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## Varun Beach Bheemili Resort opens in Vizag

AccorHotels announced the opening of Varun Beach Bheemili Resort. Located 25 km north-east of Visakhapatnam, the resort features 28 exotic rooms overlooking the scenic Bay of Bengal. Formerly a Dutch settlement, Bheemili's rich history is characterised by traces of Buddhism, offering travellers a culturally enriching and quaint experience.



## Eid in Old Delhi with The Park

In order to celebrate the spirit of the holy month of Ramadan, The Park, New Delhi came up with a unique theme called 'The Park Ramadan Walk'. The walk was conducted by The Park across four major cities of India. Executive Chef, Abhishek Basu took the idea forward by curating a delicious tour of Old Delhi's legendary street food, down the enchanting gullies decorated for the festival of Eid. The walk began with a visit to the Jama Masjid and then set off to explore Ramadan specialities like kebabs and haleem at Anwar's followed by authentic Mughal delicacies at Karim's.



## MBD brings Steigenberger to India

MBD Group and Steigenberger Hotel Group have announced a joint venture to manage and franchise hotels under the brand "MBD STEIGENBERGER" for the Indian Territory. MBD Group will have a 51 per cent stake, while Steigenberger Hotel Group will hold a 49 per cent stake in the joint venture company.







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## Chennai gets its first Design Hotel

Design Hotel Chennai invites visitors to its newest offering in the 26-room boutique hotel launched by jUSTa, Chennai. Nestled inside the vibrant 17-acre metropolis of Phoenix Market City, the hotel is designed on the styles of four distinct contemporary arts. Each floor at the Design Hotel is an infusion of traditional South Indian art / architecture, namely – Ati, Maya, Rooh and Nunya; and has been designed by renowned interior designer, Pronit Nath.

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## AccorHotels acquires FRHI Hotels & Resorts

Following the approval of shareholders at the General Shareholders Meeting on July 12, 2016, AccorHotels Group announced the acquisition of FRHI Hotels & Resorts (FRHI) and its three prestigious luxury hotel brand- Fairmont, Raffles and Swissôtel. This addition of three remarkable brands instantly positions AccorHotels as a leading player in the global luxury hotel market, increasing its long term growth potential and profitability, and significantly expands the company's footprint in North America, the world's largest and most influential consumer market.



## Maya takes East India by storm

In its third edition, the East India Travel Awards gathered the best-known faces and companies in the industry. The deserving were honoured on July 15, 2016, at the Novotel Hotel and Residences, Kolkata. The event was graced by J.P. Shaw, Regional Director (East), India Tourism-Kolkata, Ministry of Tourism, Government of India, and Tanushree Pandey, Mrs. India 2015. The black-tie event brought together more than 100 guests for an exciting evening to celebrate excellence in tourism. The objective of these awards is to advance and promote the success and prosperity of the sector.



## India celebrates World Tapas Day

For the first time, the Indian palate celebrated World Tapas Day, marked as the day of joy and pleasure for eating the typical offering of Spain. World Tapas Day is also associated with sharing with others and tasting the moment. The Turespaña offices all over world had celebrated the Tapas Day.





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## Carlson Rezidor acquires CDMS

The Carlson Rezidor Hotel Group has acquired full ownership of Country Development & Management Services (CDMS), a joint venture between Country Inns & Suites by Carlson, Inc. and Chanakya Hotels Private Limited. The Country Inns & Suites By Carlson brand in India will now be managed by Carlson Hotels (South Asia), the Indian affiliate of Carlson Rezidor Hotel Group. This acquisition also includes four Radisson Blu hotels managed by CDMS in India.



## Ginger Hotels opens in Noida

Ginger Hotels has announced the launch of its second hotel in Noida- Ginger Hotel Noida, East. The hotel provides convenient access to Noida Expo Centre, Electronic City, Corenthum Business Park, Pragati Maidan, Buddha International Racing Circuit and Delhi Expo Mart. The hotel is also in close proximity to Okhla Bird Sanctuary, Akshardham Temple and the Old Fort.

## Lords Hotels & Resorts aims at 40 properties by 2020

Lords Hotels & Resorts will be expanding in the south and east and gradually establish presence in the international tourism circuit as well. The hotel chain is aiming at adding another 15 to take the total count to at least 40 properties by 2020.



## Mumbai hotels optimistic about 24/7 operations



HOTEL AND  
RESTAURANT  
ASSOCIATION  
(WESTERN INDIA)

The Hotel and Restaurant Association of Western India (HRAWI) has welcomed the Union Cabinet's decision to introduce the Model Shops and Establishments Bill and expressed that the state governments of Maharashtra, Goa, Madhya Pradesh and Gujarat amend the law in their respective states at the earliest. The bill proposes to allow malls, restaurants, multiplexes and other retail establishments to remain open 24/7. The hotel industry is optimistic and expects an expedited implementation. "Our association has been advocating the proposal to make Mumbai a 24/7 city for quite a few years. With the Union Government's approval, this bill may just become a reality and if implemented, it will be a landmark decision," said Bharat Malkani, President, HRAWI.





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## Mandarin Oriental Bali gets luxury residences

Mandarin Oriental Hotel Group has announced an agreement to brand the portfolio of luxury residences at Mandarin Oriental, Bali. The hotel and residences will form part of the Bukit Pandawa integrated resort development, located on Bali's southern Bukit peninsula. An initial 30 branded residences are scheduled to be completed with the opening of the hotel in mid-2018.



## Portugal's Algarve witnesses contemporary luxury

The Luxury Collection Hotels & Resorts, announced the official re-opening of Pine Cliffs Hotel, a luxury collection resort, Algarve. Owned by United Investments Portugal, together with Pine Cliffs Residence, the complex sits at the heart of Portugal's burgeoning luxury travel scene. The multi-million dollar investment is an effort to restore the brand's most iconic hotels around the world.

## Best Western enters Tokyo's vibrant Machida district

Best Western Hotels & Resorts has continued to expand its presence in Japan with the launch of a new hotel in the vibrant Machida district of Tokyo. Now open to guests, Best Western Rembrandt Hotel Tokyo Machida is located in the western part of the Tokyo metropolitan area, with excellent transport links - including extensive rail connectivity.



## Accor Korea pitch two ibis hotels

Accor Ambassador Korea has announced its joint partnerships with CAPSTONE Asset Management and Dongnam Holdings to launch ibis Ambassador Seoul Dongdaemun and ibis Ambassador Busan Haeundae respectively. The hotel management company based in South Korea, Accor Ambassador is currently operating in six cities under the Pullman, Novotel, Mercure, ibis, ibis Styles and ibis budget brands, with an expansion from 19 to 27 hotels by the end of 2019.



## Sheraton Maldives unveils tea house

Sheraton Maldives Full Moon Resort & Spa has officially unveiled its Tea House; the latest addition to its collection of restaurants and bars. Situated by the freshwater pool, the Tea House serves tangy Asian flavours from freshly prepared Chinese dim sum, noodles, pastries, light snacks to a stunning selection of exotic teas from different parts of the world. "The addition of Tea House is a great addition to our existing diverse offerings of the four restaurants," said F&B Manager Rashvan Ibrahim.





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## IHCL divests ownership of Taj Boston

Taj Hotels Resorts and Palaces (Indian Hotels Company, IHCL) have sold the historic Taj Boston hotel to a consortium comprising New England Development, Eastern Real Estate, Rockpoint Group, Lubert-Adler, and Highgate. While this partnership will take over the ownership of the 90-year old, 273-key hotel, Taj Hotels Resorts and Palaces will retain its brand presence in Boston.



## Seawings Lifestyle offers staycation

Seawings Lifestyle, the premium seaplane operator on the Arabian Peninsula, partnered with Ras Al Khaimah Tourism Development Authority (TDA) and four luxury resorts in the emirate to welcome summer vacationers to the destination through staycation packages. The staycation packages combine scenic flying with Ras Al Khaimah's finest accommodation. The holiday packages start with a 45-minute seaplane flight from Dubai Creek to RasAlKhaimah.

## Hotel Indigo debuts in Katong

InterContinental Hotels Group (IHG®) has expanded the South East Asian footprint of its boutique hotel brand, Hotel Indigo, with the opening of Hotel Indigo Singapore Katong. Located in the eastern region of Singapore, the 131-room Hotel Indigo Singapore Katong integrates a modern multi-storey building with the architecturally significant heritage building, the former Joo Chiat Police Station, which was constructed in 1928 to serve the needs of the surrounding Katong community.



## Luxury hotel at CityCenterDC

Hines, Qatari Diar, Conrad Hotels & Resorts, Hilton Worldwide, and D.C. Mayor Muriel Bowser have begun construction of the Conrad Washington, D.C., a 360-room luxury hotel with 30,000 square feet of ground floor retail space at CityCenterDC. The landmark is of 10-acre and situated at the heart of the nation's capital. The initial occupancy for the hotel is expected in the first quarter of 2019.

## The Ritz-Carlton ties up for a second resort in China

The Ritz-Carlton Hotel Company has tied up for a second resort hotel on China's only tropical island of Hainan, signing a management agreement with Hainan Golden Tide Tourism Development Co. The luxury development underlines the provincial government's drive to enhance the destination for international visitors with prestigious new projects, balancing cultural heritage and preserving the island's natural beauty.







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# Lesser Known facts about HILTON WORLDWIDE

- Hilton Worldwide is one of the largest and fastest growing hospitality companies in the world, with more than 4,660 hotels, resorts and timeshare properties comprising more than 765,000 rooms in 102 countries and territories.
- In 2013, when Hilton Worldwide returned to the New York Stock Exchange, its initial public offering raised US\$2.35 billion. It was the second largest IPO of the year and the biggest ever for a hospitality company.



- In 1932, Conrad Hilton wrote "The Greatest of Them All" on a photograph of the Waldorf Astoria New York. It was his dream to own this hotel.
- In the year 1919, Conrad Hilton, Founder of Hilton Worldwide, entered the hotel business in Cisco, Texas. On his way to buy a bank, Conrad Hilton purchased The Mobley, a local hotel.
- Hilton Worldwide has many firsts in the global hospitality industry.

