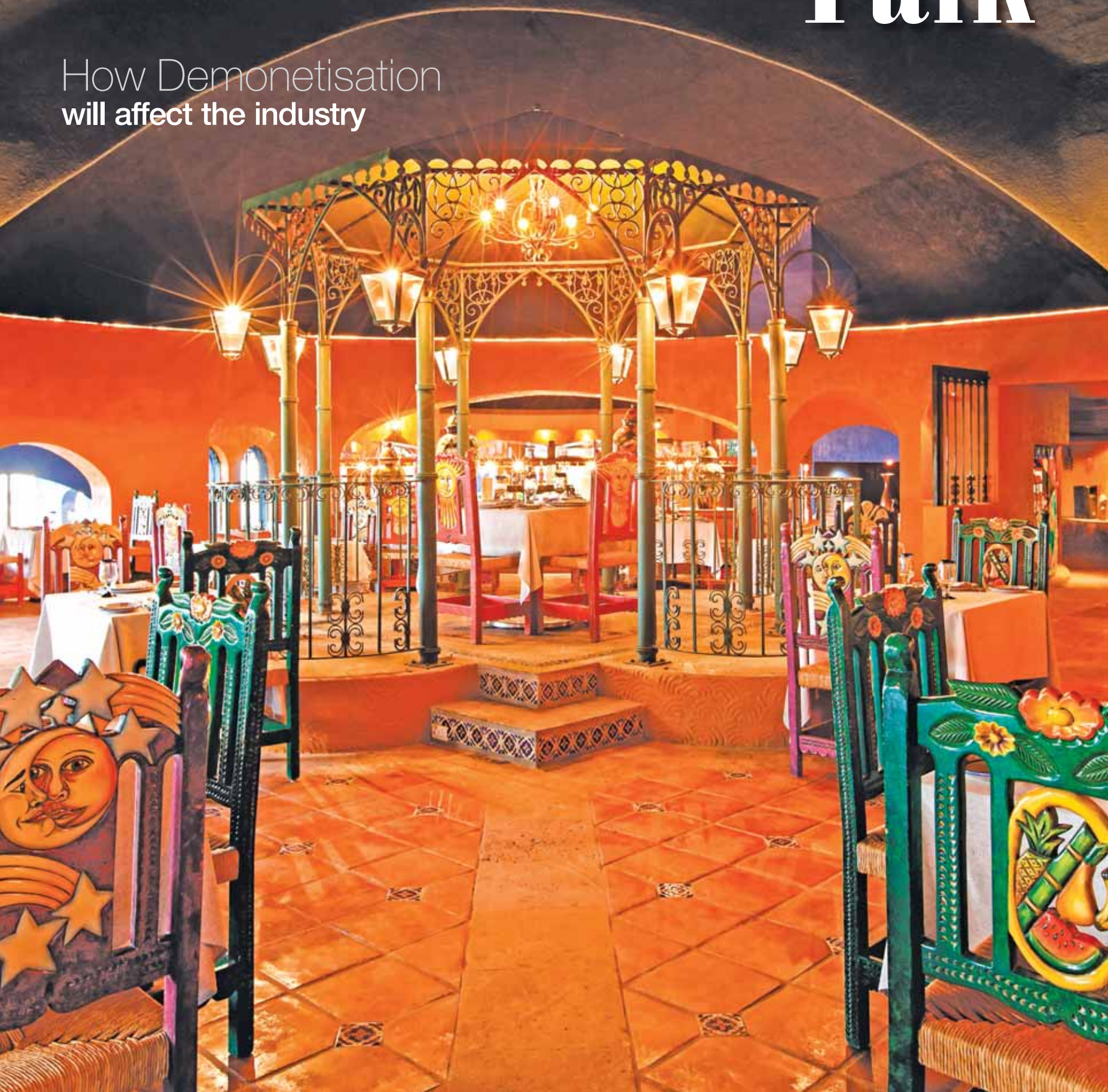


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will affect the industry



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The Fern Goregaon is now open

The Fern Hotels & Resorts has announced the opening of The Fern Goregaon, an upscale business hotel located approximately 0.9 km from Bombay Exhibition & Convention Centre off Western Express highway. The hotel offers 89 well appointed rooms, an all day dining restaurant cum coffee shop and a range of facilities such as banquet hall, roof top swimming pool, fitness centre and many more. It is located strategically off western express highway in Goregaon East; just 0.9 kms away from Bombay Exhibition and Convention centre, 7 Kms from international airport, 7.5 kms from domestic airport.



Plantation Trails by Tata Coffee introduces new brand identity and website

Nestled in the verdant hills of Coorg & Chikmanglur, Plantation Trails by Tata Coffee announced the launch of its new corporate brand identity and website befitting its bespoke experiences. The new brand identity signifies the ongoing evolution of the Plantation Trail estate to perfection.



GHM announces first Chedi in India

General Hotel Management Ltd (GHM) has joined hands with Rajesh LifeSpaces, one of Mumbai's most trusted real estate companies, to bring The Chedi brand to Mumbai. Rajesh LifeSpaces' strategic move into the hospitality arena, with the Singapore-based luxury hotel management company as their venture partner, adds a new dimension of providing lifestyle residential properties in Mumbai.

Golden Tulip unveils Royal Tulip Kufri – Shimla

Golden Tulip Hospitality group, South Asia announced the opening of Royal Tulip Kufri- Shimla. This will be the group's first luxury property in the Himalayas. Located at 8,600 feet above sea level in the charming town of Kufri, Royal Tulip Kufri is a world class resort that captures the beauty of its pristine wilderness.



The Fryday House opens its first pop up in Breach Candy

The Fryday House – a niche, pure-veg pop up bar, representing the world of evolving gastronomy, has opened its first pop up Belgian fry bar in Breach Candy. With its two main varieties of Imported Belgian Fries i.e. – Belgian Fries & Wedges, accompanied by a choice of exclusive and unique dips, The Fryday House has something for every palate.



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Novotel Goa Resort & Spa launches its new Mediterranean bistro & bar

Novotel Goa Resort & Spa announces the grand opening of their restaurant Vero Cibo -The New Chic Mediterranean Bistro and Bar. Located in North Goa amidst the serene countryside with lush paddy plantations, this 35-seater restaurant & bistro bar serving Mediterranean, Western & Seafood cuisine is perfect for a relaxing meal with friends and family, while the special cabana seating serves as a romantic hideaway. With simple and elegant bird cages, yellow lighting, white drapes, candle lit chandeliers and cool breeze, the ambience lends itself to a special Mediterranean vibe.



Lemon Tree inaugurates two new properties in Goa & Bandhavgarh

The Lemon Tree Hotel announced the opening of two new properties, one each in Goa and Bandhavgarh, thereby affirming the groups' growing focus on resort and leisure destinations. Branded as Lemon Tree Hotel, Candolim, while this midscale hotel becomes the groups' second property in Goa; Lemon Tree Wildlife Resort, Bandhavgarh debuts as the first wildlife resort of the group.



Culinary and bar offering at Level 37 at St. Regis Mumbai

The St. Regis Mumbai has announced the launch of Luna Nudo Gusta, the all new culinary and bar offering on Level 37. Luna is named to represent the alluring energy of the moon controlling the movement of the tides. Much like the tide, the energy and ambience of Luna will be pulsating and changing the rhythm between restaurant and bar, ascending and descending like waves, evolving till dawn.

JW Marriott opens in Kolkata

JW Marriott Hotels & Resorts continues to expand its luxury portfolio with the opening of its eighth hotel in India, JW Marriott Hotel Kolkata. The hotel towers over JBS Haldane Avenue and is minutes from the old central business district and will feature an elevated guest experience, housed within a warm environment designed to reflect the spirit of Kolkata.



Hotel Formule1 launches properties in Nashik & Chennai

Hotel Formule1, an AccorHotels brand has launched two hotels in Nashik and Chennai. Keeping up with its promise in offering travellers a rest assured experience for a comfortable stay at an affordable price, Hotel Formule1 expands its network across 9 cities in India. Located in close proximity to industrial areas and popular tourist spots, the 101-room Hotel Formule1 Nashik has a self-service design concept best suited for business and leisure travellers to the city.



