient trade routes. It is a pleasant mix of colonial architecture and modern shopping malls, and HRAWI wishes to showcase this wonderful city to delegates at the convention.



## HRAWI HOLDS SEMINAR ON GST

The Hotel and Restaurant Association of Western India (HRAWI) organised a seminar on GST on January 31, 2018. The seminar reflected on the last seven months of the GST regime for hotels and restaurants. It was conducted by Shrikant Kamat, Senior Partner in the Indirect Tax practice in the western

region for BDO India and Anand Parasampuria, Director with Ernst & Young, Mumbai. Among several GST-related changes and updates, the seminar presented a detailed summary on the tax rates, Input Tax Credit (ITC) and compliances, and also addressed a growing concern amongst many hoteliers

and restaurateurs regarding anti-profiteering and its provisions. In anticipation of the new E-WayBill, the seminar also included a presentation on several aspects of the subject.

"GST has constantly been tweaked and fine-tuned for the better. Although this is a good thing for all of us, it also means that we need to be constantly updated and aware of any changes that may affect our business. HRAWI organised this seminar in line with those previously organised for our fraternity's benefit. The number of inquiries received and turnout witnessed are an indication of the need for such forums and we will continue to organise such seminars in the future," said **Dilip Datwani**, President, HRAWI.

Shrikant Kamat discussing the impact of GST



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## SAVERA HOTEL CELEBRATES GOLDEN JUBILEE



Savera Hotel recently celebrated its golden jubilee. From a humble beginning in February of 1968 with 24 rooms, the property has remained a part of Chennai's history. The iconic hospitality landmark is a fusion of modernity, tradition, and gastronomic endeavours that have always delighted guests. **Shyam Sundar Reddy**, its Founder and Chairman, envisaged and brought hospitality trends within the reach of Chennai's populace. Accommodation, fine dining, entertainment, wellness, and leisure were prominent in his agenda. Savera Hotel is managed by A Vijayakumar Reddy, A Nina Reddy, and A Ravikumar Reddy. Extending its reach through CSR activities, Savera Hotel is closely associated with National Association for the Blind.

## PROMOTING INDIAN CUISINE TO PROMOTE HOSPITALITY



SIHRA's participation at CII Chennai's International Round Meeting at Hotel Crowne Plaza, with business delegation from Northern Ireland's Armagh City, Banbridge and Craigavon Borough Council, led by Sam Nicholson, Deputy Mayor

Confederation of Indian Industry (CII), Chennai, organised an international round-table meeting with a business delegation from Armagh City, Banbridge and Craigavon Borough Council that was led by Sam Nicholson, Deputy Mayor. Indian counterparts specialising in food processes and running F&B outlets in the South also participated. The meeting aimed at exploring the possibilities in manufacturing of food

products and to have a joint venture between the two countries for opening restaurants and outlets.

R Rangachari, Advisor, SIHRA and Chef Dhamodaran, Culinary Expert, were invited as the chief guests to explain the importance of Indian cuisine in the promotion of the hospitality industry and the benefits of having a joint promotion in this regard, as India is concerned about

food hygiene, especially for foreigners who stay in hotels and eat at restaurants. The Irish delegates got details on food preparation and food items popular with foreigners, and will be reverting to CII for establishing joint ventures. **Devaraj**, Past Chairman, CII, who presided over the meeting, thanked SIHRA for providing inputs and requested for participation in future conferences on the matter.

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## BRAND

## CONSTRUCTION OF IBIS VIKHROLI UNDER WAY



InterGlobe Hotels (IGH) has commenced construction of its hotel, ibis Vikhroli, located along Lal Bahadur Shastri Marg in northern Mumbai. The property will have 249 guest rooms. This will be the company's eighth hotel project in Maharashtra. IGH currently has 16 operational hotels spread across India, comprising approximately 2900 rooms. ibis Vikhroli will be spread across 114,000 sqft of built-up area and will include meetings and events facilities spanning 2700 sqft. The building will feature sustainable landscaping in an effort to ensure that design of the structure is made around existing trees and local vegetation.

Commenting on the project, **JB Singh**, President & CEO, InterGlobe Hotels, said, "Our customers are at the heart of every decision that we make and constant innovation through our future-minded approach is a way of life for the company. Keeping these two core InterGlobe values in mind, ibis Vikhroli will be a paradigm shift in the overall design language for ibis hotels in India. It will be high on modern and urban design and will conform to the highest standards of environmental ratings. InterGlobe Hotels is committed to continue its rapid expansion over the next few years and will add world-class hotels in key locations across the country."



## LAUNCH

## MANGO HOTELS LAUNCHES PROPERTY IN DAVANGERE

IntelliStay Hotels, which owns Mango Hotels, has launched Mango Hotels - Naveen in Davangere, Karnataka, with Navdeep Hotels. The 32-key property features MoXa Café, an all-day dining restaurant; a Wi-Fi enabled banqueting hall suited for gatherings, meetings and corporate events of up to 200 guests; as well as a conference room. **Prashanth Aroor**, Chief Executive Officer, IntelliStay Hotels, says, "With a thriving textile business, an emerging education hub, and a designated Smart City, Davangere is a key node on the Mumbai-Chennai corridor. Mango Hotels - Naveen is designed

keeping in mind professionals and families. Whether you wish to work, play or celebrate, this hotel is poised to deliver."

"Our relationship with Navdeep Hotels will shortly grow to three hotels with the addition of Mango Hotels - Naveen in Tumakuru and i-Stay Hotels in Chitradurga. We are also exploring other hubs like Hubli, Belagavi, Hassan, Hampi, and Shimoga. We firmly see a total of eight operating hotels in Karnataka by the end of this year," he adds.





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## LAUNCH

## RADISSON JODHPUR OPENS WITH 96 KEYS



Radisson has opened its doors to the city of Jodhpur. Spread over 70,000 sqft, Radisson Jodhpur's architecture is reminiscent of Rajasthan's erstwhile culture and style. The hotel constitutes 96 rooms across Superior, Business Class, Studio Suite, Single Bedroom Suite, Two Bedroom Duplex Suite, and Presidential Suite categories. Business Class rooms include a separate living room and Deluxe Suites feature bathtub, powder room, microwave, and television in the separate living room. The hotel also features a state-of-the-art fitness centre and spa. Positioned to be a preferred hotel in the upscale segment, the hotel is situated two kilometres from the airport and four kilometres from the railway station.

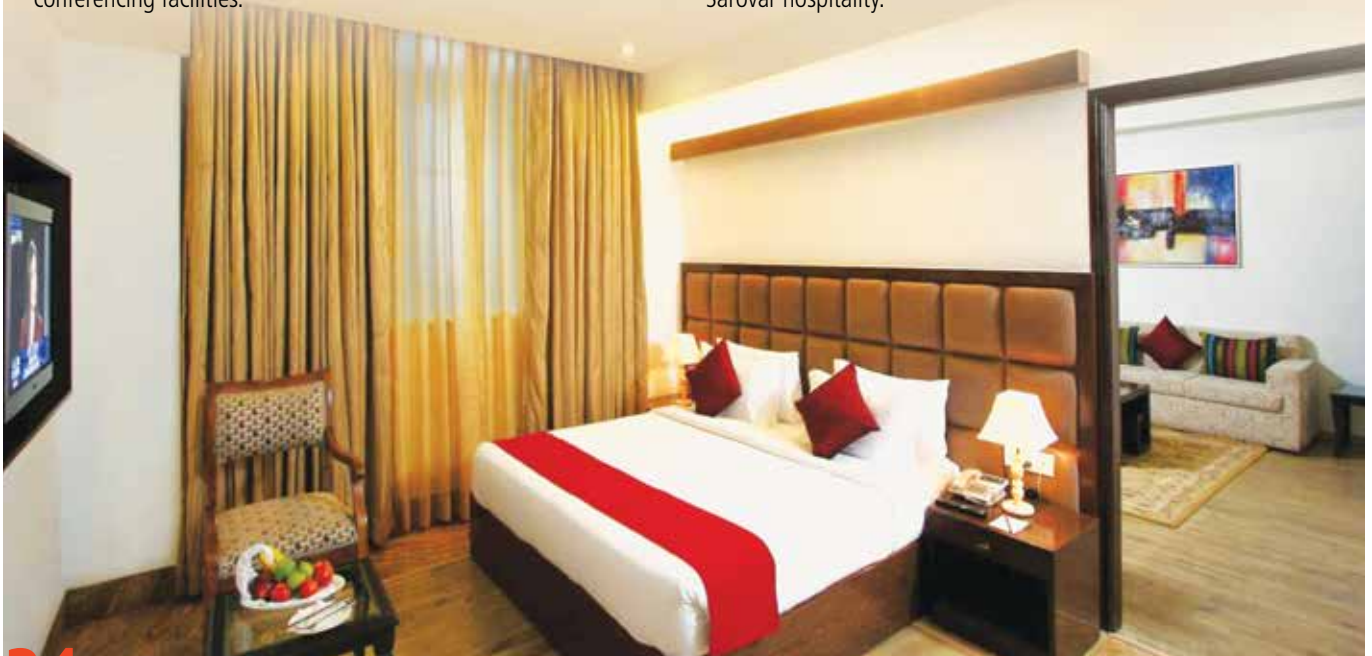
"I am delighted to welcome our first Radisson hotel to Jodhpur. The hotel's architectural grandeur combined with the brand's service ethos will enthrall guests travelling to the city. We appreciate the commitment that Mahadev Heritage has made in this hotel and the trust they have demonstrated in the Radisson brand," says **Raj Rana**, Chief Executive Officer, South Asia, Radisson Hotel Group.

## EXPANSION

## TAURUS SAROVAR PORTICO OPENS IN NEW DELHI

Sarovar Hotels & Resorts has announced the opening of Taurus Sarovar Portico, New Delhi – IGI Airport. A contemporary and modern hotel strategically located near IGI airport, Taurus Sarovar Portico features 83 guest rooms designed to cater to the taste and needs of modern travellers. This is the second hotel opening of the year by Sarovar Hotels after the opening in Raipur, Chhattisgarh. Taurus Sarovar Portico offers state-of-the-art business and conferencing facilities.

Commenting on the opening, **Ajay K Bakaya**, Managing Director, Sarovar Hotels, said, "We are delighted to be consolidating our presence further in the capital city. The opening of Taurus Sarovar Portico seeks to complement the demand for quality accommodation, especially near the airport, both by business and transiting travellers. Our superior banqueting facilities will make meetings and events easier, complemented with our signature Sarovar hospitality."



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# PROCURE PERFECT

Getting the best, newest, and most sustainable products at the right time and right price is paramount for the Purchase department. Hoteliers share how intelligent purchases can lead to smart cost management.

**Kanchan Nath**



**Sanjay Verghese**

**Sanjay Verghese**  
Director Materials  
The Imperial New Delhi

#### **PURCHASE AND GST**

In my opinion, GST implementation has not changed any purchase trends as GST is only a statutory compliance factor.

#### **PEAK SEASON, VARIABLE PRICING**

Being a purchase professional, I will be self-negating if I say that something is difficult to procure in the

peak season; if planned well, everything can be organised, but there will be variations in price.

#### **GO GREEN**

The trend and awareness about Green purchases has increasingly been influencing consumers. This includes acquisition of raw materials, production, manufacturing, packaging, distribution, reuse, operation, maintenance, and disposal of the product or service.

Green purchasing is also known as Environmentally Preferred Purchasing (EPP), environmentally responsible purchasing, green procurement, affirmative procurement, and eco-procurement. In light of the various audits and compliance norms, the entire supply chain eventually will be striving to become financially viable.

#### **VENDORS AND ONLINE PURCHASES**

We don't do any online purchasing on regular basis as the bulk buying happens in the regular traditional manner only. Of course, we use the online sites for collecting information and use that to negotiate better prices.

#### **AAHAR 2018**

AAHAR has always been a good platform for local players, but lately there has been increasing international presence as well. Most products launched here in India are already available internationally, hence, are not cutting-edge innovations for at least the super luxury hotel segment. That said, it is still a great platform for the hospitality trade.



“

We don't do any online purchasing on a regular basis as bulk buying happens in the traditional manner only

”

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Pankaj Chopra

**Pankaj Chopra**  
Assistant Manager Purchase  
Hilton Garden Inn Lucknow

**GST, A KEY MOVE**

It has been observed that the fixing of rates by the GST Council is a milestone decision and the roll-out of a single tax marks a seamless purchasing of goods and services. The seamless tax credits throughout the value chain has also ensured that there is a minimal cascading of taxes. This has also reduced hidden costs. The uniformity in tax rates and a systematic procedure have been instrumental in reducing the compliance cost.