- Hilton Worldwide properties across the world use LightStay, to measure environmental and social impact which includes water and energy use, carbon emissions, waste output. Since its launch in 2009, the hotel reduced its energy use by 14.5 per cent carbon output by 20.9 per cent, waste output by 27.6 per cent and water use by 14.1 per cent, resulting in an estimated cumulative savings of US\$550 million.

- In 1949, he realised his dream when he purchased the hotel. This hotel inspired the Waldorf Astoria Hotels & Resorts brand in the Hilton Worldwide portfolio. The second luxury brand in Hilton Worldwide's portfolio - Conrad Hotels & Resorts – is the destination of a new generation of smart luxury travellers for whom life, business, and pleasure seamlessly intersect.

It was the first hotel to pioneer the concept of franchising hotels, launch an airport hotel, a multi-hotel reservation system and place televisions in all guestrooms.

- Hilton Worldwide introduced digital check-in and room selection offering guests the option of choosing their exact room as well as customising their stay.

## More facts



- **Year 1967:** The Beatles met Ed Sullivan at London Hilton on Park Lane and also attended a lecture by Maharishi Mahesh Yogi at the same hotel.
- **Year 1968:** Jimi Hendrix performed two concerts to sold out crowds in Washington Hilton's International Ballroom.
- **Year 1969:** John Lennon and Yoko Ono honeymoon in a Presidential Suite at Hilton Amsterdam and hosted their famous 'Bed-In' for peace for a week.

- **Year 1973:** Elvis Presley stayed on the 14th floor of the Ocean Tower (Ali'i Tower) at Hilton Hawaiian Village Waikiki Beach Resort & Spa for his "Aloha From Hawaii" concert.



- **Year 1979:** Freddy Mercury wrote "Crazy little thing called love" while in taking a bubble bath in a suite at Hilton Munich Park.

- **Year 1992:** "The Bodyguard" starring Whitney Houston and Kevin Costner was filmed at The Fountainbleau Hilton.

- **Year 1994:** Michael Jackson performed his last concert in the U.S. and stayed in Hilton Hawaiian



Village Waikiki Beach Resort & Spa's Ali Tower's Mahele Presidential Suite.

- **Year 1995:** James Bond movie "Goldeneye" was filmed at Langham Hilton in London.
- **Year 1999:** During the Golden Globes, at The Beverly Hilton, actress Angelina Jolie promised the press that if she wins an award, she will jump into The Beverly Hilton pool. Jolie was victorious and dived into the Aqua Star pool.
- **Year 2006:** Six movies, including "Spiderman III", "Michael Clayton" and "American Gangster" were filmed at Hilton New York.
- **Year 2008:** Blindness was filmed at Hilton Toronto, while Frost/Nixon was filmed at The Beverly Hilton.
- **Year 2009:** "Up in the Air", starring George Clooney, was filmed at Hilton St. Louis by the Ballpark.





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# Partnerships, KEY TO LOYALTY

Starwood Preferred Guest has collaborated with Club ITC programme. This is going to bring plethora of benefits to the members. We speak with **Irene Lin, Vice President, Distribution, Loyalty and Partnerships, Starwood Hotels & Resorts** to know more.

## HT Bureau

**Starwood Preferred Guest has collaborated with Club ITC programme. Kindly elaborate on this and on the wide choices members will get.**

The partnership is one of the richest reward collaborations in India. It allows our members in India to enjoy the grandeur of ITC Hotels and the dining experiences with Club ITC through their award-winning restaurants such as Bukhara and exclusive Wills Lifestyle fashion merchandise. Under this joint initiative, Club ITC members who are SPG members or enroll in the SPG programme will be able to transfer their Club ITC Green Points to Starpoints, with a limit of 30,000 Starpoints annually. This will enable them to enjoy exclusive access to experiential holidays at over 1,300 Starwood Hotels & Resorts worldwide. On the other hand, Starwood Preferred Guest members residing in India will enjoy new redemption options including Wills Lifestyle and ITC Hotels dining certificates. This will reward the growing member base of both loyalty programmes.

**How do strategic partnerships drive loyalty?**

Loyalty is a priority for Starwood. Our guests'

expectations about service and what constitutes a good experience have increased considerably in recent years. Strategic partnerships allow us to differentiate from the competition and increase Starwood's relevance for our guests outside of the hotel stay. New programmes and partnerships, allow us to offer best in class member benefits and the richest redemption opportunities in the hospitality industry.

**Is there any other partnership you are planning in the near future?**

SPG connects all 11 brands for our guests to create a seamless Starwood experience. We constantly try to make our guests' experience an unforgettable one. Stay tuned for future updates!

**How do the partnerships help you?**

SPG is core to our strategy. As we grow our membership and build loyalty among our guests, we look for ways to provide more preferential, personalised service and treatment to our most loyal guests. Partnerships allow Starwood to differentiate, access new customers, drive incremental revenue to our hotels, increase relevance and innovation. A growth of over 250

“ Strategic partnerships allow us to differentiate from the competition and increase Starwood's relevance for our guests ”







per cent in the last six years in member base is a testimony to that. The membership base in India has doubled every two years since 2007.

**As far as the digital front is concerned, what are the new initiatives undertaken?**

Starwood has always kept innovation and technology at its core. We are integrating mobile tech innovation into all aspects of the guest experience, both in booking and planning as well as on property. We are proud of our SPG keyless check-in initiative, which

allows the guest to check in using their mobile phone. In addition, we also have a ROS-powered robotic butler, 'Botlr', which functions on combination of sensors and Wi-Fi connectivity to communicate with the hotel and its software at one of our aloft properties. Recently, Starwood launched an SPG app for Apple Watch, which is designed to anticipate and respond to the in-the-moment needs of guests from mobile check-in, opening guest room door to providing information like the hotel address, confirmation number, and SPG account information, with just a glance of the wrist. The digital technology is transforming each day, and we are better positioned than ever to collect data in forms that we have never been able to capture.

**How has digital media evolved in the hospitality industry over the few years?**

Digital media is advancing at a faster pace than ever before, and this is changing both the expectations of guests as well as the way in which the hospitality industry conducts its business.

The hospitality industry has undergone fundamental changes over the past decades in terms of design and technology while engaging with guests and customers. Digital technology is transforming every phase of hospitality. from finding a hotel, to checking in, to unlocking your door, personalising your stay.



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# Shangri-La beyond China and Southeast Asia

**Rob Weeden, Vice President Sales & Marketing, EMEA, Shangri-La International Hotel Management** in a recent interview with Hospitality Talk discusses on the current mergers and business trends for 2016 and how India is important for the group.

Anupriya Bishnoi



Rob Weeden

“  
Having our brand present in 24 countries or regions enables us to appeal to a wider audience such as executives, holidaymakers, millennial and road warriors  
”



#### How important is India for you?

We realise that India has a huge potential and that it is an important market for Shangri-La and our portfolio, which is why the group chose to open its first hotel on the Indian subcontinent over a decade ago (September 2005) in New Delhi.

Last year, we opened a second hotel in India – the 397-room Shangri-La Hotel, Bengaluru and are now looking forward to the debut of Palm Retreat, Shangri-La Bengaluru, that is slated to open in 2018.

#### What are the brand's expansion plans specifically for India?

We are always looking for new and exciting opportunities and for Shangri-La, it is about finding the right location or destination that will attract our current guests and help us gain new clients. While Shangri-La is an Asian brand, we want to be the preferred choice not just in China and Southeast Asia, but also in India, North America, the Middle East, Australia and Europe.

#### What are the business trends you see for this year?

Startups like Airbnb have been widely successful and it'll be interesting to see how they mature and influence

the market. We will continue to see the advancement of consumer-facing technology and how it affects the way guests gain information and book travel. Now, more than ever, guests are planning a trip from reviews and comments online, personalising their itinerary, interacting with hotels in real time and sharing their experiences on social media. The way we listen to our guests and act upon their choices or behaviour, will ultimately help our colleagues create genuine and differentiated experiences for guests.

Consumer engagement is not something that begins at the hotel, it begins online. By effectively using technology to enhance and complement genuine customer care, we can transform the guest's experience into something truly memorable.

#### Which segment of clients does Shangri-La generally target and why?

Having our brand present in 24 countries or regions enables us to appeal to a wider audience such as executives, holidaymakers, families, millennial and road warriors. At some of our gateway city hotels you will find senior executives and leisure travellers staying with us, whereas Shangri-La resorts appeal to families, honeymooners or couples.









Hotel Jen, the brand that we launched last year, caters to the millennial traveller looking for high quality comfort and value, authentic service without fuss or intrusion, and integration of technology.

**How closely are you working with the travel agents? What special packages do you give them?**

The travel agent and tour operator component of the distribution chain will always remain very important to Shangri-La. What we are seeing particularly from the luxury travel landscape is an evolution in the development of bespoke itineraries and programming. For us, this is very exciting as we move beyond the stock standard 'Bed and Breakfast' orientated packaging to building packages with truly unique components, such as exclusive dining experiences in amazing locations prepared by Michelin star chefs or private island retreats, tours and even private jets.

**How will mergers and acquisitions shape the global hospitality industry?**

From the recent mergers taking place between hotel groups, airlines, booking websites, it's obvious

how dynamic the travel industry is. With increased competition and multiple brands across various price points, we can expect these expansions to result in improved product quality, the creation of additional jobs and more people travelling abroad.

**Do you think India is a difficult market to crack? Also, what kind of challenges do you face in comparison to the other countries?**

Before Shangri-La enters a new market we conduct a feasibility study to look at the destination's overall economic environment, size of the city's population, surrounding sights, history and culture, transportation links, needs and opportunities. Having first established a hotel in New Delhi – India's international gateway city, has definitely increased Shangri-La's brand recognition in India, and expanded our customer base. Finding the right talent is always a challenge and it's not a country specific problem, but rather one that affects any industry or organisation looking for people who understand customer service. Rising costs are also a challenge in emerging markets when it entails labour, energy and supplies, all of which are expensive.