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Celebrate Christmas at Hotel Café Royal

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Celebrity Chef Harpal Singh Sokhi to launch 5 restaurants in India soon

Renowned Indian Celebrity chef – Harpal Singh Sokhi has announced the launch of five new restaurants pan India, under the aegis of Yellow Tie Hospitality Management – an India-based Food & Beverages Franchise Management Company. Each of these QSRs will have unique offerings on the line-up across various segments like fine-dining, casual dining & bar, and family restaurants.



Sarovar Hotels & Resorts signs a new hotel in Dalhousie

Sarovar Hotels has announced the signing of a new hotel deal in Dalhousie. With over 75 operating hotels across 50 destinations in India and Africa, the group has signed an agreement for a 60-room hotel, Presidium Sarovar Portico in this picturesque town in Himachal Pradesh. The hotel is expected to be operational by the end of 2018.

Cleanliness drive at Hyatt Regency Mumbai

Hyatt Regency Mumbai organised a drive where they partnered with neighbouring hotels Hilton Mumbai and ITC Grand Maratha to clean the streets. This is part of the many initiatives that Hyatt has planned to contribute towards Swacch Bharath Abhyan. Associates from all the three hotels enthusiastically took to the streets to clean their surroundings.



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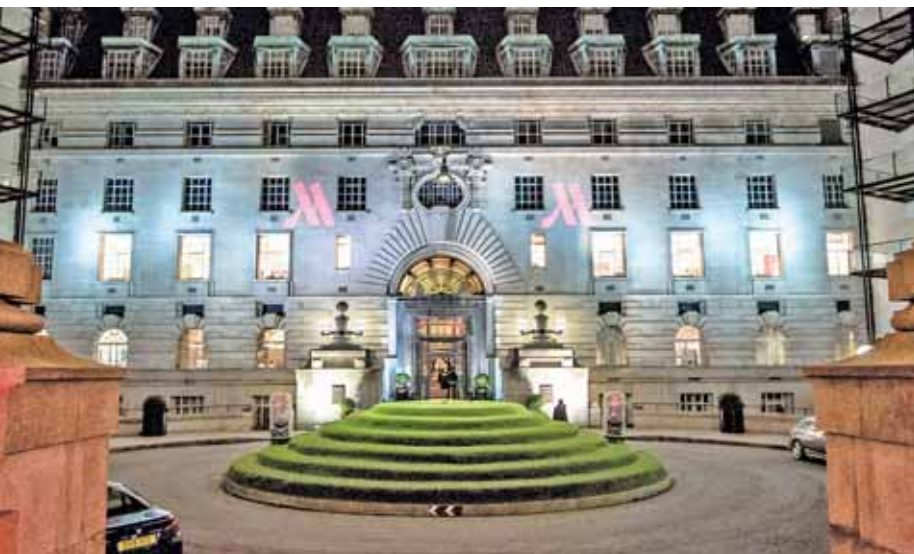
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W Algarve to open in 2018

W Hotels Worldwide has announced it will open W Algarve in 2018 on Portugal's stunning sun-kissed Algarve coast. Developed in partnership with Nozul Algarve, S.A., the vibrant oceanfront oasis will overlook the breathtaking coastline and the beckoning waters of the Atlantic Ocean. The debut will mark the third W Escape in the Europe, a newly created portfolio of W Hotels located in ski, sand and entertainment destinations around the world.



Marriott Hotels unveils the transformation of its London icon

Marriott Hotels celebrated the grand re-opening of one of its most iconic properties in the UK, London Marriott Hotel County Hall, following the completion of a multi-million pound transformation. Set on London's South Bank, County Hall offers guests an unparalleled panoramic view of London that takes in the Houses of Parliament, Big Ben, the River Thames and the London Eye.

Hyatt announces entry into Pakistan

Hyatt Hotels Corporation has announced its plans to expand its Grand Hyatt and Hyatt Regency brands in Pakistan with the signing of management agreements by a Hyatt affiliate for four Hyatt-branded hotels: Grand Hyatt Islamabad, Hyatt Regency Karachi, Hyatt Regency Lahore, and Hyatt Regency Rawalpindi. Bahria Town, one of the largest private developers in Asia, will own the four Hyatt-branded hotels. With this announcement, Hyatt is growing its brand footprint in the Middle East and Southwest Asia.

Hilton to open hotel in Nairobi

Hilton has signed a management agreement with Jabavu Village to open a 255 guest-room and suite hotel, Hilton Nairobi Upper Hill in Kenya's capital. The hotel is set to open in 2020 and joins 50 Hilton Hotels & Resorts properties trading or under development in 17 countries across Africa. Kenya is one of Africa's fastest growing economies with strong growth in agricultural, tourism, construction and telecommunication sectors. The country's diversifying economy means it is a popular destination, busy with leisure and business travellers.

Soneva Jani opens in the Noonu Atoll, Maldives

The Soneva story continues with Soneva Jani, the luxury resort operator's newest property, located in the Noonu Atoll, Maldives. The overwater resort comprises 24 water villas and one island villa situated in a 5.6km lagoon, one of the largest in the Maldives. The resort is built around the 150-acre island of Medhufaru, and surrounded by four other untouched islands.





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IHG introduces new brands to AMEA region

InterContinental Hotels Group has outlined plans to strengthen its position as a leading lifestyle hotel operator in its Asia, Middle East & Africa (AMEA) region. Capitalising on the industry's growing segment, IHG will introduce its EVEN Hotels brand to Australia and New Zealand, while expanding its existing Hotel Indigo brand portfolio, and has set out its ambition to introduce Kimpton Hotels & Restaurants to the market over time.



25hours Hotels and AccorHotels announce strategic partnership

25hours Hotels has announced that AccorHotels is acquiring a 30 per cent stake in its capital, with the objective of accelerating the global expansion of the 25hours brand. AccorHotels will be a strategic partner of 25hours supporting its long-term growth. 25hours Hotels currently operates seven individual hotels in Hamburg, Frankfurt, Berlin, Vienna and Zurich.



Autograph Collection Hotels expands portfolio in Asia

Autograph Collection Hotels has announced the debut of four properties in Asia next year. In early 2017, the brand expects to open The Shanhaitian Resort Sanya in China, The Majestic Hotel and Hotel Stripes in Kuala Lumpur, Malaysia and RYSE hotel in Seoul, South Korea. Autograph Collection Hotels is scheduled to add three additional properties in Malaysia and South Korea in 2017 including The Majestic Hotel and Hotel Stripes in Kuala Lumpur, and RYSE hotel in Seoul – each offering distinctive experiences inspired by the destination.



Anantara announces the brand's first property in Europe

Anantara Hotels, Resorts & Spas has announced the first Anantara in Europe. Anantara Vilamoura Algarve Resort will join the brand's luxury portfolio in April 2017. Located in the Algarve in the south of Portugal, just 15 minutes from Faro International Airport, the existing 280-room property is currently operating as Tivoli Victoria and boasts stunning views over the Arnold Palmer designed Oceânico golf course.





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520-room Holiday Inn hotel to open at Dubai Festival City

InterContinental Hotels Group and Al-Futtaim, one of UAE's most progressive business houses, have signed an agreement for the management of the largest Holiday Inn hotel in the UAE. The Holiday Inn Dubai Festival City will have 520 rooms and is set to open towards the end of 2017. The hotel will operate under a management agreement with Dubai Festival City Real Estate Development LLC owned by Al Futtaim.



HNA Group makes strategic investment in Hilton

Hilton Worldwide Holdings and Blackstone has announced that HNA will acquire an approximate 25 per cent equity interest in Hilton from affiliates of Blackstone. The transaction is valued at approximately \$6.5 billion, or \$26.25 per share in cash, reducing Blackstone's interest in Hilton to approximately 21 percent and is likely to close in the first quarter of 2017.