**FINANCIALLY VIABLE PURCHASES**

At Hilton, we have a shared goal of creating a positive impact in the society. It's essential to give back to society by encouraging procurement of products and services that have reduced effect on human health and environment. Today's procurement technologies, in which the buyer shops online in one

“It's important that we choose a collaborative partner that we can rely on for expertise and product quality”



transparent system, enable procurement departments to grade suppliers on their environmental practices such as use of recycled materials. I also prefer to use energy-efficient appliances and equipment, such as those that are star-rated or require the use of recycled packaging materials.

**CONTRACTS FOR USUAL PURCHASES**

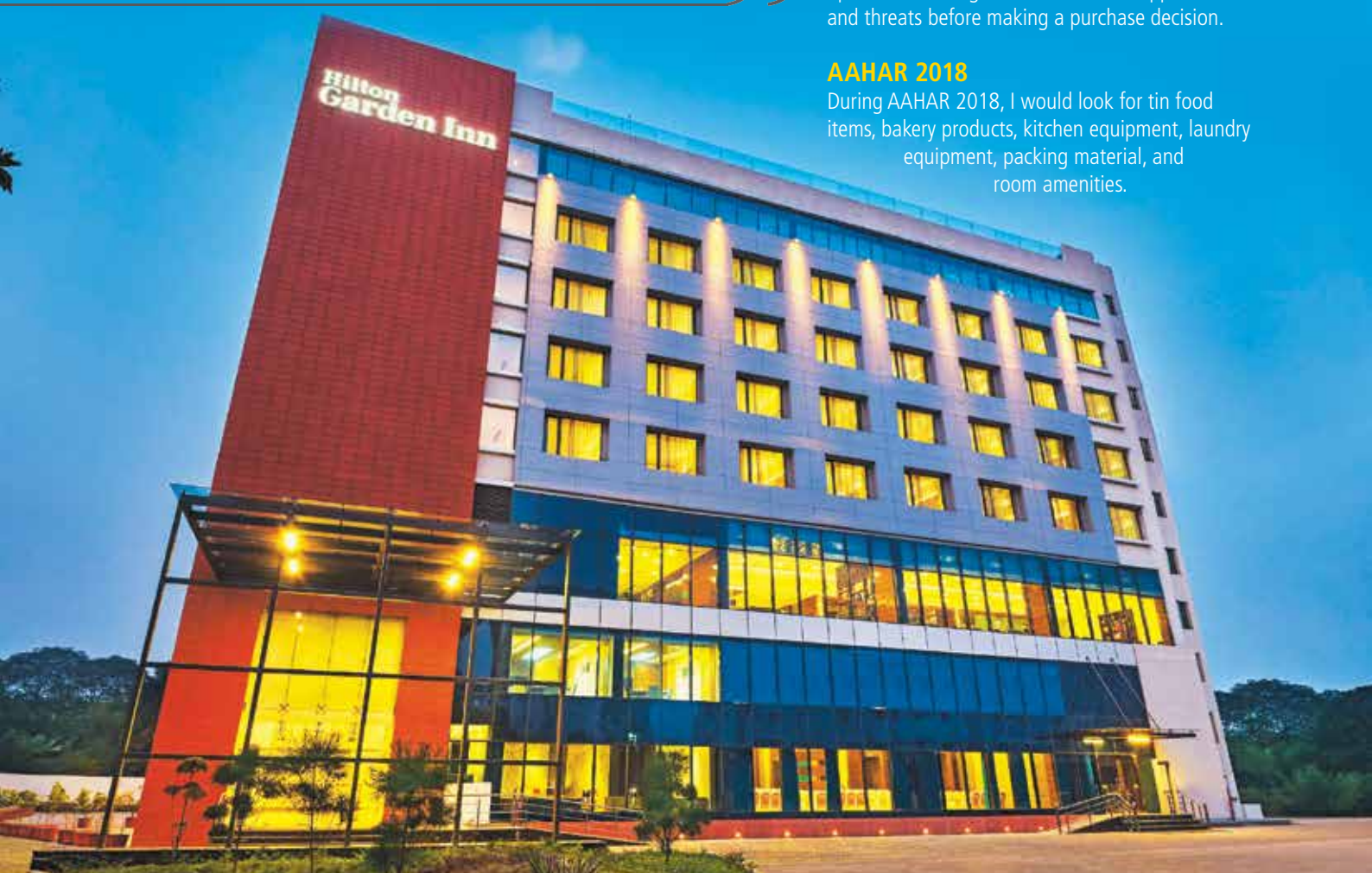
There are certain supplies like dry groceries, vegetables, fruits, butchery (chicken, mutton and seafood), dairy products, and charcoal for which we normally have an annual contract and where the service providers are regular. It is essential that vendors understand our business needs. It's important that we choose a collaborative partner that we can rely on for expertise, alignment, product quality, association, and length of commitment.

**WHAT WILL TECHNOLOGY DO?**

Recently, we purchased a robot that is being used for cleaning the swimming pool. This new addition helps us in energy conservation, manpower cost reduction, and is a reflection of our innovative thought and operational strength. We consider all opportunities and threats before making a purchase decision.

**AAHAR 2018**

During AAHAR 2018, I would look for tin food items, bakery products, kitchen equipment, laundry equipment, packing material, and room amenities.



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**Ratnesh Sahay**

**Ratnesh Sahay**  
General Manager  
Nidhivan Sarovar Portico, Vrindavan

**CONVERSANT WITH GST**

GST implications have defined new trends in purchasing. The nation has moved on to a new era and it's important for all business operators to understand the modern tax mechanism. Hotels consume a huge range of goods and therefore, have many vendors. Cost remains at the root of all sustainable business.

Modern trends include efficient inventory management, well-connected and organised suppliers, and input mechanism. Purchase teams will have to be conversant with GST rules and the tax mechanism.

**GREEN PRACTICES AND COST**

Unfortunately, Green practices haven't taken off well in our country and it is for this reason that hotels produce a lot of non-biodegradable waste. The hospitality industry needs to take this initiative and adopt Green purchases. Green

“

Green products are not easily available and suppliers are focused on the bulk volume business of low cost ”

products are not easily available in the market and suppliers are focused on the bulk volume business of low cost.

**ONLINE, A GOOD OPTION**

All our vendors are regulars for the usual procurements. These may include stationery, fresh supply and provision, cleaning products, linen, equipment, etc. We treat our vendors as partners of our business.

Online is definitely a good option and we do a reasonable amount of online purchases. Standardised products and easy ordering are handy subjects in online purchase, though delivery is not guaranteed. We restrict the online purchases to only those vendors where delivery is committed.

**NEW TECHNOLOGY**

Proven systems with backup service is what we look for. Smart systems save time and cost both. We have added new technology in feedback and revenue management.

**AAHAR 2018**

At this year's AAHAR, we will be on the lookout for innovative and Green products.





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**Soumendra Nath**

**Soumendra Nath**  
 Director of Finance  
 Novotel Kolkata Hotel and Residences

**GST, POSITIVE ON PRICING**

Initially there were a few challenges with the introduction of GST, since procedures were new to everyone and all vendors had to tweak their supply process to ensure that it was in accordance with the prescribed GST norms. Now things have changed quite positively. Given that GST is a national tax, it has become very easy to understand the tax structure across states. Since GST has subsumed taxes like Octroi, LBT, and Entry Tax, interstate delivery has become smoother. We feel that overall, there has been a positive impact on the pricing.

**PROCUREMENT NOT A CHALLENGE**

Given that Kolkata is a metropolitan town, procurement of commodities is never a challenge. The only thing we need to keep in mind is that certain things need to be planned for in advance, as procurement at the last minute may act as a challenge at times. However, we ensure that the hotel has enough supplies at all times to meet the

daily needs and in case there are any last-minute special requests from guests, we work closely with our vendor partners to ensure timely sourcing of the desired products to ensure optimum customer satisfaction.

**NO ONLINE PURCHASES, LACK OF ITC**

Vendors for the hotel are selected through an exhaustive and transparent tendering process. Hence, we do not have any favourites. As of now we do not avail online procurement due to non-applicability of Input Tax Credit.

**CLOUD-BASED SYSTEMS**

Trends in the purchase of hotel technology show a shift to cloud systems. We are working towards implementing a cloud-based system as that would help in lowering investment costs and provide all the departments in the hotel as well as the vendors with flexibility.

**AAHAR 2018**

Going organic will be the next big thing for us. This includes buying organic food, wine and other products, and eating at organic restaurants as a way of life. In the case of organically produced food and drinks, many people believe it tastes better, is more nutritious, and certainly healthier.

“

Since GST has subsumed taxes like Octroi, LBT, and Entry Tax, interstate delivery has become smoother

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Vinay Mittal

**Vinay Mittal**  
Director Finance  
Radisson Blu Hotel New Delhi Dwarka

#### REGISTERED DEALERS ONLY

We prefer to make purchases from registered vendors and discourage purchase from dealers not registered under GST.

#### SIMPLE GREEN PRACTICES

We use LED lights in the building to reduce the carbon footprint as well as eco-friendly chemicals and natural gas in boilers and the kitchen. We also have solar panels in the hotel.



Technology that focuses on the return on investment and value addition is what we are on the lookout for



#### NO ONLINE PURCHASES

We have regular vendors for fruits and vegetables, milk products, groceries, guest supplies, printing material, chemicals, etc. We look for delivery schedule and quality of products (products should be FSSAI approved and should meet our brand standard).

#### VALUE ADDITION WITH TECH

Technology that focuses on the return on investment, guest satisfaction, and value addition to products is what we are always on the lookout for.

#### AAHAR 2018

At AAHAR 2018, we will look for imported groceries, imported cheese, kitchen equipment, and F&B service-related products.



Sanjeev Kohli

**Sanjeev Kohli**  
Corporate Materials Manager  
The Surya New Delhi

#### SAVINGS WITH GST

The price updates by vendors and manufacturers post GST have been slightly beneficial to us. Under GST, we are now also entitled to receive MODVAT, which was not the case earlier.

The impact of GST is particularly beneficial in the areas of engineering and general goods, leading to cost savings.



Under GST, we are now also entitled to receive MODVAT, which was not the case earlier



#### REDUCTION IN COSTS

Green purchases are becoming viable because they lead to lower fuel cost. Also, local buying is both cost-effective and environmentally positive, with lower fuel consumption during shipping and transportation.

Practices such as use of shredded paper in packaging as compared to traditional alternatives like bubble wrap is also resulting in lower costs and also lower plastic consumption.

#### MEETING QUALITY STANDARDS

Most of our vendors are regular. We assess their capabilities by monitoring their turnover, manpower, logistics setup, and internal setup, as well as mandatory requirements such as FSSAI certifications and adherence to other quality standards.

#### STAYING UPDATED

Embracing new technology helps us stay updated and also improve efficiencies. Recently, we upgraded the IDS version from version 4.02 to IDS Next 6.5 for the back office and from Opera 4.0.4.02 to Opera 5.0.05.00.

#### AAHAR 2018

Some of the key product categories will be energy-efficient machinery, organic and locally grown products, and products made from recycled paper.





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Manish Jha

**Manish Jha**  
Purchase Manager  
Pullman and Novotel New Delhi Aerocity

**MORE PRODUCTIVITY AND EFFICIENCY**

GST has changed the way procurement departments in hotels functioned. As processes have fallen in place, teams have adjusted to the changes and find the procedures effective and efficient. This has resulted in more productivity and efficient use of resources.

**SUPPLY CAN'T MATCH DEMAND**

The challenge we sometimes face is in purchasing seasonal fruits and vegetables, and certain seafood that has a very short shelf life. In case of insufficient quantities with the vendors, we ensure that we have alternative products in place.

**INITIAL COST HIGH**

The initial cost of making green purchases is usually higher than purchasing the regular product, however, the benefits from long-term use are immense. While the cost is higher by anywhere from 10-70 per cent, the environmental benefit and feasibility of long-term use make it sustainable. Such initiatives are common

practice across all AccorHotels properties as per the Planet21 initiative.

**PARAMETERS FOR SELECTION**

Suppliers that we source materials from are selected based on various parameters, including them being compliant of all regulations prescribed by the government and local authorities along with them offering the best products and services in the market at the best cost. We select our vendors through a transparent and thorough tendering process.