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# Robust Occupancy continues in Aerocity

With domestic and international tourists thronging Aerocity, Lemon Tree is geared for better occupancies, says **Vikramjit Singh, President and Chief Revenue Officer, Lemon Tree.**

Anupriya Bishnoi



Vikramjit Singh

#### How has the year been so far?

According to STR, in the financial year 2015-16, all India occupancy was 62 per cent but Lemon Tree finished the year at 75 per cent. We had the occupancy premium over the rest of the country. We are forecasting occupancy close to 77 per cent. Our focus basically is not occupancy but ADRs. In the second half of the year when typically the prices change, we are looking at a 25-30 per cent price increase. That's our focus this year. We have already achieved maximised occupancy, that is, 75 per cent across 3,000 rooms, which is highest in the country I believe.

#### How is Aerocity doing? What is the future?

Aerocity is the new city centre of Delhi-NCR. What used to be in South Delhi, has moved to Aerocity. We have got brands from the basic two and a half to three star hotel to a luxury hotel like JW Marriott. In fact, Lemon Tree has two offerings within Aerocity, Red Fox and Lemon Tree Premiere. With Worldmark opening

which will be a new retail hub of India, it is going to be the nerve centre of Delhi. All hotels will start doing extremely well. Aerocity will continue to be robust in occupancy. New supply could make price structure difficult. Pricing could be static for the next couple of months but robust occupancy will continue.

#### What are your growth plans?

Lemon Tree so far has corporate heavy portfolio. Around 80 per cent of our portfolio is business hotels. The big focus in the coming year is going to be leisure. We are looking for setting up at least 7-10 different resorts in the next one year we are betting very big on the domestic India leisure consumption story. As far as resorts are concerned, we have already opened the first resort in NCR which is a managed hotel. We are looking for more hotels in Goa. We are expanding in other leisure destinations like Coorg. We just bought a resort in Bandhavgarh, which was a running resort, we are turning it into a Lemon Tree. We are also opening





hotels in pilgrim destinations. We are opening a hotel in Katra and two in Jammu. We are also looking at East in a big way. We are exploring destinations like Darjeeling, Siliguri, Gangtok as our big focus now is going to be leisure. In the next one and a half year we should have 7-10 more leisure locations portfolio and this will be a mix of managed and owned properties. Apart from this, we are also building a 100 room resort in Udaipur.

#### Has Aerocity affected the business of Gurgaon hotels?

Not really. Lemon Tree has three hotels in Gurgaon. All the three hotels are doing almost as well. But yes, Aerocity has pulled in business from everywhere. Some part of Gurgaon stays with Aerocity now, some part of the South Delhi stay here, a lot of MICE business which would traditionally go to The Taj Palace and The Maurya has moved here because Aerocity hotels have great MICE facilities. A lot of travel trade business which was scattered all around Delhi, wants to be near the airport and therefore Aerocity has become the first choice. Lot of inbound business moved here, lot of one-nighters moved here. Aerocity is one such area where people from all the segments come and stay.

#### Is there a focus on domestic tourist?

Yes. Domestic tourism is what we are focusing on,

that's why we are opening resort properties in various parts of the country. Last year inbound took a hit. I don't know how it was for the other hotel chains but for us inbound dropped. Now, we see some recovery. I think rupee weakening makes India more attractive. My predication will definitely be better than last year.

#### How strong is Lemon Tree in MICE?

So far Lemon Tree has not had large meeting or banqueting facility. But going forward we realise that it's a big segment which is coming into play. We will be setting up the largest convention centre in Gurgaon with our new hotel which is going to be open by the end of this year. That will have large banqueting facilities. In Mumbai, we are building two hotels close to 1,000 rooms which will also have very large banqueting facilities. All our hotels will have fairly large MICE facilities.

#### How closely do you work with travel agents?

We work with a lot of travel agents both online and offline. We have special packages for our leisure locations like Goa, Kerala, Aurangabad, Jaipur. We also work with a lot of OTAs and today 25 per cent of our business comes from online, that is, between the OTAs and between our website.



Around 80 per cent of our portfolio is business hotels. The big focus in the coming year is going to be leisure





# Making a Mark

**Mohammed Shoeb,**  
**General Manager,**  
**Radisson Blu Hotel,**  
**Dwarka, New Delhi,**  
 talks about how his hotel  
 is an exception in the  
 vicinity and why they have  
 a strong patronage.

HT Bureau



**Mohammed Shoeb**

“  
 Our market  
 mix is 50 per  
 cent domestic  
 and 50 per cent  
 international guests  
 ”

## What advantages and disadvantages you see of being in Dwarka?

As far as advantages are concerned, we are not very far away from the airport. We are just about 11.5 kilometres away from the domestic airport and 16 kilometres from the international airport. When you are so close to the airport, you get lot of transit passengers. We do have the advantage of having airline cruise in our hotel which comprises almost 20 per cent of total market mix.

Talking about the disadvantages, we are neither in the city centre, nor in the district of Aerocity. Dwarka is an offbeat location, where filling up the rooms is not easy. You need to have some filler businesses like airlines. Our hotel is perceived to be a MICE hotel primarily because in this vicinity you will not get many options. So we depend a lot on MICE. The 35 per cent of our business is from the MICE and residential conferences, like pharmacy, automobiles, insurance sector etc. We do cater to a lot of residential conference, and we have lot of exhibitions happening here.

The other bigger segment I would say is the leisure segment which comprises almost 20 per cent of







our business. Also, we are very strong in our online business. This hotel picks up between 30 to 40 rooms every day from morning to evening online. We are quite popular with OTAs. Radisson Dwarka is the only hotel in the vicinity of Dwarka which is a complete hotel.

We have a mix of serviced apartments and standard rooms. We have got an all-day dining, speciality Chinese restaurant, Indian cuisine restaurant, a bar, a tea lounge, a night club in the hotel and then we have got a shopping arcade in the hotel. We have recreational facilities like swimming pool, spa, salon and the gym. Hotel like ours also becomes a 'Weekend Destination'. Our occupancy doesn't go down on weekends unlike the other city hotels.

**Who are your clients?**

My market mix is 50 per cent domestic and 50 per cent international guests.

**What's your say about demand, supply in Delhi/NCR?**

Over a period of time, there is a huge supply that has come into Aerocity, and it's a new phenomenon. It's not that only supply has increased but the demand has increased as well. As far as this region is concerned, we are the market leaders. 50 per cent of my revenue

**ABOUT THE HOTEL**

Radisson Blu Hotel New Delhi Dwarka features a convenient location near Indira Gandhi International Airport and local transit via the metro with endless shopping and dining options.

comes from F&B and 50 per cent from rooms, which is a very unique situation to be in. Generally hotel businesses are done predominantly by the rooms. We are quite happy to be in an enviable position. Even during the peak summers, we do occupancy of 90 per cent. We have worked very hard to maintain the property.

Also, since there is lot of land available, a cricket stadium is planned in Dwarka. There is certainly a hope that lot of embassies will be setting up their base. Besides these, there is also a convention centre which is planned by 2018-19. I think within a couple of years, you will see a lot of changes happening to this side of Delhi and once the convention centre comes, it will create a huge demand. That demand will not be met by the hotels which currently exist. So this area will require more hotels to be built. Obviously three-four hotels in the vicinity will not be able to cater to the demand.



# With Britain leaving EU, what's in store for UK hotels?

Fluctuations in the British pound and an uncertain environment are bound to have an impact on the hotel industry, cites STR Global.

The United Kingdom's hotel industry is in the midst of 30 consecutive months of moving average revenue-per-available-room (RevPAR) growth. However, the industry could face strong headwinds for future growth if voters approve a measure to exit the European Union, according to STR Global.

difficult to gauge. Weaker domestic hotel demand, in line with weaker GDP, consumer spend and higher unemployment can be expected if Britain votes to leave the EU. Larger falls would be expected in capital investment, including hotel investment because of the ensuing uncertain business environment of Brexit.

While it is impossible to quantify the extent of the proposed Brexit, it most likely would have some impact on the current hotel performance in the U.K. London and regional U.K. hotels have experienced the longest 12-month moving average period of RevPAR growth

That would affect business travel which is a large component of the London hotel market. On the other hand, the sharp drop in currency exchange rates expected by Oxford Economics following a Brexit would make London more affordable to some extent. By contrast, a smooth

“ STR concurs with Oxford Economics' belief that one possible Brexit scenario would be negative for London's hotel industry ”

since January 2007, albeit growth has slowed recently. Figures for May 2016 show that while London's monthly performance has been positive, its year-to-date May RevPAR was down 3.0 per cent to GBP99.88, driven by a 2.7 per cent decline in occupancy levels. On the other hand, Regional U.K. witnessed an increase in RevPAR of 2.2 per cent to GBP46.87, as a 2.9 per cent increase

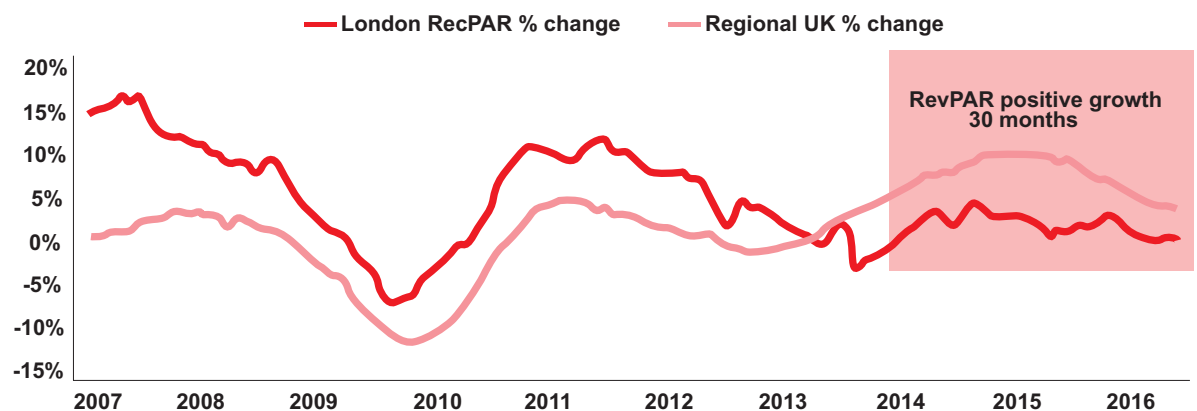
transition and a continued perception of London as a positive place to visit and do business could accentuate positive price effects.