Marriott launches celebratory meetings offer in Asia Pacific

Marriott International launched its first ever joint meetings offer in Asia Pacific for members across its three loyalty programmes: Marriott Rewards, The Ritz-Carlton Rewards and Starwood Preferred Guest. Valid till December 31, 2016, members can book a meeting or event at a promotion participating Marriott Rewards. The hotels will receive the following:

- 5% off master-billed rooms
- Double loyalty points (i.e. Marriott Rewards points, The Ritz-Carlton Rewards Points or Starpoints) on eligible revenue
- One complimentary one-hour welcome reception

The Montcalm Luxury Hotels to open its sixth property in London

The Montcalm Luxury Hotels opens the doors to its sixth property, the Montcalm Royal London House - City of London, making Finsbury Square home to what promises to be one of the City of London's most sought-after spaces. Situated just moments from Liverpool Street station and close to Shoreditch, the 253-bedroom hotel marks a remarkable transformation of an imposing mid-century office building into a stylish five star property with uniquely striking views of London's City skyline.



AccorHotels and LinkedIn join hands

In a major partnership, AccorHotels has joined forces with LinkedIn to enrich its mobile app with an unprecedented new service for travellers. All AccorHotels guests can use this new feature, Business Check powered by LinkedIn, to create and facilitate business opportunities. By allowing travellers to identify people in their professional network and suggesting relevant profiles to connect with, this new feature enables professionals to stay connected.



Hyatt introduces new loyalty programme

Hyatt Hotels Corporation has unveiled World of Hyatt, its new global loyalty programme, which will launch on March 1, 2017. World of Hyatt is about building community and engaging with high-end travellers. The programme's three elite tiers, Discoverist, Explorist and Globalist, reflect the aspirations of the World of Hyatt community as they travel and expand.



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CREATING a NICHE of their own

General Hotel Management (GHM) has joined hands with Rajesh LifeSpaces to bring The Chedi brand to Mumbai. **Clement Koh, Senior Vice President, Sales & Marketing, General Hotel Management**, reveals their plan of action in creating a mark for themselves in the competitive hospitality space.



Clement Koh



Anupriya Bishnoi

Kindly explain the brand's portfolio?

Since GHM's establishment in 1992 as a luxury hotel operator, it has trailblazed a new generation of iconic, superlative, and memorable hotels, transforming the hospitality landscape and setting new benchmarks for luxury. Each GHM hotel is a bespoke creation, tailored to perfection and designed in partnership with some of the world's leading architects and designers such as Jean-Michel Gathy, Reda Amalou, the Jaya team and Kerry Hill.

In addition, GHM has joined with like-minded partners and entered meaningful collaborations to deliver innovative brands, continuing its legacy of setting new benchmarks of excellence in the hospitality industry. Below are some of the partnerships by GHM.

AhnLuh

AhnLuh is a joint venture partnership forged among DuanQiang, the co-founder and chairman of Beijing Tourism Group (BTG), Duan Wei Hong, the founder of Great Ocean Group and us (GHM). It is a brand that combines the essence of Old World Chinese



hospitality in today's context of contemporary elegance. Reflected in its service, architectural design and interior décor, is how tradition and modernity are intertwined to present an original, urban resort concept.

Tin Hotels

With the introduction of the Tin Hotels brand earlier this year, GHM now enters the mid-scale hospitality segment, providing accommodation that is tasteful as it is affordable. It understands and reflects the lifestyle needs of its customers – one that demands breathtaking designs, the partaking of wholesome foods for one's holistic well-being, a consciousness and appreciation of local art and culture, an awareness of the larger eco-environment – so that its product offerings and services connect each guest to the same ethos, creating a sense of belonging to the Tin Hotels culture. Even with a product aimed at a different segment, the same traits that have served GHM so well in the luxury tier continues to hold relevance.

Why did you choose Mumbai as the destination?

We have, for quite some time now, been trying to find the perfect project to hoist one of GHM's core brands (i.e. The Chedi or The Chedi Club) in India – especially here in Mumbai. Mumbai is such a vibrant city, with a tremendous diversity of hospitality options. It was thus imperative that for GHM to succeed and stand out among the competition, the single most critical criteria that had to be fulfilled was finding the right partner - one who could understand what GHM stands for. In Rajesh LifeSpaces, we found that perfect complement: a highly admired company (and one of Mumbai's most trusted real estate companies) who not only had the perfect site but who genuinely understood our vision and shared our operating ethos and aspirations.

We are looking beyond Mumbai and have every intention to expand our footprint in India. That said, we are in no hurry and will continue our legacy of choosing our



locations and partners judiciously. Opening TheChedi Mumbai is our top priority though we will continue to pursue negotiations for opportunities in Delhi, Bangalore, Chennai, Goa and Kerala.

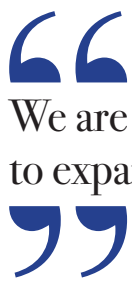
How are you dealing in today's competitive hospitality space?

GHM has built its success by remaining true to its brand philosophy and we intend to do so for many more years to come. Whether it's one of our own core brands or a joint venture partnership collaboration to proliferate the AhnLuh or Tin Hotels labels, we will continue to



The hospitality industry in India is one of the most exciting environments any operators can find





We are looking beyond Mumbai and have every intention to expand our footprint in India

differentiate ourselves by remaining steadfast to our mission of delivering hotels with a sense of place, groundbreaking design concepts as well as creating an environment and offering experiences that connect with our guest emotionally.

Of course, we recognise that the hospitality landscape has changed a lot in the last decade – not least of all the exponential emergence of new lifestyle brands in recent years – many touting similar brand propositions and aspirations. There's also the consideration of Airbnb to contend with – a factor that can't be too easily discounted nor dismissed. Consumers are thus inundated with many lodging options today but at the end of the day, the quintessential GHM aficionados (as I call them) are themselves, their own best arbiters of taste and style.

What are the brand's expansion plans?

Aside from The Chedi Mumbai, GHM has currently nine properties under development – with a tenth likely to be added in the coming weeks and months. For now, the nine projects are as follows:

- Al Bait Sharjah, UAE
- The ChediNinghai, Zhejiang, China
- The ChediTomakomai, Hokkaido, Japan
- The Chedi Maldives
- The ChediLuštica Bay, Montenegro
- The ChediTamouda Bay, Morocco
- The ChediKhorfakkan, Sharjah, UAE
- The ChediZhudong, Hsinchu, Taiwan
- The Chedi Club Zhudong, Hsinchu, Taiwan

What's your take on India's hospitality industry?

The hospitality industry in India is without question one of the most exciting environments any operators can find themselves operating within. You have this incredible diversity of hotel brands, products and offerings, one of the world's biggest and brightest talent pool any operator can access and burgeoning growth across almost all key customer demographics (be it luxury, upscale, mid-tier or budget).

What's your take on the mergers and acquisitions happening in the hospitality industry? How will they shape the future of the global hospitality space?

Well to begin with, the more illustrious consolidations (i.e. the Marriott/Starwood merger and Accor's acquisition of Fairmont / Raffles / Swissotel) have given the industry more teeth to respond to the impact that OTAs has brought to the table in recent years. As such 'mega' chains seek 'scale' to compete against the OTAs, it may bring relief and know-how to smaller operators who can leverage on negotiations brought on by these 'mega' chains to seek out better terms of engagements for themselves and (hopefully), mitigate the effect of soaring marketing expenses and eroded profitability brought on by escalating OTAs commission payouts in recent years.

While 'scale' from such mergers will likely include bigger and more rewarding loyalty programmes, shared systems, increased marketing resources and greater financial leverage, the downsides could also include blurring of brand offerings, added bureaucracy and employee attrition. From my personal perspective, I tend to view such developments quite favourably as an increasing number of owners will get unnerved by 'direct competition' from within their own choice of operators.