**SIMPLE, EFFICIENT TECH**

While upgrading technology is a constant process that we undertake, recently, we introduced an automated cocktail maker that is completely calibrated based on guest experiences and needs, and is easy to operate even by guests if they wish to opt for self-service. On the same lines, we recently adopted a new generation of lighting solutions to enhance the look of several outlets in the hotel.

**AAHAR 2018**

We are looking forward to seeing more options for perishables and cold meat products along with some CGWS items introduced recently in the supply market. We are also interested to see innovative products that can be useful in increasing efficiency.

“

We select our vendors through a transparent and thorough tendering process

”



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Rohit Verma

**Rohit Verma**  
General Manager  
RS Sarovar Portico, Palampur

#### MINIMAL DEPENDENCE

The market for hotels has widened as hotels can now purchase goods from anywhere in India and they get the benefit from more competition and also get the benefit of GST input. The market is now a national market and there is no or minimal dependence on local markets and brokers.

#### NO DIFFICULTIES DURING PEAK SEASON

In the present scenario, nothing seems to be difficult to obtain because products are increasingly becoming available round the year, with a wider range of market spread. Except for a few products which are purely seasonal, like fresh seasonal vegetables and fruits, there are no difficulties in buying products even during peak season.

#### PROVEN BENEFITS

Green purchases in the short term may seem to be a costly affair, particularly if change or buying of fixed assets is to be done. However, in the long run,

you get excellent returns in terms of huge savings. Green initiatives such as replacing light bulbs with LED, LPG with CNG or PNG, and establishing a waste treatment plant for bio gas have proven benefits.

#### ONLINE FOR BULK

We prefer to have regular vendors for local supplies. The qualities we look for in our vendors are reputation, experience in hotel supplies, quality standards, and credit supply. These regular vendors are mostly for fresh supplies like dairy, vegetables, and fruits. Online purchases for hotels is a new area for bulk purchases and involves lead time of supply, payment options, and quality as parameters.

#### CCTVs FOR SECURITY

The technology being purchased for hotels should have maximum life and relevance for the business. The latest technology that we have added is a Wi-Fi infrastructure and CCTV surveillance.

#### AAHAR 2018

AAHAR is a great destination showcasing latest and modern products from global vendors for the hospitality sector. We would be looking for the latest kitchen and restaurant equipment, buffet props, and small cooking equipment.

“

The market is now a national market and there is no or minimal dependence on local markets and brokers”

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**Bernard Fernandez**

**Bernard Fernandez**  
Procurement Manager  
Sofitel Mumbai BKC Hotel

**VARIATION IN SOME PRICES**

The changes introduced with the implementation of GST have led to a more streamlined and organised purchase and procurement process which has benefitted both the hotel and vendor since its implementation. Not only has it made the process more organised, it has also allowed us to co-ordinate better with the vendors that we work with. The only change we see is in the variation in price of certain products.

**PROCURING DURING PEAK SEASON**

Given that Mumbai is the financial capital of the country and sees a lot of travellers visiting for business and leisure, procurement of products is not a problem. However, we do receive guests with certain preferences and so, to ensure that we meet their expectations, we sometimes need to plan in advance to ensure that everything is in place



When signing on a vendor we ensure product quality and retail products that the vendor can customise



**VIABLE OR NOT?**

While the opinion over viability of Green purchases is divided, with a fair share of people saying they are costly, there is a growing segment that believes that while the initial investment is high, in the long run, they are more viable and environmentally more sustainable. As part of AccorHotels' sustainable development initiative, Plant21, we have put practices in place to purchase environmentally sustainable products.

**NUMEROUS PARAMETERS**

Some of the things that we ensure when signing on a vendor are how long the company has been in the HoReCa sector, supply chain to ascertain lead time, service or product quality, aftersales service they can provide, retail products that the vendor can customise, as well as sustainability of the product in the long run and the best price offered.

**AAHAR 2018**

We will be interested in looking out for kitchen equipment that will help in enhancing the productive capacity of our busy kitchen and assist the kitchen staff in doing more in a shorter amount of time.





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# Keeping hotel guests loyal

Independent hotels have their own set of loyal patrons. Senior members share what hotels in their region are doing to ensure clients remain loyal and also enumerate how hotels can compete with the OYOs and Airbnbs of today.



**Garish Oberoi**  
President  
FHRAI

## A BATTLE FOR REPEAT CUSTOMERS

It is easier to keep current guests than find new ones. In today's competitive travel industry, hotels are putting a real effort into maintaining a solid customer base. They are expanding loyalty programmes and product offerings to satisfy what the most loyal guests want. Despite the growth of social media sites like Facebook and Instagram, hoteliers realise that they must use technology without losing track of the personal interactions and amenities needed to attract travellers.

As hotel occupancy rebounds from the depths of the recession and room-rate increase, hotels across the country are also increasingly emphasising personalised services that do not show up on any list of amenities. The goal is to win the battle for the repeat customer. Impactful first impressions, super-simple booking processes, inventive incentives, relevant rewards, tasteful personal touches, well-executed emailing, and



Market to mobile, tech-savvy, time-poor customers. They make up a high percentage of any modern consumer base



quality technology also add value to the brand and increase guest loyalty.

The popularity of multi-site booking engines, which present a wide variety of options to guests, has led to a significant decrease in brand loyalty. OTAs now offer loyalty programmes similar to the ones hotels offer, providing customers the best of both worlds – flexibility in choosing a hotel based on price and convenience, as well as the added incentive of reaching the promised 'free night' after they complete 10 bookings. This contributes to the loyalty crisis hotels are currently experiencing.

It is difficult for hotels to compete with OTAs and Airbnb on price, but there are elements of the service that can be emulated. Regulatory changes will take years, if not decades, to come. So, hotels also need to be thinking about changes they can make today to remain competitive.

The key takeaway for hotel owners is simple: Appeal to mobile, tech-savvy, time-poor customers. This makes up a high percentage of any modern consumer base and hotels must do the same. Hotels have to dwell upon achieving optimal exposure to make sure their listing is available on all the right websites. The entries need to be up to date and customers should be encouraged to leave reviews that reinforce the existing sales copy. Consumers now seek full information online. Once they've found what they want, they want it there and then. Hotels need to match their competitors with this immediacy. Any delay, whether calling to check availability or sending an email, means losing to a competitor with a faster method of booking.

Today's travellers want to reconnect with their friends and families. The traditional hotel mindset of one-size-fits-all needs to change.



**Sanjay Sood**  
President  
HRANI

## LOCAL CAN GET LONELY

Loyalty programmes are one crucial feature that hotels are utilising to make sure guests return to them. Another significant contributor to the success of the hotel has been its online presence on social media. Gaining a new customer costs anywhere between five to eight times more than retaining existing ones, according to estimates. Therefore, hotels and restaurants need to place a strong emphasis on keeping existing customers by making sure that guests leave with a lasting impression.

Companies like Airbnb and OYO Rooms leverage technology and enable consumers to have a hassle-free hotel booking experience while helping hotels and guest houses increase their occupancy. They must provide users with quality budget stays but through aggregation and co-branding rather than by owning and running their own properties. Airbnb does not have a regulatory environment, hence, it is unfair to compete against someone with few or no rules.

Encouraging guests to share their experience on social media is a way to instantly connect with people at the beginning of the research journey. Staying at an Airbnb, despite being as close as possible to living like a local, can be a lonely experience. By organising events, setting up a cosy café area or shared workspace, hotels can foster social bonding and bring locals and visitors together.

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**BUILDING LASTING RELATIONSHIPS**

Some hospitality experts perceive Online Travel Agencies (OTAs) as a 'necessary evil' and 'threat' to the hospitality business, but we ask our members to accept OTA bookings as an 'opportunity'. We tell them that when customers enter your property, they are your guests, not your customers. Also, they don't know they are not your customers. So, use this as an opportunity to make them feel as guests, in turn making them loyal customers.

Educate OTA guests about the advantages of booking directly. Monitor and respond to review systems so the hotel can put its best foot forward. If you can't break rate parity to compete with OTAs on price, offer special perks or amenities instead to direct bookers. Be on the lookout for superior online technologies that help your hotel circumvent the power of OTAs. Once guests are on site, work hard to create the superior experience that convinces them to return via direct channels.

Hotel brands must try to retain their guests with loyalty clubs and personalised marketing, and encourage those consumers not to shop around with another brand next time. Some of our members are training their staff to get contact information at check-in and encourage loyalty club sign-ups that are important to enable marketing. When guests are trained to book directly and not through intermediaries, the hotel has the opportunity to engage them with dynamic loyalty pricing.



**Dilip Datwani**  
President  
HRAWI

**GOING THE EXTRA MILE**

Building customer loyalty in the hotel industry is one of the most important steps for a hotel's success. There are many strategies which are used to turn new customers into repeat guests and retain current lists of guests as well. When you have a new guest at your hotel property, it is important to communicate with them to convert them into a loyalty card member. Hoteliers must look to offer value to the loyalty programme, something that is of value to the guests visiting the hotel.

Keeping track of the guest's preferences and requirements is essential and the hotel's staff must go the extra mile to find out what guests want, offer an impeccable service, and communicate online for an enhanced customer loyalty management. Different guests have different needs. Hoteliers must think beyond complimentary breakfast- what is it that will be of importance for the guest? A family on a leisure trip can be offered a complimentary trip to nearby local attractions. A business traveller may prefer flexible check-in timings. You can even announce offers on direct bookings for new guests so that they have an incentive to book your hotel on the next trip. Find out what customers want and reward repeat guests accordingly. Once you succeed with the sign-up of a new guest for your loyalty programme, let this act as your firm foundation to build a long-term relationship with your guest. A guest's stay should be memorable and hoteliers need to go the extra mile to exceed customer expectations.



**K. Syama Raju**  
President  
SIHRA

**CATERING TO PREFERENCES**

It is essential for stand-alone hotels to have a strategy for retaining their regular clients and sustaining continued patronage. The stand-alone hotels in our region retain the patronage of their loyal clients by ensuring that they are recognised on arrival at the hotel by the front office staff and allotted the rooms they are generally comfortable with.

More than anything else, it is the personal touch and the personalised service which motivates the clients for their continued patronage. To accomplish this, the hotel prepares a dossier of clients who are regular and loyal to the hotel, and records their preference of morning tea or coffee, newspaper, food habits and other such traits.

The hotel also ensures confirmed bookings on closed-out dates for frequent guests by blocking a limited number of rooms for the regular clients.

Guests are also given the privilege of early check-in and late check-out, as well as a discount on the rack rate depending on the frequency of their visits. On all these parameters, the hotel manager and front office staff is empowered to take on-the-spot decisions to deliver a hassle-free service to guests. Hotels also specialise in digital marketing by an interactive website, with dynamic pricing that offers benefits to help tackle competition.



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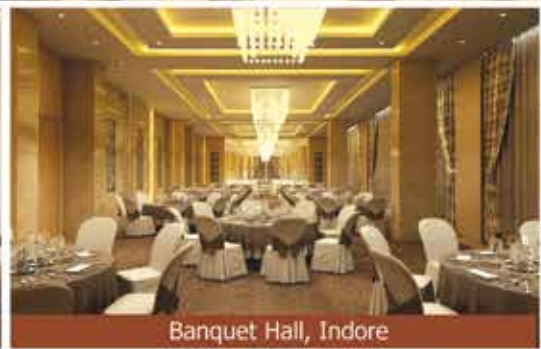
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# Fool proofing the FUTURE

"All wealth springs from the earth," said Adam Smith, a Scottish-born economist and philosopher. Climate change has brought about the need to build a strong sustainability policy to help hospitality power through.



Niranjn Khatri

Indian hospitality and tourism is on the cusp of a long-tailed growth curve which augurs well for the industry as a whole. With an increase of over 15 per cent in Foreign Tourist Arrivals over last year, a contribution of 6.88 per cent of GDP to the economy and providing 12.36 per cent of India's total employment in jobs, the tourism industry is ready to scale. However, with climate change, a defined and limited availability of resources and tighter regulations, the Indian hospitality industry is in severe need of a robust, future-ready, and data-driven sustainability policy which can hand-hold it through the maze of regulation and opportunity. A comprehensive framework is the need of the hour and it's paramount for the centre, states, and the associations to come together to build the future.