### Long-term impact

While Oxford Economics predicts that the longer term impact on overall domestic economic activity will be

UK – RevPAR % Chg, 12MMA, Jan 2007 – May 2016

Longest period of growth since 2007



GBP

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in average daily rate (ADR) offset the 0.6 per cent decline in occupancy.

### Short-term impact

STR concurs with Oxford Economics' belief that one possible Brexit scenario would be negative for London's hotel industry, although the depth of the negativity is

negative; there is a potential positive impact for the hotel industry, due to increased affordability of the U.K. and London as a destination, derived from a weaker exchange rate. However, some uncertainty is likely to remain, not least from the potential long-run impact of lower investment, which would continue to affect business-travel decisions.







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# Coffee with Chocolate



Melbourne-based **Master Chocolatier and Pastry Chef Arno Backes**, who visited Mumbai recently, is confident that India is now ready for a coffee revolution.

Hazel Jain

Often attributed to the early influence of Italian migrants, Melbourne takes its coffee seriously. No wonder then that a city, where 'good coffee' is a pleonasm, will balk at a 'deconstructed coffee' served in three separate glass beakers. Nevertheless, one can depend on Melbourne to provide the finest when it comes to coffee and desserts. Master Chocolatier and Pastry Chef Arno Backes, owner of Ganache Chocolate in Melbourne,

was visiting Mumbai to demonstrate how coffee and chocolate can be paired to create absolute magic.

The tasting organised by Visit Victoria – the government body that promotes tourism in the state of Victoria – saw tastings of four different flavours of ganache created by Chef Arno along with coffee served by Australian brand Di Bella. Chocolate being the main focus in his career, Arno spent 18 months in South





- Tasting chocolate is like tasting wine.
- Never refrigerate chocolate. It is to be tasted at room temperature.
- If you have to, refrigerate it in a bag at the bottom of the fridge where it is the warmest.
- Avoid big brands as they put a lot of sugar in their chocolate to make it cheap.
- Good chocolate should be smooth with very little sugar.
- When tasting chocolate, one should ideally start with the lightest flavours and then go on to the darker/heavier ones.

## DID YOU KNOW?

The city of Melbourne is often referred to as the coffee capital of the world.

America, riding motorcycles and researching the origins of coffee and chocolate. On his second visit to India, Chef Arno feels there is a great potential for coffee and chocolates brewing here. "Coffee is very similar to chocolate. I haven't had an opportunity to go around Mumbai and try out the cafes here; I will have to make a special trip for that. But there is a massive potential in India for that. You can see the flavour development



Chocolate being the main focus in his career, Pastry Chef Arno Backes spent 18 months in South America, riding motorcycles and researching the origins of coffee and chocolate



because a lot of people have travelled, a lot of people have seen and tasted, and the curiosity for it is big. We have a very solid base of Indian clientele in Australia," he says.

The first time Arno was in India was 25 years ago on a bike riding across the country. From Lahore to Amritsar, staying in the Golden Temple for a week, then riding up to Dharamsala, crossing over to Nepal, and then to Varanasi, across to Agra, New Delhi, and Rajasthan, Goa and then to Chennai. Today, he is the owner of Ganache in

Melbourne where he has a lot of Indian staff—one from Punjab, one from Chennai, one from Kerala.

From training his Indian staff in Melbourne to training them in India, Chef Arno is open to cross-train kitchen staff at hotels in India. "At Ganache, my Indian staff is very keen and interested in learning. They are quick and dedicated. I am also keen on bringing my Ganache chocolates into India and I am in talks with Di Bella India right now to work out the logistics," he reveals.

Back in Australia, he also conducts corporate training. "Making chocolate and desserts can be

a team-building exercise as well. It is interactive and competitive. You make a dessert and the best one doesn't have to do the dishes. That's the best motivation," he says.

Chef Arno found a lot of interesting ingredients while in India like saffron, gold dust, and spices like cardamom and star anise. Unfortunately, he isn't allowed to carry any food items across the Australian border. "I also tried an array of Indian desserts and Indian fruits like mango, which was absolutely delicious," he says.

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# The generation of evolving palate

**Willibald Reinbacher, Executive Chef Shanti Maurice, A Nira Resort Mauritius** talks about experimentation of taste through inclusion of new menu and why it has taken the market by storm.

HT Bureau



Willibald Reinbacher



There are two types of guests, those who like to eat the same style of food and then there are the experimental ones



**Tell us about the new menu that you have introduced.**

Aquacasia-Jewels of the Indian Ocean-brings together authentic wholesome dishes from the isles of Comoros, Madagascar, Mauritius, Seychelles, Sri Lanka, Reunion, Indonesia, Maldives and Western Australia. Inspired by resourceful street traders along with authentic family recipes passed down through countless generations, this is what makes Aquacasia unique. We have been working on the concept for a year now, it is continually evolving as we discover and understand more about the islands, albeit through their unique spices or cooking techniques. The beauty of Aquacasia is that it will continue to develop which will allow us to offer ever evolving seasonal menus to our guests at Shanti Maurice.

Shanti Maurice strives to deliver unusual and authentic culinary experiences designed for a nomadic, bohemian traveller. Aquacasia adds and compliments this gastronomic journey, celebrating the bounty of the Indian Ocean. It tickles and delights a European, Asian or Middle Eastern palette with a type of food that is a "Joy to Eat".

**What about the Indian clientele? What kind of food do they like and what customisations do you provide them?**

There are two types of guests, those who like to eat the same style of food they get at home and then there are the more experimental guests, who are always looking to try something new. Our culinary team at Shanti Maurice are able to cater to both and many of our guests return to the resort just to enjoy our diverse culinary offerings and experiences. Also very popular with our guests are the vegetarian set menus, which change every day.

**According to you how often menu revamps should be done?**

It is very important to review menus often and always introduce new seasonal choices. My culinary style is to focus on seasonal produce and create food that bursts with flavour. Most of our guests already know what they would like to eat for dinner without even looking at the menu, which brings a big smile to my face.





**Tell us about the unique features of each of the restaurants.**

Historically each time we have launched a new food concept at Shanti Maurice, bet it the **Rum Shed, Fish Shack, La Kaza Mama** or our signature restaurant **Stars**, we have done something different from what is happening elsewhere.

“ Most of our guests already know what they would like to eat for dinner without even looking at the menu ”

**Aquacasia** in Stars restaurant celebrates the bounty of the Indian Ocean and the culinary diversity the various islands have to offer. Exploring the unique flavours from across the Indian Ocean, Aquacasia showcases an unforgettable mix of authentic and artisanal offerings, capturing the heart and soul of each island’s love of food, entwined with a mastery of spice. Derived from the Latin words for ‘water’ and ‘spice’, Aquacasia acts as a tribute to the unique provenance of food developed by local island cultures, where aromatic dishes are prepared by using only the freshest of locally sourced ingredients.

The resort’s rustic beachside **Fish Shack** celebrates the surrounding seas, serving the freshly grilled and barbequed ingredients. We also regularly feature Sega dancers from the local village to entertain guests on the beach.

Built in the style of the traditional rum shops, which are found all across the island, Shanti Maurice’s **Rum Shed** offers a truly authentic Mauritian experience. Echoing these shops, the “shabby-chic” Rum Shed captures the essence of a bygone era, with tavern-like windows and doors as well as delightfully old-school décor. The walls are lined with wood planks from old fishing boats, the tables and chairs are made out of

bicycle rims, while 50-gallon oil drums act as hanging light fixtures.

The bar offers the largest collection of rums in Mauritius, with over 180 types from 36 countries, as well as an impressive selection of rum-based cocktails. Guests are also able to experience the art of Mauritian

home cooking with **La Kaze Mama**. Located in our own vegetable and herb garden guests enjoy a traditional Mauritian dinner prepared by our grandma, and learn how to cook and prepare a parantha.



**THE CULINARY EXPERIENCE**

The culinary art is sacred at Shanti Maurice, an unforgettable mix of inherent and artisanal experiences. Fresh from the ocean, the garden or nearby farms, the chefs offer local produce and imaginative choices.







# Overcoming the DRY state

The water crisis in Maharashtra came as a wake-up call and hotels in Mumbai geared up to do their bit to conserve water for now and the future.

Anupriya Bishnoi



**Varun Sahani**  
General Manager  
The Orchid Mumbai

“  
Efficient hand washing  
techniques prevents  
wastage of water  
”

The eco-sensitisation of guests makes conservation in our Ecotel more feasible, as then it is no longer a compulsion for them to save water and prevent its misuse. They treat it as their moral duty and help us in our ultimate goal of environment conservation. The 3Rs of resource conservation stand for 'Reduce, Reuse and Recycle'. In context to water, the 3R theory practiced at The Orchid is as follows:

## REDUCE:

- The use of Aerators in our taps is a major contributor in reducing our water usage.
- Drip irrigation in the hotel gardens is another efficient method of reducing water consumption.

## REUSE:

- At The Orchid, reuse of water is done by utilising the waste water obtained from laundry systems.
- Another small step of reusing water instead of wasting it is to utilise the half filled packaged drinking.

## RECYCLE:

The Orchid has its very own sewage treatment plant which helps in recycling waste water.

In order to make sure water is not being misused in the hotel, employee awareness and education regarding the grave effects of water shortage is carried out. Only after they understand the reason of the conservation, will they carry out the activity.

Employees are taught water efficient hand washing techniques in order to prevent the misuse and wastage of water. Similarly, they begin practicing the same at home and it becomes a part of their lifestyle rather than a regulation. Orchid has its own sewage treatment plant which recycles waste water and makes it available for reuse. Hence, it minimises the requirement for fresh water.