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STAGE

Piccante

Unwind in a fiery, modern day Trattoria, where discerning guests can feast on fresh Italian specialities and sparkling beverages. Be it an intimate rendezvous or an Al Fresco party, patrons of Piccante are served with style and flair.

Experience the pinnacle of rejuvenation at our aesthetic spa. Consult with one of our experienced therapists, create bespoke treatments and nourish your mind, body and soul.

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Deutsche is the new **STEIGENBERGER**

The Steigenberger Hotel Group is now Deutsche Hospitality. Speaking more on this, **Puneet Chhatwal**, CEO of **Steigenberger Hotels AG**, narrates how a change in brand's name will improve its functioning.

HT Bureau

What's the idea behind the name change of the brand? How will it help the group?

Our ambition is to offer hospitality 'made in Germany' internationally. Currently, we have 116 hotels in our portfolio – 20 thereof under development. Our goal is to grow to 150 hotels by 2020. Through the renaming to Deutsche Hospitality, we combine an international vision with our clear affirmation of our German roots and virtues. The new umbrella brand will help us to position ourselves prominently among the competition and further pursue our expansion strategy.

What are your plans for the Indian Market?

We are very ambitious concerning the Indian market. In fact, we are already present there as partner in the joint venture 'MBD Steigenberger', which is currently in process of being registered under Indian company law. Together with our Indian partner MBD group, India's largest education and leading hospitality company, we are planning to open at least 20 hotels in India over the next 15 years. The first hotel will be in Bengaluru.



Puneet Chhatwal





How has the global hospitality industry evolved over the past few years?

The hospitality industry has experienced rapid change in the last years. Mergers and consolidations are constantly shaping new landscapes. The size and the importance of the players are changing a lot and the competition is getting more intense. At the same time, the world has become a global village. Air travel is cheaper than ever, which boosts the travel and tourism market.

How do you think the global mergers and acquisitions will change the face of the hospitality industry?

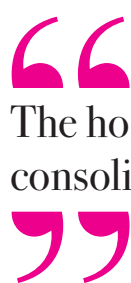
The trend will go on: larger hospitality entities will become larger, small players will focus on their niche and stay with a portfolio of 30 to 150 hotels. The competition will leave no room for mid-sized or very small companies. The size defines the future positioning strategy of each company, like we have decided to be hoteliers with passion, exporting hospitality made in Germany to selected markets.

Despite so many incentives and initiatives, the hospitality industry faces lot of challenges. What kind of challenges do you face?

First, the supply with skilled workforce remains to be a bottleneck for the hospitality sector, especially in a market like Germany with a high employment level. Second, protecting the margins is getting harder considering the growing OTA's share of business, rising energy costs and declining margins from F&B, spa or gyms.

How do you deal with the competition?

To gain and preserve our competitive advantage is what drives our company. Our focus is not to compare



The hospitality industry has rapidly changed. Mergers and consolidations are constantly shaping new landscapes

to the competition, but to follow our customer's needs and wants.

Which market is the most important for the group and why?

For our existing hotel portfolio, the German-speaking countries are our most important market: Germany, Austria, Switzerland. However, in mid-term, Middle East and Asia are the hot spots of our development landscape.

How As PM Narendra Modi announced that currency denominations of ₹ 500 and ₹ 1,000 would be banned from December 30, **HospitalityTalk** finds out how this is going to impact the industry. **DEMONETISATION** will affect the industry

Anupriya Bishnoi



Parag Sawhney



It is a bold move and we truly support it despite the short-term challenges



Pierre-Etienne de Montgrand



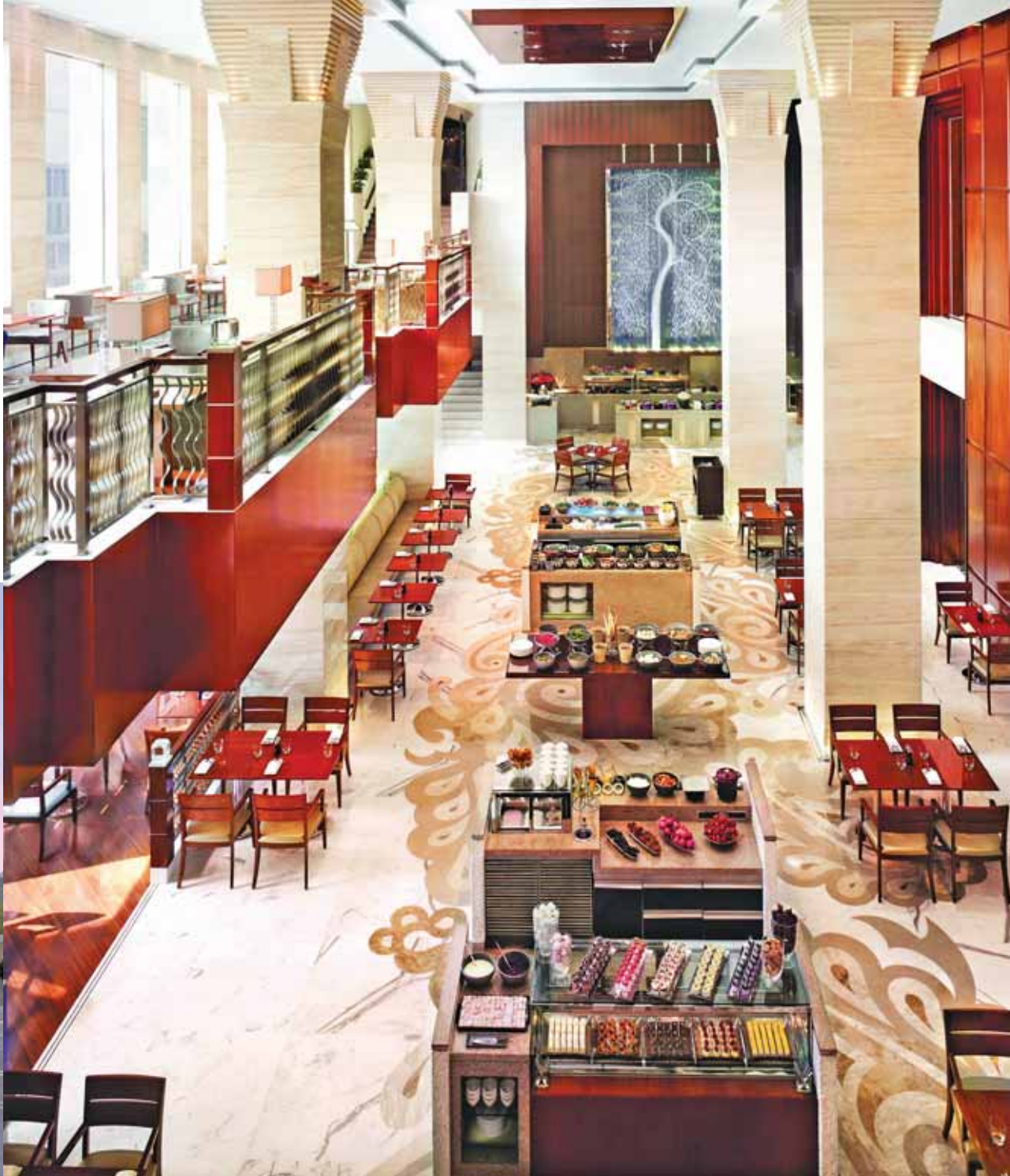
While debit and credit cards offer convenience, AccorHotels offers Personal Wallet, a quick way to manage payments



The decision of banning the currency denominations of ₹ 500 and ₹ 1,000 has got a mixed response from people across the country. While some are ready to be patient, some are fuming in rage as the decision has disrupted the 'smooth' functioning of their day-to-day life. The hospitality and travel business has been impacted too.

Parag Sawhney, General Manager, Hilton Bangalore Embassy GolfLinks, says, "The government's decision, aimed at fighting corruption, black money and counterfeit notes is highly commendable. It is a bold move and we truly support it despite the short-term challenges the travel and tourism industry will face. We are in a generation where every aspect is being digitised and this decision will further facilitate and encourage electronic payments. It is sure to help evade the hassles of cash handling and ensure a seamless and streamlined payment process."