Today, a good number of hotels in the industry have already implemented few measures taking into consideration the reducing natural resources, their high dependence on pristine environments for increase in revenue, and creating responsible tourist destinations. However, the limitation today is that these measures are ad hoc in nature and function well in silos but fail because of the interdependence of resources for the functioning of hotels. A well-structured guide with implementation guidelines can help the hotels jump this hurdle and allow them to benefit from resource efficiencies, environmental protection, stakeholder empowerment and of course, customer delight. The hotel industry can save through bottom-line efficiency and balance, increasing operational costs, staying ahead and even leading the industry on regulation and environment, building excellence in recycling and efficient practices, improving the reputation with stakeholders and improving the working conditions within the hotel. Implementing a sustainable policy requires some initial investment which would be recovered from the savings in energy, water or resources and materials, new found efficiency in processes, and work opportunities.

At the recent Davos Economic Forum 2018 in January, Prime Minister **Narendra Modi** reiterated the need and importance of the environment and natural resource security for the betterment and growth of India and the world. Our commitment to the COP21 agreement on climate change and with the focus of all business shifting to sustainability development goals, the hospitality industry has already lost the onus but can quickly catch up if the determination and financial commitment are present.

## SUSTAINABILITY AS PART OF HOTEL POLICY

Recently, a study conducted on the carbon footprint for different categories of hotels in Chennai showed that on an average, a 5-star hotel emits more than 1700 tons of carbon dioxide each year. This is equivalent to emissions from a car running for



11,000 kilometres. The amount of carbon emitted from an average 4-star and 3-star hotel is 1450 and 1090 tons per year, respectively. The numbers considerably reduce for an average 2-star and 1-star hotel, which emit 101 and 150 tons of carbon dioxide each year, respectively. Lack of proper functioning systems in place has further increased the need for fresh potable water, which is again a scarce resource. Also, the hotel industry is a huge generator of waste per capita and a lack of waste management solutions within the hotel has led to unscientific dumping in landfills.

The change towards a more sustainable mode of living comes from the understanding that every organisation is directly or indirectly impacting the quality of the environment, which in turn impacts the economy of the organisation.

This change has already driven a number of hotels to have some sustainable measures within their systems. The ITC group of hotels sources 41 per cent of its energy from renewable sources. The Orchid hotels have reduced their water consumption by 50 per cent by installing water-efficient fixtures. The Taj hotels have a programme on the preservation of heritage monuments. However, there is a huge gap

in the number of hotels that do have an initiative in place and those that don't. The United Nations has laid down 17 goals for the sustainable development of an organisation. These goals lay a foundation for any hotel to implement sustainability into their operations.

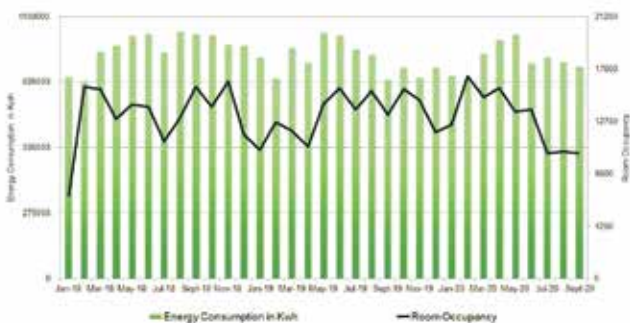
**CREATING A SUSTAINABLE POLICY AND ITS IMPACT**

In order to create a business model that is self-sustaining, a cradle-to-cradle assessment of resources is essential. Cradle-to-cradle assessment is the study to evaluate the impact associated with all stages of a product's life. This may include raw material extraction, processing, distribution, use, maintenance, and disposal at the end of its life. The ITC group has a policy on lifecycle sustainability that includes the procurement of raw material or service, manufacturing of product or delivery of service, transportation of raw materials and finished goods, and disposal by consumers. This not only improves the quality of the product or service, but reduces the lifetime cost of the product or service. A sustainable policy that promotes the concept of cradle-to-cradle assessment would scrutinise every material that goes into the hotel (food stock, glassware, furniture, etc.) from the perspective of lifecycle of the material. This

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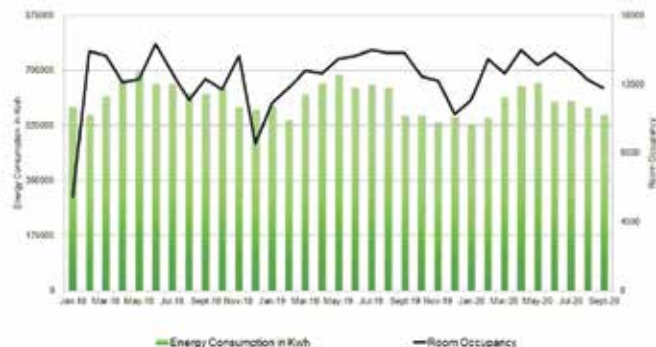
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**WEAK CORRELATION: OCCUPANCY, ENERGY CONSUMPTION**



**Figure-1**  
Hotel Y: Correlation  
Coefficient:0.04

**STRONG CORRELATION: OCCUPANCY, ENERGY CONSUMPTION**



**Figure-2**  
Hotel Y: Correlation  
Coefficient:0.56

“  
A sustainable policy must also boost employee engagement and social responsibilities



**Sriram Kuchimanchi**

helps in creating a sustainable supply chain and helps boost the local economy. Also, there is an increase in resource efficiency within the hotel.

A sustainable policy must also boost employee engagement, community engagement, social responsibilities (equal employment opportunities, social equity, social justice, human rights, etc.), and customer engagement. The social licence of a hotel to operate, greatly depends on the social sustainability efforts of the hotel. Involving employees in community engagement programmes would enhance the skill of the staff and imbibe a positive culture within the hotel. This not only increases morale and motivation of the employees but also improves staff performance, reduces absenteeism, and increases the ability to attract and retain employees.

**A MEASURED APPROACH, THE WAY FORWARD**

As a high per capita consumption industry and with increasing cost of operation, hotels are moving to the right solution in earnest. Currently, a plethora of solutions focused on energy, water, and waste are being implemented. However, there is a dearth of proof on their actually working. Not only are the solutions looked at in silos, there are also no structured and focused methods of continuous measurement except in a few hotels.

It becomes paramount for policy to be supported by data and proper analysis. This means that the industry has to begin by having updated and proper

baselines to measure with as well as understand consumption patterns and the inter-relatedness of materials and resources during consumption.

Figure-1 follows some resource efficiency measures, but isn't structured nor measures its output. This results in inefficiencies, a waste of resources in implementation, and hotels tend to give up on such measures due to lack of results. However, in Figure-2, a clear and structured measurement activity gives perfect analytics for taking decisive action which can result in making real-time corrections, high savings, better efficiencies, and bottom-line happiness. Data analytics becomes a powerful weapon for hotels and this policy intervention leads to short-term and long-term success.

It is important for hoteliers to measure the impact they have on the surrounding environment on a day-to-day basis. This will help them keep a track on their material, water, and energy consumption, as well as waste generation. Also, efficiency of processes, equipment, and machines gets highlighted once there is a tracking system in place to measure the impact of the hotel. A waste policy in place that decides the fate of the waste within the hotel considerably reduces the amount of waste sent to the landfill.

If hotels have to prosper, they have to adapt and move quickly to create a sustainable guide and policy for themselves, which also provides for implementation, analytics, and decision making.

*(The authors are **Niranjan Khatri**, Founder of iSambhav, a sustainability training organisation and **Sriram Kuchimanchi**, CEO of Smarter Dharma, a social enterprise operating in the field of social and environmental sustainability. The views expressed above are the authors' personal views).*

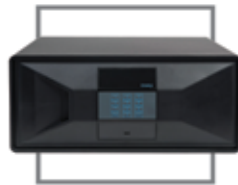


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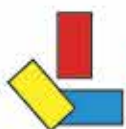
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# Rising OPPORTUNITIES

The hospitality industry is one of the key service sectors in the country and with increase in disposable income, rising commercial development, and Foreign Tourist Arrivals, it is growing impressively.



Sonica Malhotra

With more and more domestic and international hotel groups making inroads into new destinations, the Indian hotel industry will continue to grow at a tremendous rate. The growth of the industry is testimony to the fact that many international hotel chains like Marriott, Starwood, Carlson Rezidor, and InterContinental Hotels Group are scaling up the number of properties in India and widening their presence to strengthen their position in the Indian market.

According to a report by KPMG, the hospitality sector in India is expected to grow at 16.1 per cent CAGR to reach ₹2,796.9 thousand crore in 2022. The sector encompasses a wide variety of activities

within the services sector and is a major job provider, both directly and indirectly. With improving economic conditions, more and more people are expected to take up travelling for leisure or adventure and boost the hospitality industry further.

## ATTRACTING MORE INVESTMENT

Hotels are an important component of the tourism industry and contribute to the sector by offering services and facilities conforming to global quality and standards. Growing opportunities in India's hospitality segment have led several foreign players to invest in establishing a strong presence in the country's hospitality space. While the hospitality industry in India is extremely volatile, there is a need to retain clientele and at the same time, increase profitability to compel hoteliers to constantly strive to improve guest satisfaction and revenue.

## SKILL DEVELOPMENT

The hospitality industry is a people-intensive industry

“

Growing opportunities in India's hospitality segment have led several foreign players to invest

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Wonder Gel 50	++++	++++	50-80	
Wonder Gel 100	+++	+++	100-200	
Wonder Gel 200	++	++	200-250	



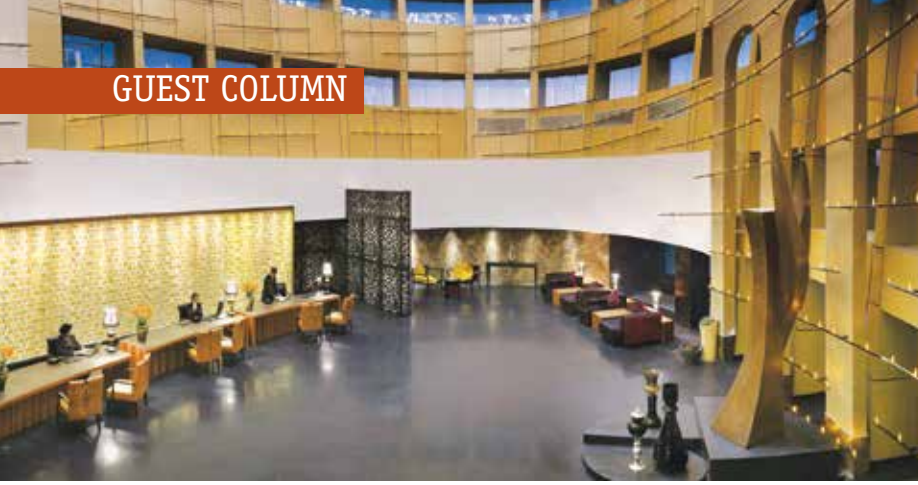
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Offering additional convenience and activity options to customers has become the norm

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and the outlook for jobs in the hospitality sector is extremely positive considering a major thrust of the government on promoting the segment. It experiences a high turnover of skilled people and embarking on a career in hospitality can be hugely rewarding. However, candidates opting for this sector have to go through a rigorous training programme to be able to cope with the exacting standards and its growing demands.

Hoteliers have a positive outlook due to numerous reasons. While the consumers are moving towards experiencing a more authentic, personalised, and on-demand hospitality, the industry personnel are capitalising on the opportunity to innovate and deliver experiences beyond the traditional methods.

The international inbound leisure tourism sector in India is seasonal and the majority of tourism activities in India are driven by the domestic market. Seasonality in India is region and city-specific and can vary significantly. This brings its fair share of challenges in terms of human resource management and also in terms of operational strains that hoteliers need to be well-prepared for. The

hospitality sector in India is hindered by an acute shortage of skilled manpower. This shortage is not specific to the hospitality sector alone.

While access to manpower is not an issue in a country the size of India, it is the supply of qualified skilled manpower that is falling short. I believe that adequate and adapted training can reduce turnover rates among Indian hoteliers. Hospitality management education can help cross-train staff and streamline the guest experience, reducing the cost of running a hotel and providing hotel staff with a higher amount of sought-after job skills.

### TRAVELLERS BRING A NEW WAVE

The next 10 years will see an exponential growth in the midscale segment of hotels across the country. India is witnessing an increasing interest in internal tourism, as the younger generation of travellers is beginning to explore newer and unexplored destinations and seeking affordable stay options.