Internal auditing is carried out regularly to keep a tab on the usage of water across the Ecotel. This audit is carried out by our environment office along with its 'Green Team'.

This audit system helps in locating the minor and major faults present in water conservation and also helps in keeping the departments alert with context to how efficiently they are utilising their resources.





**Cajetan Araujo**  
Hotel Manager  
The St. Regis Mumbai

Resource management is the need of the hour; water scarcity is a recognised problem. Hotels have both a strong commercial and moral imperative for addressing water use through conservation. Through collaboration with our associates, suppliers, business partners and guests, we actively work to reduce the environmental impact of our business by focusing on critical areas, especially waste and water.

At St. Regis Mumbai, some of the things that we consciously and meticulously focus on are:

- We have installed water aerators in all guest bathrooms so there's less water used in the showers.
- We recycle water for use in our cooling towers, flush tanks and for gardening.
- Pressure reducing valve stations have been installed within the building, to moderate flow and avoid wastage when there's excess water pressure.
- Dual flush options across the hotel regulate water by up to 50.

“Hotels have a strong commercial and moral imperative for addressing water use through conservation”



At Hyatt, we are in the business of caring for people so they can be their best. Our purpose defines our practices. We work to create an environment for people to thrive by building strong communities and fostering sustainable environmental practices. In our effort to do our bit to conserve water, we are doing the following:

- Flow regulators have been installed in showers in the guest bedrooms leading to minimum three, saving 60,00 litres of water every day.
- Fountains and water bodies at various locations have been either completely switched off or are operational for limited time periods.
  - Water aerators have been installed in the guest room wash basins to help regulate the flow of water.
  - We have optimised the water flow for flushing requirements in the employee locker areas.
  - Some of the initiatives we are working on include building our own ring well and setting up a mechanism to reuse laundry water for flushing.



**Shubham Chandra**  
Hotel Manager  
Grand Hyatt Mumbai

“We create an environment for people by building strong communities and fostering sustainable environmental practices”







**Suraj Kumar Jha**  
General Manager  
Holiday Inn Mumbai International  
Airport

“  
Our endeavour  
is to save water,  
electricity and we try  
to recycle things as  
much as possible  
”



**B**e it water conservation or solid waste management we are using the best available technology to reduce waste. We also have the best energy saving devices at our hotel. Our endeavour is to save water, electricity and we try to recycle things as much as possible. We have some of the state-of-the-art equipment and practices which are of international level. Water consumption has been curtailed by reducing wastage due to leakages. Staff awareness plays a crucial role.

Also, regular engineering checks for water taps of kitchens and public area washrooms are done regularly. Almost 50 per cent of the water is recycled. At Holiday Inn, the following measures have been adopted for water conservation:

- Rain Water Harvesting Pits: The hotel has constructed rain water harvesting pits.
- Timer-based Operation of Car Wash Tap: Tap discharges water only for 30 seconds and stops

automatically which reduces consumption of water.

- Water audit and consumption benchmarking is conducted by an outside party.
- Waste water management: As a green proactive organisation, Hotel Holiday Inn operates with zero water discharge.
- We have a corporate software tool, 'Green Engage', wherein energy data is uploaded every month. Same is monitored and compared with previous years.



**Prashant Vaidya**  
Director of Engineering  
Sofitel Mumbai BKC

“  
We have a water ratio,  
hence, water consumption  
is monitored on a  
monthly basis  
”



**A**s per AccorHotels sustainable development charter - Planet 21, we use aerator in all guest rooms to reduce water flow, mainly for the showers, from 12 GPM to 9 GPM, wash basins from 6 GPM to 4 GPM, as well as for kitchens, BOH areas and staff facilities. We have a water ratio for our hotel, hence, water consumption is monitored on

a monthly basis. Special care is also taken to avoid any kind of leakage.

Guests are also given an opportunity to become a part of our water conservation initiative, by placing a tent card in their rooms for re-using the room linen and bath towels, which contributes largely in water saving. All Air Handling Unit's drain

water is collected and re-used in the chillers and air-conditioning system after filtration. Sofitel Mumbai BKC also practices rain water harvesting, STP and ETP wherein the laundry water is cleaned. Technically, there is zero discharge to sewage line, as we use STP water for gardening, flushing and car washing purposes.





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### Hotels in Operation

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**Satyajit Kotwal**  
General Manager  
The Resort, Mumbai



The hotel's beautifully manicured lawns and gardens will be watered in the mornings rather than afternoon to avoid evaporation



Maharashtra is facing one of the worst drought situations this year and the water crisis is just worsening. My team at The Resort and I realised that we needed to design some steps as best practices and must do's which are critical to curb water wastage and ensure optimal re-use. As a result, we came up with X Commandments which the hotel and its staff have committed to follow in the premises.

We had actually made several amendments in early February itself in the property, but we wanted to go beyond and contribute with greater magnanimity. As a step forward, I had several brainstorming sessions and discussions with the team across various departments in the hotel. The agenda was simple, with each personnel being asked to ponder over the question—how can your department save or re-use water, without inconveniencing the guests. What emerged were



executable initiatives, which when put together lead to a sizeable amount of water saving.

We started off by getting water-saving signages installed in guest rooms, washrooms and the restaurant areas—gently reminding people to use water responsibly. Then we decided that laundry wash will be done only with full load and the rinsed water from the laundry wash will be used for cleaning and washing of garbage rooms. We also started ensuring that the hotel's beautifully manicured lawns and gardens will be watered in the mornings rather in afternoon to avoid evaporation. These simple ideas totalled to about 10 seminal steps that would go a long way in helping save water. The hospitality industry's contribution would definitely play a great role in the whole situation and we are happy to be one of the first few places to have taken these steps. We hope that more and more hotels take up initiatives like these and it soon becomes an industry practice.



**Ashish Kumar Rai**  
General Manager  
The Westin Mumbai Garden City



The hotel has fitted aerators which are used to control the water flow in our rooms



**W**ater conservation is all about sustainable use of water. In our industry, we have the opportunity to be proactive and use our water wisely through simple but effective measures, saving tons of water indoors and outdoors. Outdoors, the re-use of water that would otherwise get wasted is done for cooling our tower and watering our gardens. We further ensure that our gardens have efficient water sprinklers, which are used early mornings and late evenings to avoid evaporation.

Indoors, the hotel has fitted aerators which are used to control the water flow in our rooms as well as all areas used by hotel associates with sensors on our taps in different areas of the hotel to control the wastage. Also fitted in our washrooms is the dual flush system helping reduce the usage of water by almost half. It is not just saving water but also about making an effort towards reduction of usage. These are small steps which go a long way towards the bigger picture of saving our planet.





ITC Maratha Mumbai's commitment to responsible luxury has given it the unique distinction of being one of the greenest luxury hotels in the world. We are rated LEED-EB Platinum by the U.S. Green Building Council (USGBC) for our commitment to perform to the highest standards of energy, water and waste efficiency and continuing to provide inspiration to the Green Building movement in India. Our

audits to highlight high consumption areas, post which, an action plan is created to restrict the same. The

company has also installed water meters to track water consumption. We have also installed pressure

reducing valves in lines which have low pressure requirements. Flow restrictors /aerators have also been introduced in all guest rooms. ITC Maratha have also gone ahead in using W/Cs cisterns with dual flushing arrangement in place of conventional flush valves. Water used for gardening, irrigation and the cooling towers is all being catered from recycled water. All these initiatives help us conserve the valuable resource.



**Kuldeep Bhartee**  
General Manager  
ITC Maratha, Mumbai

“ Water used for gardening, irrigation is all being catered from recycled water ”

guiding principle is 'Reduce, Reuse and Recycle'. We have our own programme, encompassing local participation, creating awareness among employees and internal conservation, through energy-saving gadgets and environment-friendly material.

Some of the initiatives undertaken by ITC Maratha over the years in order to conserve water include conducting regular internal water

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# INC appoints **Raju Bhatia** as India Ambassador for the brand



**Raju Bhatia**

**R**aju Bhatia, the renowned face of California Agri Nuts Corporation has been appointed as the India Ambassador to represent the dry fruits industry by the International Nut and Dried Fruit Council (INC). As Managing Partner in California Agri Nuts Corporation and Managing Director of DRB Foods, Bhatia's focus is to create value for the industry and consumers alike.

With his knowledge, skill and business acumen, he has taken his companies forward to being one of the largest and leading dry fruits traders and processors in India. He is recognised globally for his vision and is known as one of the stalwarts of the industry.

Bhatia's family has been in the business of dry fruit trade since 1887, trading mainly with Afghanistan and Iran. This was transformed drastically post his joining in 1984, with business expansion to USA, Australia,

China, Turkey and several other countries. In 2009, the family started processing and packaging dry fruits under the brand Nutty Gritties, which is distributed across leading organised retailers, institutions and e-commerce players in India. Being the General Secretary of the Association of Agro Importers (an apex body for dry fruits and spices), and member in the executive bodies of The Indo Afghan Chamber of Commerce and The Kirana Committee Delhi, Bhatia has held an apex role in coordinating policy matters like tariff structure, liberalisation of trade and related issues.

He has also worked in close liaison with the Almond Board of California and Australia and the Pistachio business to help them solve several trade related issues like tariff, propagations of the products in Indian market, phytosanitary regulations and issues, among others. He has been regularly attending the INC meetings since 2003 and is well acknowledged in the international circuit of dry fruits trade.



**Zubin Mehta**

## Decoding **Hospitality Couture**

**U**niforms for hospitality industry have gone under a transformation recently. Gone are the days when uniforms were boring and categorised as undesired. In the earlier days the uniform was only about discipline and comfort with no bling and flash but today the concept of uniforms has transformed completely.

The trend is about designer uniforms with colour splashes and surface techniques but all that cannot compensate the comfort uniforms should have.

Uniforms Unlimited with their latest brand, Dezenzia, is working towards creating new age uniforms. Their focus is on making the garment attractive yet comfortable so that an individual who wears it can feel pride in it without having slightest of discomfort.