Aseem Kapoor

“

The most affected will be those restaurants and hotels which deal only in paper money transactions

”



Pierre-Etienne de Montgrand- Director of Operation ibis & ibis Styles – India is pleased to see the beginning of a transition to a more cashless economy owing to this bold move from the Indian Government. “At ibis hotels across India and stemming from a broader strategy at AccorHotels, our guests have a range of options and flexibility when it comes to payments. While debit and credit cards offer convenience, we also offer the AccorHotels Personal Wallet, a seamless, quick and safe way to manage payments. Our guests can register the details of up to five credit cards on their AccorHotels account. Seamlessness across devices (mobile, tablet or desktop), means payments are just a click away. The Personal Wallet is integrated into what we call as the ‘One App’ where guests can interact with us and manage their entire booking through this channel,” he adds.



Rahul Saxena

“

The customers will pay by card which means a transaction fees to the bank and loss of revenue for the industry

”



Ajoy Balkrishna



The major impact will not be on business hotels based in cities but more on leisure destinations



Ajoy Balkrishna, General Manager, Grand Sarovar Premiere Mumbai believes that the impact of the ban on the ₹ 500 and ₹ 1000 note will be there for most

Indian economy. "We welcome the move – being a business hotel, most of our hotel transactions have always been through credit cards. The most affected will be those restaurants and hotels which deal only in paper money transactions. Also, as far as room and restaurant business is concerned, we receive a lot of reservations online either through our own website or through OTA's – therefore there is no foreseeable impact on our business. Even if there is any short term impact that may occur, this is definitely a step in the right direction keeping in mind the macro business environment," he adds.



Dilip Datwani, President, Hotel & Restaurant Association of Western India, believes that since the Hon PM's announcement on demonetisation, the hotel and restaurant business has been impacted by an average of 40 per cent. He says, "The biggest affected in the industry are restaurants and eateries that largely accept payments in cash. Due to shortage of cash in hand, many customers have chosen to avoid eating out and the average footfall has dived to 50 per cent. Fine dines, which are largely credit/debit card friendly, too have witnessed a 25 per cent drop in customers. Budget category hotels which have more than 40 per cent of its transactions in cash have witnessed 30 per cent reduction in occupancy."



Dilip Datwani



Fine dines have witnessed a 25 per cent drop in customers



hotels and restaurants, but the major impact will not be on business hotels based in cities but more on leisure destinations. "We fathom a minimal impact on loss of business in rooms, there will be impact on restaurants and banquet business," he says.

Rahul Saxena, General Manager, Seyfert Sarovar Portico, Dehradun, says, "The ban on the notes would mean a lot to the hospitality industry especially in terms of revenue. The customers will pay by card which means a transaction fees to the bank and ultimately a loss of revenue for the hospitality industry. But as suspected by the government that the black money being invested in real estate and the prices for the properties going higher there might be a risk with the upcoming projects in this industry. This may lead to the delay for projects and affect job creations for the unemployed people in the country. So hope to have a midway solution and government coming up with different strategies for the same."

According to **Aseem Kapoor**, General Manager Hyatt Regency Delhi, it is undoubtedly a huge step for the

The star rated hotels have not been affected as much, as very few transactions are done over the counter. However, the in-house restaurants at these hotels have been impacted by approximately 25-30 per cent.

"Most of our guests prefer to swipe their cards for any transactions done at our properties. The demonetization has affected those hotels where cash transactions are more widely accepted. Almost all our room bookings take place through online payments. Last one week has had negligible effect on the room revenues, however, our F&B has seen a marginal decline in tier 2 and tier 3 cities as locals who visit us, mostly transact in cash," says **P R Bansal**, Chairman & Managing Director, Lords Hotels & Resorts.



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Tech-ing the e-way

Technology suppliers share insights on their offerings, while enumerating their brand's effort in providing the best to the hoteliers.

HT Bureau



Avinash Lodha

Avinash Lodha
Chief Executive Officer
RezNext Global Solutions

REVENUE INTELLIGENCE

Our intelligent distribution solution is differently positioned in the market. While it has all the functions of a channel manager, it is designed to not just provide connections into the OTAs, but more importantly to manage the distribution function strategically. Core to our distribution platform is the revenue intelligence functionality that allows hoteliers to action the best

revenue yielding recommendations. As a disruptive technology company, our focus is on bringing to market products that have a functional edge, thereby allowing our clients to provide a great guest experience while improving their operational efficiency.

Our booking engine solution offers the most comprehensive package functionality in the industry. Similarly, when we launched our advanced rate shopper solution in the market, we focused on addressing a need in the market - that of knowing real-time a



“

Our solution offers the most comprehensive package functionality in the industry

”



hotel's rate positioning as compared to the nearest competitors. Another important functionality is that we have integrated reputation scores by department across competition along with their rates. This gives a great advantage to our customers who are now able to view competitor rates and the reputation score and take a more informed decision on increasing or decreasing their own room rates. One key area of focus for us continues to be the ability to provide data intelligence at the point it is needed for quick decision making.



Prashant Govindan

Prashant Govindan
Senior Director
Harman

CHALKING OUT OPTIMAL SOLUTIONS

Hotels strive to create a home away from home by providing an exceptional experience to their guests. To create such incredible experience, a high end professional integrated audio solution is chosen. Harman offers hotels and resorts audio, video, lighting and control systems that are easy to deploy, scale and manage.

Our systems fit the unique demands of a single boutique/lifestyle hotel as well as the performance and reliability

“

Our systems fit the unique demands of various category of hotels

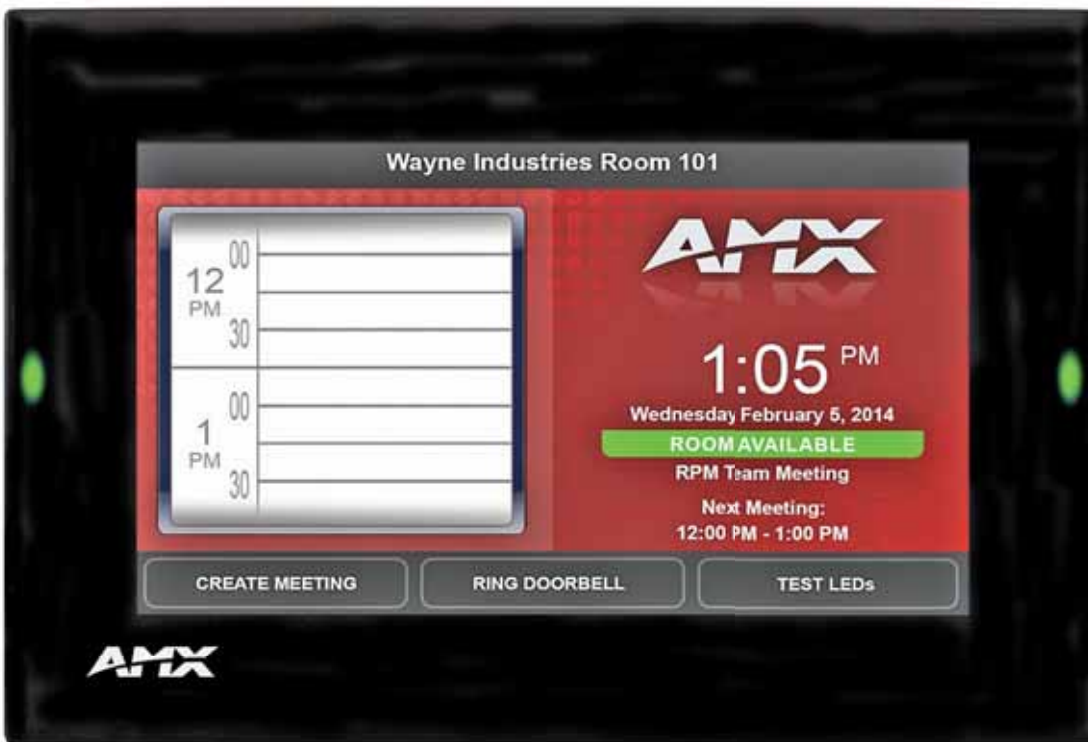
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requirements of a multinational hotel conglomerate with multiple brands and high customer expectations. Harman provide a complete conference room setup with AKG microphones, wall, floor and ceiling mounted speakers from JBL professional, amplifiers from Crown, complete control over AV content with AMX and AMX SVSi and last but not the least façade lighting solutions with Martin.