Hotels have been embracing technology to improve their operations and revolutionise the guest experience, and will continue to disrupt and enable the industry to offer better services and amenities to the guests. From room reservation and front desk operation to room services and billing, technology plays a key role in ensuring seamless customer service. Artificial intelligence, automation, IoT, mobile applications, etc., have and will continue to improve standards of service and enhance customer experience in the hospitality industry. While the hospitality sector in general is elementally reliant on human interactions in service delivery, technological solutions have increasingly been used to replace or augment human efforts in the delivery of services to guest. Technology affords efficiency and in many cases is much more convenient and time saving, say for example waiting in line for a hotel front desk executive to check you in. Technology also serves as a link to connect with the customers even before they set foot in the premises and engage with them long after their stay at the hotel.

Today's discerning travellers are increasingly seeking experiential stays and authentic experiences, and the hospitality sector is evolving to deliver these experiences to their guests. Hotels, for example, are evolving in their offerings in food and beverage as well as stay experience. From stand-alone hotels to resorts and destination hotels, offering additional convenience and activity options to customers has become the norm rather than an exception.

*(The author is **Sonica Malhotra**, Joint Managing Director, MBD Group. The views expressed above are the author's personal views).*



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The team at HSAA is its strength. Their vast knowledge in designing and innovative approach helps conceptualise effective and efficient solutions. The designers keep a constant watch on emerging customer behaviour patterns to offer the best and latest design services.

At HSAA, renovations and refurbishments are in full stroke. The company's upcoming hotel projects include the chain of hotels of Swosti Group, Bhubaneswar; Hotel Highland Park, Manali; Indore Hotel and Landmark Hotel in Bhopal among others.

For the hospitality business, HSAA contributes through innovations. The hotel is a point of relaxation and fun, and HSAA considers it in every modern design so it can render a common goal and satisfy every client's need. Their services are crafted to lend elegance and style to spaces without compromising on functionality, offering good storage capacity, and ensuring necessary tidiness.

“

With vast experience in all forms of structures, the company understands a client's requirements

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# VOICE it smart

India's first voice-activated hotel room has been launched, giving smart rooms a new dimension altogether. We ask hoteliers what, according to them, a smart room really is and how adaptive we are to this change.

**Tripti Mehta**



**Kush Kapoor**

**Kush Kapoor**  
Area General Manager  
Roseate Hotels & Resorts

### CATCHING UP TO THE REST

India is catching up quickly to the rest of the world in smart room technology and today, most Indian hotels, especially those in metro cities, have switched to smart hotel rooms. The Roseate New Delhi has iPad-controlled room amenities, from lights to curtains and television to music.

### INCREASING PRESENCE

In Tier-II and Tier-III cities, smart room technology may still not be as prevalent as it is in the metros, but with time and technological advancement they won't be far behind.

### TWIN TECH

Two major technologies that are already available

“

Smart rooms suit the needs of guests, giving them a one-button control of everything

”

in India include the iPad-controlled system in rooms and voice command-enabled guest room control through sensors.

### EASING THE EFFORT

Guests today are constantly on the move. Smart rooms suit their needs, giving them a one-button control of everything. It is equally convenient for the staff as well because it saves them the time they would have spent manually checking everything, when it could all be done with one device.

### TECH ON THE CARDS

Some technology that has been making waves includes one remote to control everything in the room, the very recent voice command-enabled guest room control, robots in rooms, mobile check-in, and keyless cards. Furthermore, there are also talks of developing Artificial Intelligence and geo-positioning of guests present in the hotel, in the near future.



**Saurav Dutta**  
General Manager  
Park Inn by Radisson New Delhi IP Extension

### TOUCH, VOICE COMMANDS

The 'smart' studio rooms have been equipped with Amazon's AI-powered Echo Dot device. This allows guests to control lights, play music, control air-conditioning, open and close the curtains, and even control the television from their own personal mobile phone or simple voice commands. Guests can request for services without downloading apps, through the Web RTC technology. Common room functions such as room cleaning, wake-up calls, laundry, in-room dining, and room check-out can be performed by merely speaking to the smart device.

### A TREND IN THE MAKING

Internet of Things (IoT) and voice-enabled technologies are the future of the hospitality industry. These technologies have started to dramatically change the dynamics of the hospitality sector by setting new benchmarks. It's still a luxury in India since it has only just begun.

### CONVENIENCE AND EFFICIENCY

We are the first hotel in India to have smart hotel

rooms and have introduced this in six smart studio rooms, not the entire hotel. Travellers enjoy using the features of smart hotel rooms since they provide both convenience of order and efficiency in service.

### AVAILABLE TECHNOLOGY

Amazon introduced its echo device in late 2017. No other voice-assistant device has been introduced in India by any other company. Although there are companies like Philips, Wemo, and D-Link that have brought smart bulbs and switches to facilitate smart rooms, it is not possible to implement them in the existing infrastructure. Kamakshi Clouds is the only company in India that customises smart rooms without making any change to the infrastructure.



**Saurav Dutta**

“

Internet of Things (IoT) and voice-enabled technologies are the future of the hospitality industry

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Sandeep Johri

**Sandeep Johri**  
General Manager  
Novotel Kolkata Hotel and Residences

**ENHANCING THE EXPERIENCE**

In a smart hotel, guests have access to technologies which can enhance the service experience by making it more streamlined and personalised. It also helps support guest requests and improve employee productivity. Facilities like mobile and keyless check-in options, mobile key access, digital in-room controls for temperature and electronics placed in-room, virtual concierge, and advanced energy and water conservation systems are some of the features that make a hotel room 'smart'.

We believe that the ever-evolving developments of Internet of Things (IoT) are incredible, as they have refined the way business connects with technology with unparalleled results through innovative applications and products. The hospitality business is guest-centric and IoT enables hotel teams to provide guests with a comfortable, convenient, and delightful consumer experience with the help of technology.

“Smart room technology will unravel the most treasured aspect of hospitality business – guest retention”

Introduction of smart rooms is one such revolution in the business. There is no limit to technological innovations and hence, what a smart room involves is vast. This room type particularly anticipates the need of the guest and also personalises the experience of the user.

**DEFINED BY TRAVELLER NEEDS**

For India, hospitality still means adding the human touch to experiences. For a lot of people, technology takes them away from this interaction. Nonetheless, it largely depends on the nature of travellers if they are receptive to these new infrastructure changes. For instance, a business traveller will be extremely comfortable with the hyper-personalisation of the rooms through technologies like mobile apps or voice-enabled controls, whereas a leisure guest will prefer to spend time to communicate with the team personally and get answers to his or her needs in an efficient manner.

**A LUXURY, FOR NOW**

Smart rooms are still a luxury in India. In my opinion, anything which is available at a smaller scale is considered luxury in our world. So, since smart rooms are not widely introduced here, people would still believe it to be a bonus to their stay experience. Also,

with more consumers bringing Artificial Intelligence-powered voice assistants like Google, Siri, and Alexa into their homes, more households are becoming 'smart homes'. That said, the number of people living in smart homes today is still relatively low and so, guests in general are not so exposed to this technology; a smart room adds thrill to their stay experience.

### VOICE-ACTIVATED CONTROL

The Indian hotel industry has recently seen a makeover that features voice assistant-enabled smart hotel rooms. Here, a customer has complete automation of service requests that include virtual control of television and lighting fixtures. Guests can also control basic room functions and request for room service with just a tap on their smartphone, without downloading any kind of app.

### ENTERING A WORLD OF YOUR OWN

Access to guest data has always empowered hoteliers to create memorable experiences for consumers. The introduction to smart room technology will not only help deliver a delightful experience, but will unravel the most treasured aspect of hospitality business – guest retention. It

will be an unimaginable experience for the guest to just enter the hotel room, without having to stop at the reception to pick up keys, and find their favourite channel playing, the room temperature already set to suit their preference, and a list of their favourite dishes to order from.

For starters, implementation of virtual reality is poised to revolutionise the booking experience by offering consumers an immersive experience. The sales team can show the exact room that the guest is going to stay in, sitting right in their office or on their mobiles. The hotel staff will already have access to data about the guest from the various choices they make during their stay, using various contact-points of technology, which will enable the hotel to create a more personalised experience.

### TRENDS IN THE PIPELINE

In the new era, some of the tech features on display can include a smart mirror, a smart art frame or a smart shower and faucet with voice-activated commands. Guests can easily adjust the lighting, temperature, humidity, curtains, artwork, etc., just using their voices. Sensor-presence technology will also become a trend.



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Sharad Datta

**Sharad Datta**  
General Manager  
The Westin Mumbai Garden City

#### AUTOMATED SERVICES

A smart room is essentially a voice assistant-enabled room. The guests can make automated service requests to virtually control the television and lighting in their room. A smart room entails advanced in-room controls, mobile and keyless check-in options, as well as mobile key access. The in-room controls are entirely digitalised, the rooms incorporate virtual reality bookings and advanced energy conservation systems. By simply speaking into a smart device, the guest can call for room service as well as request for wake-up calls, in-room dining, and laundry, without having to call the reception.

#### WORTH THE WAIT

India has made a breakthrough into the space of smart rooms only recently, hence, it still has a lengthy journey in adapting to this concept. However, guests are always looking for new experiences, both for business and leisure travel. Every innovation is fascinating and exciting, therefore, we expect this trend to pick up quite fast.

#### YET TO BE ADOPTED

Automation and smart rooms are a little expensive to install and maintain on a large scale. Hence, smart rooms are going to be a luxury for quite some time, till a substantial number of hotels adopt it.

“Smart rooms help the staff to maintain timelines by being able to respond almost immediately”

#### WHAT'S OUT THERE

Amazon's AI-powered Echo Dot devices with Alexa's voice assistant enable you to control lighting as well as television and audio in your room through voice commands. An app-free mobile feature is based on Web RTC technology which is rather new. There are other companies such as Philips and Cube26 which have introduced innovations in the lighting space. Pert, a Wi-Fi enabled module controlled by an app, is also a player in the smart room space, offering switchboard modules that will adapt to the existent system. It can switch on appliances or turn them off and regulate light dimmers, fans, and air-conditioners. There are quite a few platforms available, however, most of them are for home purposes.

#### AN EFFECTIVE TOOL

Technology enhances the guest experience and offers them a higher level of comfort and convenience. Accessibility to every facility is made effortless by the touch of a single button or voice request. Smart rooms also help the staff to maintain timelines by being able to respond almost immediately. Hotel promotions can be done instantly and more effectively.

#### COMING UP SOON

What is soon to come up in the hotel industry is energy conservation technology that will cut back on the excess expenditure of the hotels. Cloud technology, Big Data, and Artificial Intelligence are some of the major trends in smart room technology as well. These technologies will simplify and automate tasks.



**Varun Sahani**  
General Manager  
The Orchid Mumbai

### AMENITIES EVERYWHERE

A smart room is essentially a tech-savvy room which is equipped with state-of-the-art facilities that cater to the needs of frequent business guests. Common facilities available in smart rooms include a techno-panel (Chromecast) which connects laptops, mobiles, and other devices to the television. These rooms have an energy-efficient theme-based lighting system that can be customised according to the time of day and according to guest mood and preference as well. There are LED sensors facilitating movement, high-tech bathroom amenities,