Zubin Mehta with his designs, imbibes the value of a region/culture into design by repackaging the couture into finely styled garments that enhance the image of the client to the highest standards. His endeavour has always been focused on amalgamating top style with highly practical attire. This is a huge challenge for fashion designers per say, but Zubin having the thorough knowledge of uniforms and a state-of-art facility to back his experience can bring about this fusion with ease.

Modern travellers are extremely selective about hotels and especially seek advice on the experience shared by others in internet and word of mouth. Today a guest looks closely for classy interiors, bathrooms, amenities provided along with the uniforms, whether they are clean, finely tailored and intricately designed. The uniform speaks volumes about the organisation. Zubin emphasises on the textures of fabrics used, the subtle detail of embroidery and pleats that turn a uniform into a couture garment.





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# Pune will soon meet **MAYYA**

India Hospitality Awards 2016 West & South recognises achievers of the hospitality industry in regional India.



**Gunjan Sabikhi**



**Bandish Mehta**

The 2016 edition of India Hospitality Awards will be held at Novotel Pune. **Bandish Mehta**, General Manager, Novotel Pune, says, "Team Novotel Pune is all geared up to host the prestigious India Hospitality Awards. We are happy to host such a vibrant get together where various prospects will be discussed and awarded."

Also special attention will be given to F&B. "We look forward to tantalise the taste buds of the guests with the delicious choice of menus from all the dining options of Novotel Pune to delight the platter. Our dedicated events team will ensure that every minute details of the event are taken care of, either it is a customised menu, hall set up or handling logistics, our team will ensure everything to the last detail."

For the guests who wish to stay back, the hotel has delightful offerings. "One can avail the elegant minimalist rooms and suites which offers complimentary Wi-Fi, flat-screen TVs and iPod docks, as well as desks,

minibars and tea and coffee making facilities. Also for lazy meal inside the room, the guest can enjoy 24x7 in-room dining facilities. For a fitness enthusiastic who does not want to miss their workout even while they are travelling, can avail our 24-hour fitness centre, next to the swimming pool," adds Mehta.

**Gunjan Sabikhi**, Convenor, India Hospitality Awards believes that these awards recognise the contribution and achievements of hospitality players and rewards those who have gone an extra mile to offer superior hospitality to the guests. "India Hospitality Awards are the only awards which recognise the achievements of players at the regional level. Since its inception, these awards have become the standard of excellence for businesses and organisations in the hospitality industry. I also believe that everyone needs a little push and encouragement and through these awards we want to instill confidence among hospitality professionals."

"We have received nominations from the remotest corner of various regions which will help us to honour the unrecognised talent. Industry awards like ours will help to build the individual's credibility, opening a plethora of options for them to explore," she added.

“ We look forward to tantalise the taste buds of the guests with the delicious choice of menus to delight the platter ”



# DPCC RELAXATION TO SMALL HOTELS & RESTAURANTS IN DELHI

DPCC has provided relaxation in installation of effluent treatment system in small hotels/guest houses, to comply with general standards for discharge.

**D**elhi Pollution Control Committee (DPCC) in its 61st Board Meeting has introduced new category for small hotels/guest houses and restaurants, providing relaxation to the hospitality industry of National Capital Territory (NCT) of Delhi.

The provisions and consequent concessions announced by DPCC are in line with several follow-ups and representations by HRANI before the committee. As per the amended standards, a new category of hotels comprising less than 50 rooms (double bed) or 100 rooms (single bed) excluding 3-star and above has been introduced.

The committee has provided relaxation in installation of Effluent Treatment Plants (ETP) in small hotels/guest houses, provided they are connected with Municipal/Delhi Jal Board Sewer system connected to DJB STPs. It is expected that these hotels/guest houses comply with general standards for discharge in to public sewer.

Similarly, DPCC has also reinstated the restaurants/eating houses/dhabas and other such establishments, providing exemption

from ETP installation in restaurants up to 100 seat covers, if they are connected to sewerage system of DJB.

**Luv Malhotra**, President, HRANI said, "The association has always worked towards the promotion of 'ease to business' to encourage new establishments to set foot in the industry. The relaxation by DPCC is a stepping stone towards this attempt. I hope that with the continued support from the government including our members we will keep getting success for ease of business, making way for fresh prospects in the hospitality industry."



# Nominate Now

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**Date: 4<sup>th</sup> August, 2016**  
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# 2016 so far

Select hoteliers talk about how this year has been for them and the hospitality industry as well.



**Vaishakh Surendran**  
General Manager  
Poetree Sarovar Portico, Thekkady

The year 2016 has not been very good for the hospitality industry in South India, Kerala in particular. There is a stiff competition from countries like Sri Lanka, Bahrain & UAE, Thailand, among others, who have made flying to those countries more economical than flying to destinations within India. Kerala in particular has been affected due to the myopic policies of the previous government with regards to alcohol prohibition. The year has been a wake-up call of sorts to explore new source markets as well. Rouble is at an all time low which has greatly affected

Russian guests from visiting us this year. On a positive note, Kerala has seen many new hotels opening up, which will be a career generator. People can now come back from Middle East and work here at competitive pay scales. Medical tourism is booming with ample guests from Maldives and Oman. The focus on Ayurveda is also very high with good business from Germany, Scandinavian and Baltic countries. OTA's have started making their presence felt in a sphere dominated by travel trade. The Government of India is making various efforts to boost trade by making visa on arrival for a lot of nationalities. We hope that this, plus the awaited new liquor policy, would revive the fortunes of the industry here. Personally, it's been a good year. We have seen good occupancy so far and the upcoming season also looks promising. My focus to increase occupancy would be to reach out to agents and guests at new markets and sell to newer audience. ARR's will improve once the base rooms are sold out. Online reputation management drives a lot of direct business, which would also help in maintaining a healthy ARR.



**Kunal Shanker**  
General Manager  
Holiday Inn Cochin

Cochin's tourism industry is positioned for long-term growth and is increasingly taking up most of the GDP share. Tourism and inward investment are the government's top priorities for this year, aiming to transform the sector into a main contributor of the economy. This is part of the development plan that aims to diversify Cochin's economic dependency on other segments and shift attention to property, retail and leisure industries. The government focuses on intensifying tourism promotion programmes and developing the

city's infrastructure. The year 2016 has been phenomenal so far for the hospitality industry, with a YOY upward trending corporate segment based on the new projects and government initiatives, equally with the support of leisure segment. Holiday Inn Cochin team leveraged it and has been positive with an occupancy growth of 15 per cent YOY to achieve 71 per cent YTD. As an IHG Hotel we look forward to cater the demand for all kind of travellers as an international brand. Our great service with the benefit of the location and facilities has been our key to success; both international and domestic travellers can experience the similar world-class experience. Cochin stands as one of the major transit point considering the international connectivity and the top tourist destinations of Kerala. Over a period of last seven years Middle East market has been one of the highest producing geo source market for all the hotels in Kerala. To overcome focus of the hotel shall be to drive mix of MICE Business and the conferences which is expected to happen over the last quarter of the year.



**Betty Remedios**  
Director of Sales & Marketing  
Grand Hyatt Goa

Business so far has been very good with a good mix of leisure, business and weddings. We have witnessed a growth in the leisure segment this year; and continue to increase our share of leisure and transient travellers while sustaining our large segment of MICE and weddings. This supports our strategy in becoming the ultimate leisure destination.







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# Benchmarking the Green Quotient

Every supplier seeks to achieve efficiency in the hospitality sector. **Rahul Sagar, Assistant General Manager, Marketing, Maini Materials Movement**, highlights on how coherence is maintained with their brand, through new offerings, evolution of the demand of the hoteliers and more.



Rahul Sagar



Hotels and resorts are focusing on 'Going Green' on all aspects, be it investing in green building, efficient waste management...



## How is your product well-suited for the hospitality industry?

The key to success in the hospitality sector is impeccable service and comfort. Maini Buggy caters exceptionally well to the standards of the industry, calling for an efficient mode of transportation for guests, staff, F&B and supplies in hotels, spas and resorts. Maini Buggy offers models with special storage systems and facilities such as carriage boxes, multi-level shelves and temperature-controlled cabinets customised for specific needs.

We offer solutions for:

### TRANSPORTATION

For guests and luggage

- Collapsible fold over seats for flexible transport.
- Options from two to 14 seater.
- Front-office guest transfers.
- Ample room for guest luggage.

### F&B

For Room Service & Outdoor Catering

- Designed in compliance with industry standards for carrying food items.
- Warming cabinets with thermostat controls and stainless steel cladding.
- Well insulated cold cabinet with shelves.

### UTILITY

For housekeeping, disposal, maintenance and cargo

- Specially designed clothes hanger.
- Dirty linen cabinet with open top for easy access.

- Converted HDPE garbage disposer.
- Tilting facility for easy access and off loading.
- Specially designed for on-campus maintenance.
- Provision for carrying tools, spares, portable ladders and other maintenance equipment.

Maini Buggy also comes with option of Music system, Beacon, Bumper, Rain Canopy, Wiper and 2,000 body colour to choose from.

## What is the USP of your brand/product?

We are the leading player in the space of eco-friendly people movement for more than a decade now. Maini Buggy comes from the Maini Group, a four-decade-old group with a track record of forward-looking innovation, pioneers of India's first 'mass produced' green electric car—Reva. The design and manufacturing technology is entirely indigenous, developed and implemented by Maini in India and for the world.

## What's your take on the demand of hoteliers today? How has it evolved over the past few years?

Hoteliers are always striving to make guest experience better and working on taking their property to the next level. We have witnessed demand of more customised options from hoteliers like Fire safety Buggy, Medi-assist Buggy and Wheel chair Buggy for their campuses. These new variants of Maini Buggy have been delighting guests now at various locations for the last couple of years.





**Have you planned any new launch for this year?**

We are working on developing the next generation buggy, which would have futuristic features, making it smarter, convenient and friendlier to owners, guests and drivers. The launch is planned in later part of this year.