EFFICACY

With the increasing corporate travel, conventions, seminars and live events, most hotels today are positioning themselves as a place to 'Meet and Greet'. Rooms, meeting halls, restaurants, banquets, all are designed keeping this busy traveller in mind



and hence being efficient is not just a necessity but a part of the routine. HarmanProfessional is



committed to its customers and invests in continuous innovations in manufacturing equipment that not just is not just easier to install and is simple to operate but also gel well with the décor and provide wide coverage even in complex rooms. Crowne Plaza in Rohini, is one such example which exceeds all meeting

and event planning needs of its discerning guests. In order to provide an experience par excellence for its guests, the hotel has invested in state of the art AV equipment for all the common areas, well equipped fitness centre, an outdoor swimming pool, 4 treatment rooms and a unisex salon and business centre to cater to all business needs of guests.

The significant highlight at this property is the installation of JBL Control Contractor Series loudspeakers throughout the venue. To create a balance of adequate sound and discreet appearance, the JBL Control Contractor Series (consisting of models Control 26CT, 24 CT, 24 CT Micro, Control 126

WT) were the right choice. While the audio components are largely out of plain view, the audio systems showcase the versatility and quality loudspeakers, which are installed in the areas of the hotel which witness a large movement of guests – lobby, restaurants, fitness center and the banquet hall.

TECH ALL THE WAY

Businesses of today cannot ignore the ever-increasing rate of technological advancements. It is mandatory for them to stay at par with all emerging trends and innovations. Hotels have also evolved from being just the backbone of travel and tourism, their corporate footfall has also changed the way hotels function.



Shaji Kuriakose

Shaji Kuriakose
Commercial Director – India,
Nepal & Bhutan
FCS

STREAMLINING SERVICES

With more than three decades of serving the industry in markets around the globe, FCS has been perfect in its offerings, and ensured that they are able to meet any specific operational or guest need.

Today, our solutions represent the latest technological advancements in hospitality operations functionality; with more than 5,000 properties in 32 countries leveraging their abilities to streamline services, in order to make them more responsive to



guest requests and expectations. When used together, FCS solutions function as a comprehensive tool that facilitates all property-wide communications, ensuring a hotel's ability to safeguard its reputation and maximise revenue.

“Our solutions represent the latest technological advancements in hospitality operations functionality”

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EFFICACY

As with any industry, achieving operational efficiency is key to be able to provide a first-rate customer experience and safeguard their ability to remain satisfied.

FCS takes a modern approach to age-old tasks such as housekeeping and maintenance by leveraging the ability of our solutions to streamline

communications and ensure that a task is automatically sent to the appropriate personnel.

PAVING IT THROUGH TECHNOLOGY

Technology serves the vital function of simplifying and enhancing an employee's ability to accomplish more tasks successfully. It frees them from having to waste effort and attention on procedures that when automated, can be completed faster and more effective.



Pramod Dahiya

Pramod Dahiya
President
QiK Rooms

BRANDING IT RIGHT

For hotels, finding the right software is especially important, because without a suitable software solution, you're wasting time and money. QiK Circle ARMS understands independent hotel needs and provide comprehensive and scalable solutions that come in three versions (Silver, Gold and Platinum).

Our software is a complete solution and is like a virtual manager with delay reporting, POS integration and appraisal for the human resource. With full auto reporting system and customer ratings

better human resource management for the future of a very competitive marketplace.

EFFICACY

Efficiency is the only way forward. The hotel industry is the most stressed environment for the human resource. So, we had to create something which can work 24x7 and that's what we did with QiK Circle A.R.M.S. It is a full time working manager to drive the hotels tasking systems for housekeeping / F&B tasks / maintenance tasks – both auto mode also interlinked with real time device integration, this manager does not sleep or rest or take a holiday.

We at QiK Circle have been keen followers of the human resource leakages in the hotel industry and have done extensive studies for the areas where there is large employment with absolute inefficiency due to few reasons. One reason being that the human resource is not clearly updated with the task, secondly, the systems language is not of their understanding, thirdly, the systems are not real time updated thus have time delay and creates confusion, fourthly, due to time delay and language

the duplication of the tasks are done just to double check the operations.

QiK Circle A.R.M.S. has all recording systems automated and the system auto logs all task times and the efficiency of the task completion. It is intelligent in nature and decides the best possible combination for allotment of rooms automatically to drive power efficiency and also cost cutting. The I-Hub makes it special in its information delivery and all the hotel information can be seen at one view. Operations are monitored in real time and the task responsibility for quality and efficiency both are logged and reported so no double tasking and no errors or confusions or blame games. The manager knows who is responsible for what.



Our solution will revolutionise the hospitality industry by driving efficiency



delivered direct to management, this software becomes a key manager which is going to revolutionise the hospitality industry by driving efficiency and



DEMANDS OF HOTELIERS

The demand of the hoteliers has changed overtime. With competition and more room inventory being added, the hoteliers of today are struggling to drive the business. With the new age technology of customer ratings which can be viewed by millions over the internet, everyone is struggling from 5 stars to budget hotels. Now they must drive a crisp operation over all. Gone are the days when the charm and opulence was the only mantra, now you need a very efficient to be in the quality league of hotels, everything is open and customers are intelligent and extremely demanding. Room service cannot take hours now, so if they- customers order they need it on time; every little thing is noted by customers nowadays. So, to be an hotelier is to have your back operations better than the structure itself but at the same time drive very high efficiency to compete in the market place.

RATIONAL'S MINIMAL yet efficient SelfCookingCenter

RATIONAL has unveiled its SelfCookingCenter in XS size recently. It offers full RATIONAL power and intelligence despite its minimal dimensions, it has generated a particular interest.

Enabling minimalistic space for cooking with unique innovative properties, the SelfCookingCenter XS, RATIONAL has succeeded in expanding the successful range with a 2/3 unit, which only needs record-breaking limited space of 0.2 m³. However, the now smallest unit in the SelfCookingCenter family is in no way inferior to the larger units in terms of features and performance. This is because the SelfCookingCenter XS is equipped with a fresh steam generator and has all the familiar assistants such as iCookingControl, the intelligent support for the chef, iLevelControl, the assistant for optional mixed loading, HiDensityControl, which guarantees top food quality through maximum performance and precise regulation of cooking chamber conditions, as well as Efficient CareControl, the automatic cleaning and descaling system.

As an option, it has a high-performance and elegant circulating air hood to match any design and application, which can also be used in front cooking areas and ensures optimal visual integration. A full range of cooking accessories in the appropriate 2/3 size provide optimal support for the preparation of all types of foods. These include the grilling and pizza tray, the cross and stripe grill grate for grilling vegetables or fish, the roasting and baking trays for bread rolls, danish pastries, pan fried and breaded products, as well as the multibaker, which is ideal for fried eggs, omelets, hash browns, utthapam and pancakes.

PRODUCT HIGHLIGHTS

At first glance, the innovative design of the control panel and the more energy-efficient triple-glazed door with integrated LED lighting is what is most striking in all units. The triple glazing with cutting edge heat reflective coating significantly reduces energy losses through the door and further reduces overall energy consumption compared to the previous model by up to 10 per cent, which saves energy costs and is environmentally-friendly. For cleaning, the panels are easily opened and closed, which effectively prevents the usual dulling in triple glazing. The LED lighting integrated in the door along with the interior lighting provide food-safe and extensive illumination of the food. This allows kitchen staff to easily recognise the browning level of roasted chicken, samosas or croissants and even in front cooking areas, this is very attractive and appealing to customers. The start screen has also been modified and thanks to the faster CPU, the new generation SelfCookingCenter units are now even more convenient to operate. Rack signalling, whereby a blinking LED light signals which tray needs to be loaded or unloaded and when in iLevelControl mode is another new feature.