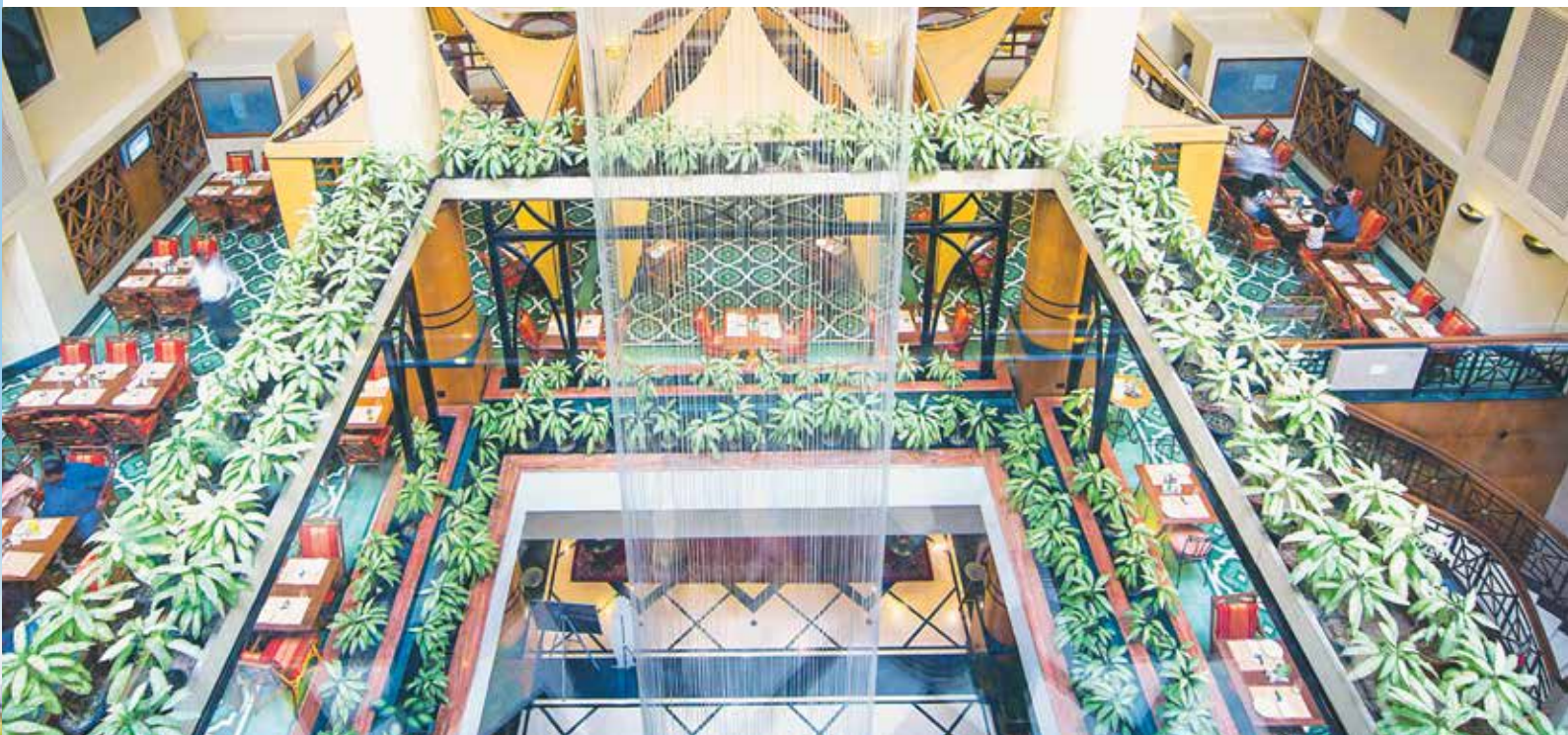
sliding shelves and rods; tablets to adjust the light and temperature of the room or close the curtains; televisions adjustable to 180 degrees; and customised lighting make rooms smart.

### BETTER VALUE FOR MONEY

Smart rooms offer better value for money to guests, as they feel that the stay experience is not only enhanced by people working for the organisation but the organisation itself takes into consideration the daily needs of guests and designs the hotel rooms to offer excellent guest experience.



**Varun Sahani**



heated WC seats, electronic window panels, wardrobe with LED lights, sliding shelves, etc.

### TRAVELLERS SEEK SMART AMENITIES

We have various projects to validate the claim of India aggressively moving towards the smart hotel room concept. Today's travellers expect quality infrastructure in terms of technology and facilities that support and simplify their work and in turn, enhance their overall stay experience. They do appreciate the concept of smart rooms.

### A BOUQUET OF TECH

Technology such as LED lighting sensors; electronic window panels; high-tech bathroom amenities that include adjustable showerhead, adjustable sink, heated WC seat, wardrobe with LED lights,

“

The rooms have an energy-efficient lighting system that can be customised according to the time of day ”

### CHROMECAST IN HOTELS

Chromecast is a drive-sized dongle that plugs into a modern television set's HDMI port and allows guests to stream (or rather cast) media from their existing computer or mobile device through the home Wi-Fi network and onto the television screen.

Soon, an introduction of this will be seen in the hospitality industry.

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Designed to enhance career progression, the programme combines a practical curriculum with a focus on contemporary challenges  
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**G**lion Institute of Higher Education, a leading Swiss hospitality management school, has partnered with Grenoble Ecole de Management (GEM) to offer a dual-degree programme allowing students to obtain an MBA and Master of Science in International Hospitality Business. The program consists of one full academic year delivered on Glion campuses in Switzerland, followed by an additional year and two capstone projects on the job. Early applicants to the programme's first intake in September 2018 benefit from a 40 per cent scholarship.

Designed to enhance career progression, the programme combines an intensive practical curriculum with a focus on contemporary management challenges and key operational concepts. It prepares students to be holistic managers with a global view of business and strategies, to think critically and adapt to a changing global environment. The innovative format will require students to spend a year on the Glion campus following lectures delivered by both Glion and GEM faculty members, combined with a 12-month blended-learning experience while on the job. In order to earn their degrees, candidates will need to complete both a Final Management Project and a Hospitality Capstone Project. Apart from obtaining two specialised advanced degrees from two world-class institutions, graduates will have the opportunity to connect with industry experts, receive full access to career services, as well as full membership to the alumni networks of both schools.

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With a history spanning six generations, Vedic Aroma Lab is known to provide its clients with customised signature fragrances to welcome guests in a unique way, helping create the desired first impression that will be remembered by them long after they have checked-out. This also helps create recognition for a brand.

Founded by **Chhunnamal Vijayvergiya**, who envisioned a perfumery business, the first workshop was set up circa 1850. From using a handful of steam-distilled ingredients to today's massive library of thousands of high-technology molecules, from creating fragrances for the royalty of Lucknow to having an international client base, the company has come a long way.

A rich history, dedication to work, a deep understanding and appreciation of the intricacies of scent formulation, and an unwavering pursuit for innovation have inspired the creation of aromas that are capable of going beyond the expectations of clients all over the world. Focus on client satisfaction across all departments, especially R&D, quality control, as well as sales and marketing are key to Vedic Aroma Lab's success and brand equity.

Quality control has always been an important part of their working

philosophy. The fact that the company has been entirely family-run has allowed them to follow each phase of the production process with extreme care and precision. Their unique structure as an independent, family-owned and managed business also provides a singular ability to focus on clients in close partnership and to provide greater flexibility, faster response time and above all, greater transparency throughout the creative process. Both senior and junior perfumers work in close collaboration with internal teams and clients to create fragrances that evoke quality and prestige.

The perfumes ensure that guests have a pleasant stay in the hotel, which can shape experiences, get them dreaming, instil relaxation, evoke emotions, and even awaken memories. The aromas are such that they complement interiors, themes, and seasons. Vedic Aroma Lab's products have been used by The Taj, The Leela, Park Hyatt, Radisson, Westin, The Gateway, Vivanta, Royal Orchid, Clarks, Kenilworth, Novotel, Hyatt Regency, Ramada, and Mayfair amongst others.

Times are changing and so are customer requirements. Choices have become more intriguing, availability more frequent and simpler, and marketability more extensive.

The internet and social media are the biggest contributors to this trend. Vedic Aroma Lab has successfully catered to this newfound awareness by making available to clients its vast range of innovative aromatic solutions.

More and more hoteliers are now keen on implementing Strategic Scent Marketing, wherein Vedic Aroma provides such aromatic solutions as hold true for the ambience they will be used in.

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# Automatic Gas Clay Tandoors

Keeping with changing times and an innovative approach, Munnihal Tandoors has launched its fully-automatic gas clay tandoor.



**Munnihal**

**T** rue to its principles, Munnihal Tandoors has launched its new product, a fully-automatic gas clay tandoor, to ease the burden on chefs while keeping authenticity of taste intact. Speaking about the launch, **Munnihal**, Founder and CEO of the company, says, "The newly-designed tandoor gives the company a futuristic leap. There are many features to be spoken about in this new innovation. The fully-automatic gas clay tandoor comes with a flame failure device, has an auto-ignition option, saves you from monitoring it constantly due to its self-flame sensor and auto temperature control, and even indicates 'no flame' in case of no gas supply." The body of the tandoor has been kept

traditional. All certified components have been used to ensure safety of the user, a promise that Munnihal Tandoors is known for. "I firmly believe people will treat this innovation as another revolution in the tandoor industry, as this is the need of the hour," emphasises Munnihal. The product is user-friendly and environmentally safe. Moreover, it is perfect to help one achieve consistent cooking results.

What makes the tandoor extremely beneficial is that it has an enclosed body and works with LPG, CNG or propane. All of these dream-like features make this new tandoor model an innovation for the F&B industry.



**Varun Bakshi**  
Director  
Snow Valley Resorts

“

I am jointly managing three resort properties. Over the years, we have been using products of Munnihal Tandoors and are extremely satisfied with their service

”



**Chef Vikas Chawla**  
Chief Executive Officer  
Core Hospitality Solutions

“

With expertise in food and beverage, I can say that Munnihal Tandoors is true to its principles and helps clients achieve exactly what they want to

”



**JS Bindra**  
Director  
Punjabi Kadhai, Siliguri

“

What is amazing about Munnihal Tandoors is the diversity of products it offers. Recently, they diversified into making wood fired ovens and that is something we use for outdoor catering

”



**Harmanpreet Singh**  
Managing Director  
Food En Vouge Caterers

“

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# HICSA 2018 in April

Committed to creating value for its diverse range of attendees and capturing the imagination of the young, HICSA 2018 will be held at the Grand Hyatt Mumbai from April 4-5.

Since its launch in 2005, Hotel Investment Conference – South Asia (HICSA) has earned the reputation of being the premier hospitality event for the region, offering an unparalleled platform for industry stakeholders to network, exchange ideas, and explore new opportunities. HICSA has always been applauded for proactively changing with the times, and this year is no different. After a successful run of 13 years, 2018 will see a new avatar of the event, which will be hosted by the young and effervescent brand, Hotelivate, a new-age hospitality consulting firm founded by the former HVS India team. Straying away from the usual format, the conference will have less of panel discussions and more of exciting one-on-one interviews of industry leaders by industry leaders, master classes and more than ever before TED-styled talks.

The first day of the conference will be exclusively for interviews and keynote addresses in an endeavour to make the event more content-rich. It will commence with the much-anticipated interview of Manav Thadani, Founder and Chairman of Hotelivate,

followed by Deepak Bagla, Managing Director and CEO of Invest India, musing over Incredible India: Credible Returns. The other keynote addresses will be by Nakul Anand, Executive Director, ITC and Roshan Abbas, Chairman, Geometry Global Encompass. In addition to this, the event flow has been punctuated with interviews of Arne M Sorenson, President and CEO, Marriott International; Deep Kalra, Chairman and Group CEO, MakeMyTrip; Gaurav Bhushan, Global Chief Development Officer, AccorHotels and Patu Keswani, Chairman and Managing Director, Lemon Tree Hotels.

Master classes will be held on the second day in the form of concurrent sessions. Experts from a diverse set of industries will share their experiences and views on matters affecting hotel business around the world. From Oliver Tittmann, Managing Director, X-CUBE Engineering, sharing his views on high-end modular and pre-fabricated building solutions in hotels to Sujain Talwar, Senior Partner, Economic Laws Practice (ELP), giving his insights on legal issues affecting hospitality operations, this year's event has speakers from various cross-over industries. In addition, Puneet Chhatwal, CEO and MD, IHCL, will be interviewed on day-two on restructuring of the company and its plans. The second day will see the Leaders' Panel with Dilip Puri, Founder and CEO, Indian School of Hospitality, moderating the session.

“

The conference will have less of panel discussions and more of exciting one-on-one interviews

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During a masterclass on Italian cuisine at The Imperial, New Delhi, we got in touch with chefs to find out more about its popular dishes.

# India's own ITALIAN



**Chef Attilio Di Fabrizio**  
Executive Chef  
Belmond Villa San Michele, Florence

### WHAT ARE THE SIGNATURE DISHES OF ITALIAN CUISINE?

Living the Italian culture as a chef makes it hard sometimes to answer this question since the variety of dishes and peculiarities from North to South are really a lot in Italy. If I pick one appreciated by any Italian family which makes us famous all over the world, I would say it is Spaghetti alla Carbonara.

### WHAT ARE THE POPULAR INGREDIENTS? HOW DO YOU TEST THEIR QUALITY?

I would say that our most popular ingredient is olive oil, but it is important that it be extra virgin olive oil and cold pressed, the ideal colour be dark green and of course, it must be made only with Italian olives; the acronym IGP usually guarantees all these characteristics. Also, I would say tomatoes are an important ingredient; there are at least 10 popular varieties of tomato and each has a certain recipe that it is used for. In general, tomatoes must always be red, compact, have a green stem, and have their typical fragrance.