**Your product is eco-friendly and hotels today are concentrating a lot on going green. According to you, how does going green help hotels?**

'Going Green' is the new way of life today and tomorrow. Hotels and resorts are focusing on 'Going Green' on all aspects, be it investing in green building, efficient waste management, recycling centres and adopting eco-friendly vehicles for guest transfer and material movement in their campus.

Guests prefer hotels with more 'green quotient' as it gives them more serene feeling while holidaying or on business travel. Powered by an intelligent electric drive, Maini Buggy ushers in a revolutionary way to travel.

The zero emission drive makes it absolutely eco-friendly and thoughtful ergonomics makes it comfortable to drive.

All the products of Maini are manufactured in a state of the art ISO 9001: 2008 certified facility at Bangalore hosting Design, Development, Manufacturing & Testing functions.

For more details about Maini Buggy, please visit: [www.mainibuggy.com](http://www.mainibuggy.com)

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# 'Select'ing LEISURE GETAWAY

**Gopal Vaideswaran, VP Operations, Select Hotels and General Manager, Heritage Village Resort & Spa, Manesar, Select Hotels, tells us what makes the hotel unique, expectations from the coming season and more.**

Kanchan Nath

**Kindly throw some light on the USP of your group's hotels and resorts.**

Over the years, Select Hotels has built a reputation for excellence in accommodation, food and beverage and service. Whether you are planning a short family getaway or a longer solitary sojourn, Select Hotels present the perfect backdrop to lie back, lounge around, relax and rejuvenate your senses, whilst treating your taste buds with the most exquisite cuisines and exotic wines. Set in picturesque locations and easily accessible from the main cities, Select Hotels, a spa resort offering unique spa packages are perfect for a generous pampering of your senses. A pioneer in all inclusive concept, the guests can enjoy unlimited food, drinks and entertainment in a single price. The total number of rooms in Manesar is 154, including eight suites and in Goa is 97, including two suites.

**How do you encourage 'weekend revenue', as business travel dips during weekends and families opt for short weekend trips?**

Select Hotels enjoys a nice business mix of corporate and leisure travellers. Such resorts being located away from the hustle bustle of the city have the luxury of space. We have introduced, 'Soul Stirring Saturdays', an initiative put together by Select Hotels offering families and friends an opportunity to sit together and enjoy a live concert in the secure confines of the resort. We offer an 'all inclusive package' - where one comprehensive price includes accommodation, unlimited food, snacks in-between meals, in-house beverages (including alcoholic) and entertainment activities for the family like movies, karaoke, Sunday brunches, art and crafts, Wednesday night, puppet shows, fun games and activities.



**Gopal Vaideswaran**





Heritage Village Resort & Spa, Manesar recognises that pets are an extended part of the family, and hence, the resort is a perfect pet-friendly getaway where families have access to holiday with their pets.

#### What are the new marketing and sales initiatives undertaken?

Select Hotels are catering to a diverse clientele comprising of business and leisure unique travellers, for conferences, off-sites, trainings, seminars and workshops and large social events like weddings, receptions, among others. To strengthen our outreach Select Hotels has now taken aggressive approach towards digital marketing, which is explained below:

- Website: We are currently in the process of developing our new website, travellers hit and research before booking. A strong brand website will provide great opportunity in competing with OTAs.
- We have enhanced the sales team and have started to lay extra focus on in-house trainings so that our associates exceed the standard of service, delivering maximum satisfaction to the guests.
- Social media is another major growth driver that has significantly influenced the potential target segment. At Select Hotels we are extensively using the channel to update and promote our offerings, stay packages, F&B, weekend stays.
- Data management and emailers.
- We are strategically investing in PPC, SEO and Google Adwords.



- Ninety per cent of the resort's walls has been constructed with a rat trap system, resulting in saving of 1/3 bricks. This system also acts as insulation for heat and sound.
- Waste wood has been used extensively in the woodwork and furniture in the resort. It is estimated

## “Soul Stirring Saturdays” initiative offers families and friends an opportunity to sit together and enjoy a live concert”

- Guest engagement through videos, as per the latest trend, 81 per cent of online travel bookers consulted videos before booking.
- Customised Remarketing by targeting the bounces and non-conversions.
- Usage of Google plus for increasing the sales evolving into Google Carousel and local searches.
- We are closely working with OTA's.

#### What are the sustainable practices followed?

The resort is dedicated to a greener globe and follows the 'Green Leaf' policy initiated by PATA.

- that this initiative saved felling of at least 1,000 trees.
- The resort treats waste kitchen and laundry water and uses it for irrigation other purposes.

#### What are the CSR initiatives undertaken?

- The resort conducts Annual Blood Donation Camp.
- Tie-up with Chintan Foundation that works for underprivileged children: The foundation sells wet and dry waste of the hotel and are benefitted monetarily.
- Animal Shelter: The resort provides food, milk, pedigree, twice a week to the local animal shelter.
- Trees plantation in and around the resort.





# Decoding destination weddings

## Travel Wedding Show 2016

Capturing the travel and wedding segments, this first-of-its-kind show brought together planners, buyers, tour operators and all key industry players.

The first edition of Travel Wedding Show 2016, a B2B meeting platform for buyers and suppliers of the wedding segment, witnessed participation of 28 suppliers and an equal number of buyers, comprising wedding planners, travel agents who specialise in weddings, corporates and tour operators. With pre-scheduled meetings between handpicked buyers and sellers, the event took place recently at Le Meridien, Gurgaon. The participants saw an influx of opportunities in the immensely popular 'destination weddings' segment.

### ABOUT THE TRAVEL WEDDING SHOW 2016

The Travel Wedding Show is an exclusive professional B2B event dedicated to the top Luxury and Wedding services in India and abroad. The Travel Wedding Show provides the business environment for both these industries to join hands and do serious business in a convenient place and manner. The two-day event gives privacy and comfort of pre-scheduled meetings. The organizers make travel industry suppliers (tourism boards/hotels etc.) meet 30 – 35 buyers in a closed-door affair with pre-fixed meetings. The buyers include wedding planners and travel agents who specialize in weddings.

Explaining the concept behind this one of its kind show, **Punam Singh**, Associate, Travel Wedding Show, said, "We left no stone unturned to make the Travel Wedding Show a return-on-investment event, promoting knowledge-sharing, networking opportunities and ensuring visibility to participants. It was a conscious decision to keep it open exclusively for the renowned wedding planner buyers on the first day. The tour operators met on the second day, thus enabling suppliers to speak at ease with each of them."

**Sarika Bhambhani Rawal**, General Manager, Travel Wedding Show, said, "We consciously streamlined both the days with different agendas to enable the suppliers understand the unique needs of the wedding buyers and tour operators separately."



From L to R- Sarika Bhambhani Rawal, General Manager, Travel Wedding Show and Punam Singh, Associate, Travel Wedding Show





Whenever you go for shows like these, where there is a mix of MICE, inbound market, and domestic market, you can't focus on a particular segment like weddings. These shows help you meet the buyers you are looking for. The trade inbound market is decreasing but the domestic market has picked up. The USP of Mandawa hotel, that it is a castle converted into a heritage hotel and the USP is the ambience. Weddings have a different charm in comparison to a wedding conducted in any modern hotel.

**Angad Deo Mandawa**  
Director  
Mandawa Group of Hotels



I always say wedding is a very important segment. It was a great platform where we got to know that different potential lies in different cities

**Barun Gupta**  
Account Director (Global Sales)  
- Starwood Sales Organization,  
Starwood Hotels & Resorts.



Since my hotel has been recently renovated, we can take social functions and wedding functions, so participating in the shows like these will give us visibility. Also, we are having 40 per cent of our total revenue from the corporate, MICE and weddings. Moreover weddings have become an important segment for all hotels. We have a banquet space of 5,000 square ft. The open space of 20,000 square ft. So we can cater from 200 to 2,500 people easily.

**Geetha Subramanian**  
General Manager, Marketing & Sales  
Hotel Clarks Shiraz, Agra Delhi



Shows like the Travel Wedding Show are a great opportunity for a group hotel like us to showcase all our products under one roof. A client who is just aware of just one or two hotels of the brand will know more about the group via shows like these. It's one of the largest segments for our hotels in Goa and Jaipur. Those are like wedding destinations and our large part of our budget comes from this segment.

**Nitin Chandra**  
Head of Sales  
The Lalit



Events like these spread the awareness of our product as the wedding segment is important for Onyx. We have key properties in Bangkok and Hua Hin which cater to larger groups, then our Phuket property caters to relatively smaller groups. The group is coming up with Amari Galle in Sri Lanka which is a beautiful destination from a wedding point of view.

**Ritu Bakshi**  
Director, Sales  
Onyx Hospitality Group



It really gave us an opportunity to showcase our products to the operators who operate in tier II and III cities. I would have never reached so many wedding planners in Gujarat, Surat, Chandigarh or Kochi. It's a great platform to connect. It's an eye opener for us also. With this kind of a show all the segments in a hotel come and kind of initiate with the demand and supply. For the last two three years we are focussing a lot on MICE and on domestic leisure.

**Vikas Sharma**  
Assistant Vice President, Sales  
The Oberoi Group



Shows like Travel Wedding Show ensure that participants have quality conversations. This is more focussed. Also the participants are our target audience. The wedding segment makes up to 20 per cent of their total business. We specialise in beach weddings. It's an exotic location and people know very little about it. Radisson Blu is the only property which is the vicinity since 1955. It's a heritage property taken over by GRT Hotels.

**Irfan Khan**  
Director Sales & Marketing, Radisson  
Blu Temple Bay Mahabalipuram





### Outdoor wood by Square Foot

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### Lavazza unveils Grand Hotel

Lavazza India has added a new product to its 'Made in India' range of 100 per cent pure Filter Coffee called Grand Hotel. The first ever 'Filter' product in the country from the house of Lavazza, this new variant will give coffee enthusiasts a chance to experience the taste of authentic 'Italian coffee'.



### Ambient Perfumes by Niana

One of the most recent trends in the home fragrance market is the growing popularity of reed diffusers as they are great way to add constant fragrance to your home. The scent envelops the air and has a calming, lingering gentle effect. Moreover, they are totally safe and can be left unattended.