RATIONAL customers can also look forward to many other optimisations in the new generation of units. These include the new and improved cooking chamber gasket, which promises a 2.5 times longer lifetime even in continuous operation at 300 degrees Celsius.

“With this best in class SelfCookingCenter XS we will be able to develop new market segments”

“Customer benefit is our everlasting ultimate goal. The new RATIONAL SelfCookingCenter with its attractive additional benefits offers top food quality, higher efficiency and ease of use. In addition, we proudly announce to introduce our first unit in the compact range. There are no compromise in terms of quality and functions and works same as their bigger brothers. With this best in class SelfCookingCenter XS we will be able to develop new market segments,” says Hiroshi Akai, Managing Director, RATIONAL India.





Looking back at 2016, EXPECTATIONS GALLORE for 2017

2016 has been an eventful year for the world and the hospitality industry has also been suitably affected. We ask industry players on how the year has been and what do they look forward to in 2017.

Anupriya Bishnoi



Shantha de Silva

Shantha de Silva
Head of South West Asia
InterContinental Hotels Group

FLASHBACK 2016

Overall 2016 has been a successful year for IHG in India which places us in a great position to continue on this growth trajectory next year. We have an asset light, brand rich strategy and we are excited about our growth prospects in India. We delivered a RevPAR growth of 21 percent, driven by the favourable macro-economic environment and a double digit increase in foreign tourist arrivals in India. We have 41 hotels (7,765 rooms) in the pipeline, which once open will mean a presence in 11 additional cities and a growth of over 200 per cent in India.

CHALLENGES FACED

One of the main challenges we face is a lack of

supporting infrastructure and good connectivity between secondary and tertiary cities. India's potential to increase its share of the global tourism and hospitality industry is substantial, however to do this we need to increase our speed to market. Through the development of transportation networks and supporting services, improved connectivity within and to India will help increase our chances of attracting increased numbers of international and domestic guests.

EXPECTATIONS FROM 2017

We expect the hospitality landscape to continue to diversify as more players enter the market, providing travellers with extensive options to cater to a variety of needs and occasions. Currently demand is being driven by domestic travel and we anticipate this trend to continue. In fact, over two thirds of travel in India is domestic, presenting significant opportunities. Our mid-market brands Holiday Inn and Holiday Inn Express are the perfect brands to meet this rising demand and together form our engine for growth.

Close to 90 per cent of our development pipeline is Holiday Inn and Holiday Inn Express and in the near future, we have hotels opening up in Chennai, Ahmedabad and Hyderabad.

“

We expect the hospitality landscape to continue to diversify as more players enter the market

”



Raj Rana

Chief Executive Officer
South Asia Carlson Rezidor Hotel Group

FLASHBACK 2016

Despite the market pressures, Asia Pacific continues to outperform majority of the world's markets and a driving force of global economic activity. Markets and cultures are increasingly more open and receptive, working population expands, human capital and resource productivity increases. Carlson Rezidor continues to see a very healthy underlying business performance with a strong growth trajectory. We have been accelerating our business organically and on an asset-light strategy which we have benefited from both qualitatively and quantitatively.

CHALLENGES FACED

The hospitality industry in India continues to grow, however talent in this area needs to grow at the same pace. Talent acquisition and retention continues to be a challenge with limited supply of the labour market having the necessary skillset. The regulatory landscape for hotel licensing continues to be rather complex

which remains as a challenge for the hospitality landscape. Each state in India has specific policies and laws pertaining to licenses and development norms of hotels.

A single window clearance can help expedite this regulatory aspect. Growth in the tier one cities continue to progress, however, that those are not without challenges. This is largely attributed to the high land, development and capital costs.

EXPECTATIONS FROM 2017

The government has taken several measures to double the tourist arrivals into the country in the next 5 years. This would also indicate good growth potential for the hospitality industry. Along with the government's initiatives to develop the country's infrastructure and grow tourism, we are also focusing on brands like Radisson Red and Park Inn by Radisson.

We are finding strong leads for our Park Inn By Radisson brand in tier 2 cities and Radisson RED brand is a great fit for high-traffic urban markets. 2017 will also continue to see more hotel openings in India.



Raj Rana

“ Carlson Rezidor continues to see a very healthy underlying business performance with a strong growth trajectory ”

Ajay Bakaya

Executive Director
Sarovar Hotels

FLASHBACK 2016

Internationally, we entered newer territories this year with an opening in Juba (South Sudan) and signed a

hotel in Lusaka, Zambia. Closer home, we opened in Vandalur-Chennai, Dehradun, Palampur, Bhavnagar and will be opening in Ranchi, Jaisalmer and Kapashera before the end of this year. We have carried an extensive brand building exercise through the television media this year. We aim to consolidate our presence further through this medium. We have crossed 35% business share from online channels out of our total business.

CHALLENGES FACED

Our challenge is to develop local supervisory and managerial talent in non-metro cities and smaller towns. We have a definite plan in place. We strive to promote local to senior management



Ajay Bakaya

“ Our challenge is to develop local supervisory and managerial talent in non-metro cities and smaller towns ”





positions over a period of time. And put them thru a development process with commitments on both sides.

EXPECTATIONS FROM 2017

We are expecting 2017 to be another eventful year. We are opening in Nairobi in January which

will be followed by launches in Raipur, Amritsar, Greater Noida, Junagadh, Gorakpur, Jalandhar and Bekal.



Rishi Puri

Rishi Puri

Vice President
Lords Hotels and Resorts

FLASHBACK 2016

The year has been great for us on several counts. This year we added three properties to the chain, taking the count to twenty-six. 2016 began with the launch of a new property in Jammu followed by two new properties in Agra and Thrissur. We have also signed up two new properties in Kathmandu in mid of 2016 and one in Bharuch last month. We debuted in Thrissur, Kerala with Lords Resort Thrissur which is one of our biggest luxury properties spread over twenty acres of land surrounded by rubber plantations and houses cottages and tree houses for the discerning holidaying guests.

CHALLENGES FACED

The most formidable challenge for a chain hotel is to maintain consistency across and throughout its chain. This was perhaps one of the most challenging task for us as we continued to venture out of the



western region of the country where Lords Hotels & Resorts is dominant. However with a capable team, we successfully skirted the grey areas, addressed the core issues and removed any hindrances to achieve the desired results.

EXPECTATIONS FROM 2017

One of the biggest hopes we have is from the Goods & Services Tax (GST) reform that is to roll out in the

coming Financial Year. This taxation reform has the power to change the tourism landscape in the country which will immensely benefit the hospitality sector. We are prepared for the change and are positioned to cater to the increase in tourist arrivals. We are increasing the room inventory on an average of 50 rooms per quarter and are hopeful that we run to at least 90 per cent capacities, if not fully.



The most formidable challenge for a chain hotel is to maintain consistency



Anshu Sarin
CEO
Berggruen Hotels

FLASHBACK 2016

The year gone by has been exciting, especially as we complete 10 years of successful operations. This year we launched four new hotels- Keys Hotel Vishakhapatnam, Keys Hotel Malabar Gate in Calicut, Keys Lite

touch to all we do. The robust optimised cost model of Keys Hotels will contribute positively to the bottom-line in the near future and with effective use of technology and smarter ways to engage with our guests we are confident that we will maintain a healthy ARR. We encourage our employees to go out of their way to serve the guests. OwnYourGuest is an internal drive that we follow at all verticals of our



business. Employees go out of their conventional ways to create 'WOW' moments with the guests.



Anshu Sarin



Talent acquisition and retention is a major challenge in this sector



Om Niwas in Jaipur and Keys Lite Apple Nest, Manali. We have also seen a robust same store revenue growth, in line with the market. Engagement with guests and engagement with team members has been our mantra this year.