### TELL US A BIT ABOUT POPULAR ITALIAN DESSERTS.

You must know that even for desserts, the taste and characteristic varies between North and South; with Arabic influences of the past and use of honey, desserts in the South are sweeter. I would say that

Babà or the Sicilian Cassata are most popular in the South. However, what makes us famous worldwide is Tiramisù and Gelato.

### YOUR ADVICE TO CHEFS COOKING ITALIAN DISHES?

If they wish to add just a few Italian dishes in the menu, I would certainly suggest different kinds of pasta. For garnishment, my suggestion is to keep it simple always, keeping in mind the ingredient you wish to emphasise and create a balanced recipe accordingly, for maintaining the purity of flavours.



**Chef Attilio Di Fabrizio**



**Chef Prem K Pogakula**  
Executive Chef  
The Imperial, New Delhi

### WHICH ARE THE POPULAR ITALIAN INGREDIENTS EASILY AVAILABLE IN INDIA?

The Italians know how to eat, perhaps because the ingredients they use are fresh and flavourful. Traditional Italian cuisine follows the Mediterranean pattern of eating; it focuses on simple, whole, natural ingredients, making it one of the world's healthiest diets. Eating like an Italian means stocking your pantry with the foods you need to whip up a meal that tastes amazing and just happens to be packed with health-boosting ingredients. The basic ingredients which are always available in India include olive oil, garlic, onion, canned tomatoes, parmesan cheese, eggs, wheat flour, pasta, fresh vegetables, and fresh seafood and meats.

I normally use Barbera brand of olive oil for southern Italian dishes and De Cecco pasta from Florence. We

can also count on many other brands of pasta like Garofalo and Di Martino.

### OF INTERNATIONAL CUISINES, ITALIAN IS VERY POPULAR IN INDIA. ANY TRENDS IN ITALIAN FOOD IN INDIA THAT YOU SEE?

Among other international cuisines, authentic Italian is highly popular, unless you consider the pasta and pizza being served as authentic, which I believe isn't. The Indian palate is accustomed to pungent tastes and flavours.

I think only few guests enjoy the wide variety of delicate tasting food in fine-dine restaurants, reason being its authenticity and consistency. Most of the stand-alone joints serve Indian versions, developed to suit the Indian palate, and miss out on the original taste.



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**Rashid Siddiqui**

Sky Enterprises offers an exclusive range of chef uniforms, men’s waistcoats, doorman uniforms, hospitality uniforms, spa uniforms, utility uniforms, and salon uniforms among others. Fabricated and crafted in adherence with the present fashion industry ethics, Sky Enterprises guarantees that only superior-class fabrics and other allied techniques in the production procedures are followed.

“We started our journey way back in 1972 as a contractor for uniforms of Indian Air Force officials. In 2007, we embarked on a new journey of delivering high-quality hospitality industry and corporate uniforms. At present, we provide uniform services to hotels, resorts, banquets, restaurants, caterers, showrooms, and the corporate sector,” says **Rashid Siddiqui**, Director, Sky Enterprises.

The company’s unparalleled quality approach in uniforms is a result of a set of highly experienced employees who aspire to provide utmost fulfilment to customers. Having extensive industry experience and affluent expertise in their respective fields, each member of the staff is assigned a detailed role to play. Under the mentorship and leadership of Siddiqui, the company has acquired recognition and acknowledgement from its clients. “With a customer base of more than 15,000 companies,

our clients hail from Dubai, New Delhi, Mumbai, Gujarat, Punjab, Kolkata, Chennai, Goa, and Rajasthan,” says Siddiqui.

Sky Enterprises offers free designing and digitising services to those who want to try something different with their corporate look. It employs solid colour silk screen, water-base, rubberised, and gradient printing to make images visible.

It has been serving corporates, multinational companies, and organisations in the private and public sectors all around the globe, with apparel of good quality at unrivalled prices. It also offers an incredible array of custom logos on promotional products. With its client-centric approach and transparency in services employed, the company works towards the goal of ensuring complete client satisfaction.

The co-ordinated and systematic methodology employed by them ensures that the client’s specific requirements are met.



## TASTEFUL STORAGE

◆ Wisma Atria Interiors has launched its contemporary sideboard collection. The collection comprises sideboards in different shapes, with uniqueness in their designs, colours, and sizes. They have a well-equipped storage space for holding essential items, while displaying lamps, books, sculptures, etc. Each piece of this collection is designed with rich sheen finishes that accentuate the aesthetic appeal of living spaces.



## INDIAN ART ON FABRIC

◆ Tulips, a soft furnishings brand, has introduced its new collection, Enchanting Indigene. The collection offers embellished fabrics inspired by India's rich heritage of textile crafts. The designs of the collection include Madhubani art of hand-painting, Nilgiri's embroidery art of Toda, the painterly art of Pichwai, etc., on fabrics like satin, linen, silk, velvet, and cotton.

## ON THE PANEL

◆ Ply Mahal has launched its collection of designer door panels to give interiors a new dimension by giving them that perfect finish. Available with an option of beautiful patterns and punchline embellishments, these high-pressure decorative laminate panels are available in a variety of colour options that include copper, rose gold, bronze, gold, silver, as well as other metallic textures. The panels come with temperature stability of up to 60 degree Celsius.





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## SEAMLESS COMFORT

◆ Vitra introduces its high-tech and trendy bathroom furniture, Metropole. The new line offers a wide range of infinite washbasins of varying dimensions for maximum ease of use. Metropole washbasin units are compatible with two options, mineral cast and ceramic. The concealed mounting allows for visual continuity and easier cleaning. The WCs feature water-saving flushing made with a rimless WC pan. A mix of architectural aspirations, futuristic materials and visionary strategies, the concealed mounting allows for visual continuity and easier cleaning. The WCs in the Metropole series feature water-saving flushing with a rimless WC pan.



## KEEPING IT CRISP

◆ Cornitos has launched veggie nachos that are made from non-GMO corn that is blended with natural vegetable extract and later baked or cooked in healthy corn oil. Each vegetable gives a special colour and flavour to the Nacho Crisps. It uses beetroot, which is a good source of vitamin C; white beans, rich in antioxidants and protein and spinach, which is loaded with vitamins A and E. This nutrient-packed snack can also help in avoiding junk food, without compromising on taste.



## A CUT ABOVE THE REST

◆ In 2015, Good To Go pioneered a new business model and changed the landscape of this market when it introduced the first-ever online meat delivery company of Delhi-NCR. Eliminating the need to visit a market, customers can just log onto the website and choose from the numerous meat options available. After making a selection, all they need to do is place the order to be delivered right to their doorstep. A number of well-established eating joints place regular orders on Good To Go's website, benefitting more and more customers each day.

## ODOUR-FREE DISPOSAL

◆ ELANPRO has launched garbage coolers, a professional range for the refrigerated storage of food waste. This new product refrigerates the garbage to stop further decomposition until its final collection. Made of stainless steel, its anti-bacterial removable door comes with top and front option manoeuvring waste disposal. The doors are fitted with exchangeable magnetic gaskets.



## AN 'ARTE' COLLECTION

◆ Interior designer Nomita Kohli of Wisma Atria Interiors has launched the uniquely designed furniture collection, ARTEBROTTO. This line of furniture consists of meticulously designed and carved sideboards, dining tables and beds with an Italian touch. Each piece is made of wood, designed in different shades and textures of natural wood to give rooms a vintage and rustic appeal. The pieces of this collection have authentically been made in Italy that has been synonymous with passion for wood, from generation to generation. The collection is a perfect blend of style and exclusive design inspired by tradition and modern concepts to add vivacity to spaces.



## FLAVOUR THE SALAD

◆ Dr. Oetker FunFoods Professional has launched an addition to its HoReCa range of mayonnaise with the launch of a new variant, Veg Mayonnaise for Coleslaw. The new mayonnaise is a thick emulsion and an ideal binder for vegetables to create coleslaw. It ensures freshness of ingredients which is a must for an ideal coleslaw preparation. As per HoReCa requirements, the product has a sweeter note and is also heat and bake stable.

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## LE MÉRIDIEN, INDIA ART FAIR COLLABORATE AGAIN

Le Méridien Hotels & Resorts has partnered with India Art Fair, South Asia's largest contemporary art fair, for the sixth consecutive year. The Le Méridien Hub at the art fair in New Delhi converted into a visual experience, where the work of celebrated photographer Lucie Robinson was showcased, bringing to life the brand's newest 'Follow Me' programme. The campaign, a visual journey by five artists, was launched 11 years ago to provide artists a platform to showcase their work to a global audience.

The artists, Gita Ozolina (Latvia), Onn Halpern (Germany), Lucie Robinson (Czech Republic), and Natta Summerky (Canada) among

others were selected and travelled to destinations around the world such as Mexico City, Paris, Barcelona, New Delhi, Bangkok, and New York City to capture content that celebrates the playful sophistication of Le Méridien, while being inspired by the glamorous era of travel in the 60s. Previously, the programme has featured artists such as Gray Malin and Markus Kreiss. "We were pleased to partner with the India Art Fair for a successful sixth year this time around. This year, we showcased our new brand programme- Follow Me, a 24-hour visual journey through the eyes of photographer Lucie Robinson," said **Tarun Thakral**, Chief Operating Officer, Le Méridien New Delhi.

## A VINTAGE AFFAIR AT SOFITEL MUMBAI BKC HOTEL



Sofitel Mumbai BKC Hotel recently hosted the Vintage & Classic Car Rally over a delectable brunch. In association with the Vintage & Classic Car Club of India (VCCCI), the 5-star luxury hotel organised the event on completion of its six years in Mumbai. The rally flagged off at Horniman Circle and culminated at Hriday, the hotel's 30,000 sqft outdoor venue in the heart of Mumbai. Sofitel Mumbai BKC displayed high precision machines of the past, reminiscent of another century. Visitors witnessed over 220 of the best classic and vintage cars from Rolls Royce, Humber, Bentley, Austin, Ford, Chrysler, Packard, Lanchester, Mercedes-Benz, Morris, Dodge, and Cadillac. More than 60 motorcycles were seen from the works of BMW, BSA, Royal Enfield, Triumph, Vespa, Norton, Jawa and more.

Commenting on the event, **Biswajit Chakraborty**, General Manager, Sofitel Mumbai BKC Hotel, said, "Sofitel Mumbai BKC is known for encouraging collaborations that create unique and bespoke experiences. Over the years, the luxury property has been privy to hosting numerous events of premium brands from the automobile industry. On the occasion of completing six years of the hotel, we are delighted to have the parade of vintage and classic cars showcasing spectacular design and fine craftsmanship through the rally."



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## CARLSON REZIDOR HOTEL GROUP IS NOW RADISSON HOTEL GROUP

Carlson Rezidor Hotel Group announced its rebranding to Radisson Hotel Group, effective immediately, at the International Hotel Investment Forum (IHIF) in Berlin. The new identity leverages the powerful, international brand equity of the Radisson name to drive awareness in the marketplace, increase marketing efficiency across the global portfolio, and offering exceptional experiences to guests

and owners. 'Every Moment Matters' will be the new signature service philosophy of the company and all its hotel brands. Radisson Hotel Group capitalises on a strong partnership between Radisson Hospitality (formerly Carlson Hotels) and Rezidor Hotel Group AB (publicly listed on Nasdaq Stockholm, Sweden and headquartered in Brussels, Belgium).



## RADISSON REWARDS, RADISSON HOTEL GROUP'S LOYALTY PROGRAMME

The newly rebranded Radisson Hotel Group introduces a refreshed loyalty programme, Radisson Rewards, replacing Club Carlson. Radisson Rewards will align with the hotel group's new corporate identity and will make it easier for members to associate their benefits with all brands and initiatives. The updated programme comes with some exciting enhancements, including making status more accessible for members. All current members' account numbers and point balances remain the same. "Embedding the Radisson name into the heart of our programme will help us instantly boost the global brand awareness of our loyalty programme. Radisson is a name that's instantly recognisable, respected, and stands for award-winning, innovative hospitality," says **Eric De Neef**, Executive Vice President and Global Chief Commercial Officer, Radisson Hotel Group.

With more than 1100 hotels in operation worldwide, members of the Radisson Rewards programme enjoy member-only rates, access to exclusive benefits, including room upgrades, early check-in or late check-out, and points towards free nights across Radisson Collection, Radisson Blu, Radisson, Radisson RED, Park Plaza, Park Inn by Radisson, and Country Inn & Suites by Radisson.





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# Design it smart

Designing a commercial kitchen is a specialised field where the aspects of mechanical, electrical, and plumbing hold significance. **Kuldeep Sharma**, Head, Projects and Planning, CKI, says taking an informed decision is paramount.