### King Metal Works introduces "KMW" brand

KMW brand's steel G.N. Pan is made from 18/8 grade stainless steel and is totally rust free with heavier thickness of 0.8 mm to avoid handling dents with anti-jam function and with NSF (american food safe grade certificate) duly marked on each pan. Available in all sizes with and without perforation which any other brand do not have all together features specified above.

### Franke launches Energy and Water Efficient Dishwasher

Elegantly designed dishwasher by Franke saves quite a bit of time and water in any kitchen, its efficiency means it uses up to much less water than hand washing. The latest generation of Franke dishwashers guarantees the very best performance. Class A++ for low consumption, excellent washing and drying results in a short space of time.



### Asbah launches Platinum Basmati Rice

ASBAH launched its Premium Basmati Rice 'Platinum'. Its highly aromatic extra long grain elongates upto three times on cooking. It is aged and hence perfect for special occasions. The product is also available on B2B portal like JustBuyLive. The product is very reasonably priced.



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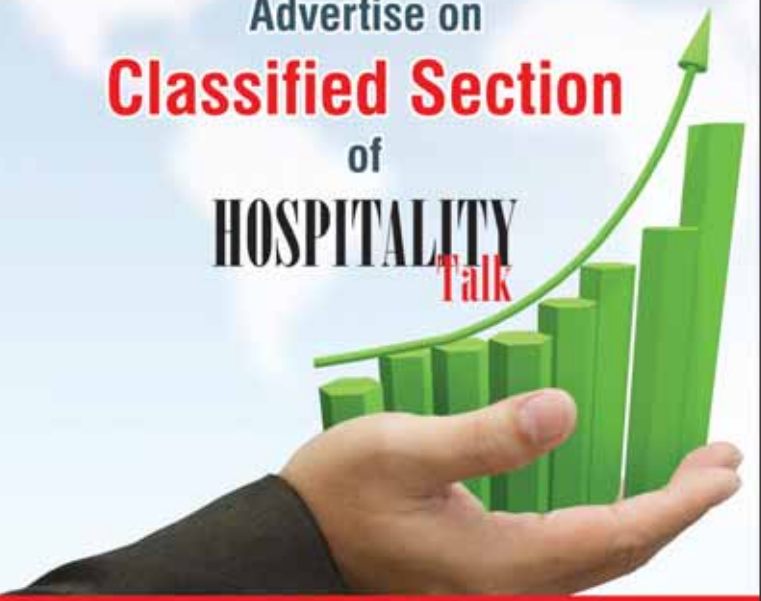
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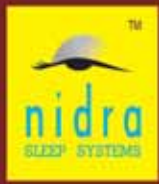


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# MOVEMENTS

## MADHAV BELLAMKONDA

General Manager

The Bheemili Resort managed by AccorHotels

Madhav Bellamkonda has been appointed as the General Manager of The Bheemili Resort managed by AccorHotels, besides continuing responsibility as the General Manager of Novotel Visakhapatnam, Varun Beach. In his new role, Bellamkonda will be responsible for spearheading the operations of two AccorHotels properties and steering the hotels to scale greater heights of success. A seasoned strategist with a flair for innovation and people management, Bellamkonda career spans over two decades and across various sectors. He started his career in 1995, working with an NGO and soon rose to the position of Director of Development at the Centre for Global Leadership Development.



## MANU SHARMA

General Manager

Vivanta by Taj, Gurgaon

Vivanta by Taj, Gurgaon, the stylishly spirited 100th hotel of the Taj Group, is delighted to announce the appointment of Manu Sharma as its General Manager. Sharma joins Vivanta by Taj, Gurgaon, an epitome of cutting-edge hospitality, after his last tenure with The Gateway Hotel, Kolkata as its General Manager. He has spent more than a decade with the Taj group, playing various roles in the sales function in Kolkata, before moving to Mumbai as the Director of Sales at Taj Land's End. He was appointed the Resident Manager of Taj Bengal, Kolkata in 2011 and in 2013 was entrusted with the task of opening the first prototype Gateway hotel – The Gateway Hotel, E M Bypass, Kolkata.



## K.B. KACHRU

Chairman Emeritus and Principal Advisor

Carlson Rezidor Hotel Group, South Asia

Carlson Rezidor Hotel Group has appointed K.B. Kachru as the Chairman Emeritus and Principal Advisor, Carlson Rezidor Hotel Group, South Asia. In his new capacity, Kachru will continue to be on the board of the Group's South Asia business entities, serve as an outstanding ambassador and represent the company at industry forums and governmental affairs, while enabling strategic growth opportunities. Kachru has been instrumental in building the business in India since 1998. Most recently, he was chairman and a mentor to Raj Rana, CEO, South Asia, of the Group, since 2013.



## ASGHAR ALI

Group President

The Claridges Hotel Group

The Claridges Hotel Group has appointed its new Group President, Asghar Ali. With over three decades of top management experience in major industrial sectors, he comes equipped to lead The Claridges Hotel Group as varied in its contributions as he is. Ali's career began with the Thapar Group in 1980, he worked his way through Eicher International Ltd., Ashok Leyland, and finally, as President External Affairs to the global conglomerate – Punj Lloyd Group.







## DEBYANI BHATTACHARYA

Learning & Development Manager  
Novotel Kolkata Hotel & Residencies

Debyani Bhattacharya comes with over 11 years of experience in the field of Customer Relationship Management, Human Resources and Training. An Academie AccorHotels certified Trainer, she has operational experience in service industry including 2.5 years in pharmaceuticals and 8.5 years with hotels like Hyatt Regency Kolkata (Front Office Associate & HR Officer) and pre-opening experience with Hyatt Raipur as AM-HR and Training. She has internally moved to Novotel Kolkata Hotel and Residencies from Novotel Hyderabad Airport as Learning and Development Manager.



## DEEPAK ANGARA

Director of Sales & Marketing  
Holiday Inn Express & Suites,  
Hyderabad

Deepak Angara has been appointed as the Director of Sales and Marketing at Holiday Inn Express & Suites, Hyderabad. Angara brings with him 14 years of experience in hospitality industry by working with some great brands like Marriott Hotels and Taj Hotels. His last stint was with Greenpark Group of Hotels as Cluster Director of Sales (Heading Marigold and Greenpark Hyderabad since 2014) Angara is a Hotel Management Graduate from Institute of Hotel Management Catering Technology and Applied Nutrition, Hyderabad.



## ZUBIN TODIWALLA

Rooms Division Manager  
Sofitel Mumbai BKC

Sofitel Mumbai BKC is delighted to announce the appointment of Zubin Todiwalla as the new Rooms Division Manager for the hotel. In his new role, Todiwalla will be responsible for the overall functioning of the rooms division and will spearhead various departments such as Front Office, Housekeeping, Guest Relations, Spa and Fitness. His appointment also places Todiwalla on the Executive Committee of the hotel, besides leading over 140 Sofitel ambassadors in the 302 guestrooms property.



## SHEETAL IYER

Executive Assistant Manager  
Sheraton Grand Bangalore Hotel at  
Brigade Gateway

Having been associated with Sheraton Grand Bangalore Hotel since its inception as Director of Sales and Marketing, Sheetal Iyer will now be donning a senior role as Executive Assistant Manager at the hotel. With over a decade of experience in the hospitality industry, Sheetal Iyer has a clear mind, ambitious goals and is ready to take on whatever challenge comes her way. In the past, Iyer has been associated with The Westin, Gurgaon as Operations as the Director of Rooms and more hotels like Zuri, Le Meridien and The Oberoi's.



# MOVEMENTS



**SUBHABRATA ROY**

General Manager

Four Points by Sheraton  
Navi Mumbai, Vashi

I enjoy cooking food for my family and friends especially on Sundays”

I am an avid fan of cricket, so when time permits; I enjoy watching and playing cricket. Although it has become hard to find free time for myself, but when I do get some time, I enjoy cooking food for my family and friends especially on Sundays. Also, I love to read hospitality journals, as I like to keep myself updated on the industry scenario. As far as travelling is concerned, I travel a lot owing to my job, however my favourite domestic travel destination is Udaipur and on the international circuit, Dubai. I look forward to visiting Leh-Ladakh and Greece soon.

**KUNAL DEWAN**

Director Sales &amp; Marketing

Le Meridien Gurgaon



When in the city, I love to knock back some drinks with friends, go out for dinner...”

When I am not incredibly busy, I will be found spending generous time with my wife and two-year-old son. They are the absolute joys of my life. Besides, family time, there is a whole range of activities I like to fit into my leisure time. When in the city, I love to knock back some drinks with friends, go out for dinner, watch some TV and make wife happy with some shopping. Sports also take a considerable pie in my activity list. I love water sports; swim quite often, play tennis and squash and now the latest entrant is golf. My favourite travel destinations are Puerto Rico, Portugal, Bali, Lombok, Koh Samui, Boracai, Russia and London.

**ANSHUL GOSWAMI**

Director of Sales &amp; Marketing

Howard Johnson  
Bengaluru Hebbal

Travelling helps unlock the foodie inside me and relish the exotic flavours”

As we all know hospitality industry is a full time round the clock work, so what better way to relax than taking the occasional off road-trips and spending good time with your friends and family. Travelling also helps unlock the foodie inside me and relish the exotic enriching unknown flavours of various local places I come across. Having been in Bangalore for quite some time, I love catching up with my old pals and indulging on delicious delicacies at highway joints.

**GORAV ARORA**

Director of Sales &amp; Marketing

Novotel Hyderabad  
Convention Centre &  
HICC

I also enjoy brisk-walking as it helps de-stress while helping me stay fit”

The prospect of going back home for some playtime with my children is something that keeps me motivated and upbeat through the day. I also enjoy brisk-walking as it helps de-stress while helping me stay fit. My favourite vacation destination is Barcelona in Spain—everything about that city just comes together to make for a very memorable experience. European countries like Germany, Hungary and Belgium are some others I have enjoyed spending time in, for their tourist appeal. Domestically, I enjoy trekking on the hills and valley regions of Kullu-Manali, as it satiates the thirst for thrill and wonder.





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