In today's context, when real estate prices are a concern for all lease-based food and beverage enterprises, it is important that restaurant designing and layout be given due importance, which can reduce cost substantially. The aspects of Mechanical, Electrical, and Plumbing (MEP), therefore, become critical for an efficient building design leading to successful operations. Restaurant kitchen design is a niche segment and therefore, MEP design for restaurant kitchens is a highly specialised field and only certain group of professionals, with expertise in kitchen equipment usage, can offer due diligence to these aspects.

Restaurateurs should always consult an MEP professional for decision-making pertaining to design, precise documentation, performance, and cost-estimation along with its management, operational direction, and construction planning to help achieve the quality sought from the restaurant.

**Tarun Raj**, Founder and CEO, CKI, has instilled three key elements that bring about the best of qualities one looks for in a commercial kitchen equipment. These are space, uniqueness, and convenience. The same three characteristics are equally applicable to a quality MEP approach for

restaurants. These factors can help find solutions to challenges that are typically faced by all restaurants.

CKI has a long-established research lab that helps create new benchmarks, taking customer satisfaction to a new high with high-quality deliverables through quality design and planning, with special emphasis on MEP challenges in the commercial kitchen sector. The aim is to offer clients MEP drafting, design, and documentation that is done through computer-aided options. In fact, 3D modelling helps a lot in achieving a holistic picture for the MEP design.

## OVERCOMING CHALLENGES

The kitchen is the spine of a restaurant business and designing commercial kitchens means a lot is at stake not only for the restaurateur but also for the chefs who need to deliver. Hence, a well-designed kitchen is paramount. It should be flexible and adaptable to changing business needs. The key challenges that surface in restaurant design revolve around menu, meal, material, money, machinery, and men. To begin with, MEP design should take into consideration space, as the design should avoid any interruptions in work and allow a smooth flow.

Installations are extremely important and CKI has the expertise to understand how heavy kitchen equipment needs to be placed. They ensure kitchen design takes into account installation of commercial equipment. As per **Vineet Arora**, VP - Sales, CKI, a few areas of crucial importance, like receiving, storage, preparation, and cooking areas should be on the same floor as the restaurant if there is space.

The ultimate aim is to eliminate bottlenecks, both from a service and production point of view and hence, it is important to consider achieving a kitchen design through professionals who understand the minute aspects attached to a commercial kitchen. Logic, knowledge, and balance of technical and conceptual skills are the qualities clients should seek from their kitchen consultant.

CKI's intention is to provide quality output through its design, where it also tackles some other issues that keep restaurateurs from seeking professional services. These may include limited budget, lack of space, non-availability of resources, etc.

“

MEP design should take into consideration space, as the design should avoid any interruptions

”







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## SAROVAR HOTELS LAUNCHES REDESIGNED WEBSITE

Sarovar Hotels & Resorts has announced the launch of its redesigned website. It now offers a more user-friendly experience and is mobile and e-commerce optimised. The initiative further signifies the group's effort in enabling guests a superlative experience and its strong expansion plans.

The new website offers add-on benefits to customers booking rooms from the brand website directly, with services such as customised meals by chefs, takeaway breakfast on early check-out, check-in and check-out at guest's convenience, and free high-speed internet

browsing. Ample usage of imagery showcases the brand and its properties in the finest form.

Sarovar Hotels is targeting to have 100 hotels under its portfolio by 2020. Expected openings in 2018 include hotels in Jaisalmer, Jhansi, Jaipur, Somnath, Dibrugarh, Junagadh, Gorakhpur and Lusaka, Zambia. The group manages 75 operational hotels in 50 destinations in India and overseas, under Sarovar Premiere, Sarovar Portico, and Homestay brands. The brands cover the three, four, and five-star spectrum.

# Handmade Wares

Dadoo Industries, a manufacturer and exporter of high-fired ceramic and stoneware tableware, has been in the industry for 45 years, serving customers with quality products.



**Hari Prakash Dadoo**

Having been the recipient of the National Award and several other handicraft export awards by the Ministry of Textiles, Dadoo Industries employs a skilled workforce in its design centre that ensures products meet the demands of shape, size, and colour set by clients. Its head office is located in Khurja, Uttar Pradesh, roughly 90 kms from New Delhi.

Dadoo Industries supplies its products to various hotel groups, chains of restaurants, and other retail markets of India. The company also supplies to Canada, USA, Brazil, Norway, Sweden, Netherlands, Spain, Israel, Lebanon, Dubai, Russia, Thailand, Japan, and South Korea. Their products are high-fired, microwave-safe, oven-safe, dishwasher-safe, and food-safe as per FDA standards. The products are made of clay and chemicals that are naturally found in parts of Rajasthan and Gujarat. The different clay varieties used include Amrapali clay, Bikaner clay, Than clay, Ball clay, Rajmahal clay, etc.



The various chemicals used include frit, barium, calcium, zinc, cobalt oxide, alumina, etc. The products are made as per FDA standards and follow all food safety norms. The firing temperature of the kiln is 1200 degree Centigrade, which is more than the normal clay pottery norms.

The products are totally handmade, using dyes and moulds made of plaster of Paris (POP). Each and every piece made by skilled artisans and workers is further processed for finishing, colour glazing, hand painting, and decal printing, to make the product look beautiful and be supplied to world markets.

Led by **Hari Prakash Dadoo**, the owner, the company's motto is to make a new product every day in terms of shape, size, colour, design, and style. They welcome new developments and customisations demanded by customers. With more than 400 different shapes and sizes, the product range is suitable for the HoReCa market. The different colours and designs take the total range of products to close to 5,000.

The stoneware made by Dadoo Industries is known for its quality and style. Their in-house design techniques, colour techniques, and hand-painting techniques place them well in the market, making them noteworthy competition for other manufacturers in the field.

The factory has a production capacity of 10,000 pieces. They strictly follow norms for quality check during production and packaging, helping them maintain relations with customers and improve sales.

“

With more than 400 different shapes and sizes, the product range is suitable for the HoReCa market

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# appointments



**N KARTHIK**

Regional Head for South SaffronStays

★ N Karthik has been appointed as the Regional Head - South for SaffronStays. His primary responsibility will be to facilitate the growth and development of SaffronStays in South India and to build its presence across all holiday destinations there. As the Regional Head, Karthik will lead a team of professionals, including acquisition, business development, marketing and operations, for the region. Prior to this, Karthik served as the Micro Market Head with OYO Rooms, where he was responsible for the development and growth of business in the Andhra and Telangana regions. His vision will lead the group in achieving unprecedented growth.



**SUJU KRISHNAN**

General Manager Vivanta by Taj – Blue Diamond, Pune

★ Taj Hotels Palaces Resorts Safaris has appointed Suju Krishnan as the General Manager of Vivanta by Taj – Blue Diamond, Pune. Having spent 24 years with the company, his journey with the Taj began in 1994 when he joined the organisation as part of the Taj Graduate Training Programme at Taj Bengal, Kolkata. After working across roles and cities, his first General Manager posting was at Agra. Prior to Pune, he was the General Manager of The Gateway Hotel Marine Drive Ernakulam. In the new role, he will strategise to create memorable stay experiences for guests.



**VIKAS SHARMA**

General Manager Sheraton Hyderabad Hotel, Gachibowli

★ Sheraton Hyderabad Hotel, Gachibowli, has appointed Vikas Sharma as the General Manager. With over 20 years of experience, he is known as a strategic business leader in the industry. Prior to this, he was the Director of Operations at The Ritz-Carlton, Bengaluru. He has also worked with The Oberoi, Trident Hotels, and The Leela group of hotels. In the new role, Sharma will be in charge of overseeing everything that goes around the property. He will work to keep the beliefs of the brand alive while delivering on guest requests and preferences.



**DAVINDER JUJ**

General Manager Eros Hotel Nehru Place

★ Eros Hotel Nehru Place has appointed Davinder Juj as the new General Manager. Juj took over as Executive Assistant Manager three years back. With exposure to the hospitality industry and extensive knowledge, he will contribute to further the success of the hotel. A highly motivated and passionate hotelier, Juj brings with him 23 years of operational excellence and complete business development experience. He was the Director of Sales & Marketing with a cluster of IHG hotels in New Delhi before taking up the new role.

Form - IV

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Nationality	: Indian	
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**SUMAN GAHLOT**

General Manager  
Aloft New Delhi Aerocity

★ Suman Gahlot has been appointed as the General Manager at Aloft New Delhi Aerocity. With a great sense of discipline and an experience of over two decades in the hospitality industry, she has handled hotel operations well. She has held the position of General Manager for a decade at various Taj properties and is also the Vice Chairperson of the Woman Economic Forum. In the new role, Gahlot will be responsible for overseeing all administrative functions of the hotel to establish its presence in Aerocity.



**SHIV BOSE**

General Manager  
Courtyard by Marriott Bengaluru  
Hebbal

★ Marriott International has appointed Shiv Bose as the General Manager of Courtyard by Marriott Bengaluru Hebbal. Bose has a decade and a half of hospitality experience and possesses vast knowledge in hospitality management. In his new role, he will be responsible for the entire hotel operation and will focus on contributing strategic input to achieve its long-term goals. As part of his mandate, he will lead the team in working towards attaining planned goals for the hotel and will also oversee all management functions.



**ARJUN KAGGALLU**

Director of Operations  
Hyatt Regency Chennai

★ Hyatt Regency Chennai has appointed Arjun Kaggallu as Director of Operations. Kaggallu's work experience spans three continents- Europe, North America, and Asia. He began his journey in hospitality in the year 2003 as an Industrial Trainee. He has worked with JW Marriott Bengaluru, Park Hyatt Goa Resort and Spa, Taj Lands End in Mumbai and St. Regis New York, in various capacities. In the new role, Kaggallu will be responsible for spearheading the operations of Hyatt Regency Chennai.



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# Tendering a **bar design**

**Piyush Tayal**, Chief Executive Officer, Arcux Bar Zone Impex, talks about the importance of a great bar design that eases the task of a bartender while meeting all touchpoints of a client's mandate.



**Piyush Tayal**

## WHAT MAKES A GOOD BAR DESIGN?

A good bar design must use space optimally. It is a profit centre and that's the way it should be kept. Focus should be more on generating profit, which can only be provided if there is enough stock in the bar, movement of the bartender is minimal, and time taken to make a drink is reduced.

## WHAT ARE THE STEPS IN BAR DESIGN?

The first step in designing any bar is understanding the operational purpose of the bar. Another important aspect is knowing the footfalls at the outlet for calculating the maximum amount of drinks that may be required. Having an idea of the menu mix and seating capacity ensures that correct equipment of an appropriate size is selected for a functional, efficient bar.

## HOW DOES BAR EQUIPMENT DESIGN REDUCE INJURIES FOR BARTENDERS?

Tobin Ellis Cocktail Station's ergonomically designed

features help eliminate common pain points for bartenders. Refrigerated storage for garnishes are easily accessible without leaving the work area, a narrower ice bin brings bartenders closer to the customers without having to stretch across the bar to deliver cocktails, and the expertly designed tool caddy has a place for every piece of a bartender's arsenal. The curved rail design for liquor bottles surround the bartender, reducing steps and increasing output.

## HOW DOES ARCUX BRIDGE THE GAP BETWEEN OPERATIONAL BRIEFS AND A GOOD DESIGN?

Zero-step bartending is what we promote through our latest addition, the Tobin Ellis Cocktail Station. We work with end users, architects, consultants, and various food dealers to help achieve design efficiency and functionality. The owner's vision for an arrangement of the elements can be reflected in the design. The task is to review these factors during the build layout. After receiving plans for a bar, we can provide assistance with equipment selection and placement to ensure the best possible bar design. We're partners with our customers; our goal is to make bars for them that are as efficient and profitable as possible.

“

The first step in designing any bar is understanding the operational purpose of the bar

”

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**Deepak Bagla**, Chief Executive Officer and MD, Invest India  
**Gaurav Bhushan**, Global Chief Development Officer, Accorhotels

**Katerina Giannouka**, President - Asia Pacific, Carlson Rezidor Hotel Group  
**Nakul Anand**, Executive Director, ITC Limited  
**Pascal Gauvin**, Managing Director - India, ME and Africa, InterContinental Hotels Group  
**Patu Keswani**, Chairman and MD, Lemon Tree Hotels Limited  
**Puneet Chhatwal**, Managing Director and CEO, Taj Hotels Palaces Resorts Safaris  
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