CHALLENGES FACED

Talent acquisition and retention is a major challenge in this immensely competitive sector. Another industry challenge is the low ARR. Influx of aggregators and deep discounting in market via alternate distribution channels has compounded this stress. Maintaining cost of operation in meeting the demand and service offering is key to maintain a healthy ARR.

EXPECTATIONS FROM 2017

2017 will be a year of focused growth and stronger profitability with an added element of human

The ideal platform is no more a puzzle
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Jean-Michel Cassé



The highlight of the year was the acquisition of FRHI Hotels & Resorts



Jean-Michel Cassé

Senior Vice President, Operations
AccorHotels, India

FLASHBACK 2016

2016 has been an exciting year for AccorHotels globally and in India. Around the world, we continued to benefit from positive business trends in the vast majority of the Group's key markets, with RevPar growth in the United Kingdom, Southern Europe, Central Europe, North America, Latin America and Asia-Pacific. The highlight of the year for AccorHotels was the much anticipated acquisition of FRHI Hotels & Resorts. The integration of the FRHI hotels in the AccorHotels network contributed €145 million in revenue for the third-quarter of 2016, and thanks to their solid business performance, particularly in the Americas and Asia-Pacific, they should continue to generate a robust contribution in the fourth quarter. The acquisition resulted in addition of two iconic brands - Fairmont Jaipur and Swissôtel Kolkata, to AccorHotels.

CHALLENGES FACED

With growth comes challenges

and given the rapid growth we experienced in 2016, we faced an increasingly competitive arena in finding skilled employees who are willing to go an extra mile to delight our guest. Cultivating the required talent and creating the much needed intellectual capacity which contributes to productivity enhancement, good returns on investment, and great guest experiences remain a top priority and important agenda for the Group and industry alike.

EXPECTATIONS FROM 2017

The year 2016 has been an exciting year for AccorHotels. As we close

the year, we are setting out for higher targets in the coming year. For 2017, we plan to open 10 more new hotels as part of our network expansion to 55 hotels in India and inching closer to our target growth of over 80 hotels by 2020. Our growth momentum will see us reach over 10,000 rooms across India in 2017. We will also be expanding our hotel network in the Tier 2 and Tier 3 cities with a second integrated theme park resort in the pipeline, our first being the Novotel ImagicaKhopoli. To fuel this exponential growth, we will be adding another 1,500 jobs by the end of 2017.



Harleen Mehta



We are looking at opening Hyatt Place in Rameswaram & Hyderabad & Grand Hyatt in Kochi



Harleen Mehta

Vice President, Sales Operations
South Asia at Hyatt Hotels Corporation

FLASHBACK 2016

It has been a good year for Hyatt in India and we continue to progress towards our objective of being the most preferred hospitality brand. We believe that we are in the people business – and not the hotel business – and care is at the root of all we do. Our purpose is to care for our people so that they can be their best. With the opening of Hyatt Regency Chandigarh in the beginning of 2016, we now offer over 6,000 rooms across our 24 hotels in 15 key Indian cities representing five brands - Park Hyatt, Grand Hyatt, Hyatt Regency, Hyatt and Hyatt Place. 'Andaz' - our sixth brand will soon enter India with the opening of the Andaz Delhi in Aerocity. This year signifies 34 successful years of operations in India. It was also important as, Hyatt Hotels Corporation unveiled 'World of Hyatt', Hyatt's new global loyalty programme and has been recognised as one of the 25 World's Best Multinational Workplaces.



CHALLENGES FACED

The demographic landscape and consumer behaviour in India has been very dynamic over the last few years. It has been changing fast and has kept marketers on their toes with respect to strategies. The industry that we serve in, balances on the supply and demand curve, needs good talent always, depends on the costs of operations, infrastructure, licenses and procurement. Having said this, challenges help us innovate and perform better.

EXPECTATIONS FROM 2017

We have a reasonably optimistic and positive perspective on the hospitality industry in India for 2017. We believe that the market has strong economic fundamentals, and the rising middle class and increase in disposable incomes will play a key role in supporting the growth of the industry at large. We are excited for 2017 as it will be the year when we launch 'World of Hyatt' on 1 March, 2017. Our guest will also be able to enjoy the luxury of our first lifestyle offering in India – Andaz Delhi.

We are also looking at opening a Hyatt Place in Rameswaram and Hyderabad, and Grand Hyatt in Kochi which will be an urban resort surrounded by cascading landscapes, tropical gardens and Kochi's serene backwaters. Located on Bolgatty Island, the hotel will house one of South India's largest convention centres.

Need of the year: RETAIN CONSISTENCY and TALENT

While there are expectations galore for 2017, there are lessons learnt from 2016. The GMs share their thoughts with **Hospitality Talk**.

Ravi Khubchandani
General Manager
Novotel Hyderabad Airport

FLASHBACK 2016

This has been a great year for us at Novotel Hyderabad Airport. The hotel achieved unprecedented

city's fast improving business sentiment and catered to many high profile automotive, pharmaceuticals and technology related events.

Benefiting from the locational advantage and exceptional service offerings, the hotel continued

CHALLENGES FACED

Being the only international hotel near the airport, Novotel Hyderabad Airport is the first and only choice of guests wanting to stay closer to the airport. That said, located at some distance from the city, the hotel faced some challenges in attracting casual diners from the city. The hotel however is making consistent and successful efforts to entice the locals with great culinary offers and promotions.

EXPECTATIONS FROM 2017

We expect 2017 to be a very successful year for the hotel as we aspire to establish new performance benchmarks of revenues and guest satisfaction.

The buoyant business sentiment in the city with the government's supportive business and tourism policies is expected to help boost movement in city; this will present us with more opportunities than previously witnessed in Hyderabad.



Ravi Khubchandani

“ Located at some distance from the city, the hotel faced some challenges in attracting casual diners from the city ”



performance levels this year, both in terms of revenues and profitability. The hotel capitalised well on the

to remain the ideal choice for transit travellers and aviation industry players.



Shrikant Wakharkar
General Manager
The Westin Chennai Velachery

FLASHBACK 2016

The year 2016 has been very fruitful

for The Westin Chennai Velachery. We launched one of our most profitable restaurants – Five Sen5es and achieved consistently high room occupancies throughout the year. One of the biggest challenges

the hospitality sector in Chennai faces is low ADR.

We look forward to 2017. Despite stiff competition with the new hotels opening up in the city, we expect healthy occupancies through the year and a healthier room rates. We also expect a healthy and positive growth in the MICE segment.



Shrikant Wakharkar

“ We expect a healthy and positive growth in the MICE segment ”



Kanika Hasrat



We are looking for a robust 2017 and anticipate the industry will grow



Kanika Hasrat
General Manager
Courtyard by Marriott, Gurugram
Downtown

FLASHBACK 2016

We have made progress in a few important areas this year. Our occupancy has grown 5% over the year and we have been able to maintain a healthy share of the pie. The market outlook has been positive and there is a continuous growing demand from various segments of customers. Customer retention and loyalty drives our business and the strategic growth now lies in customer co-creation, driving our digital capability, and optimising

our operational efficiency to meet the requirements of the new age technology demanding customer.

CHALLENGES FACED

In a growing market, it is important that you grow along with the demand and be creative and dynamic enough to manage your revenue and inventory forecast; however there has been isolated days when the supply outdid demand and a void was created in the inventory. The Food and Beverage offering too has become competitive as the growing requirements of customers need ideas and inspiration in both taste and ambience.

EXPECTATIONS FROM 2017

We are looking for a robust 2017 in terms of business and anticipate the industry will grow along with all travel related service creating ample opportunities for both customers & employees alike.

The Marriott Starwood merges has been biggest news in the hospitality industry this year as we become the World's Largest Hospitality Company. All stakeholders – guests, investors, clients, employees, and suppliers have welcomed the merger with open arms. Merging our synergies will ensure we meet customer needs, whether be design, functional or affordability.

Sanjeev Bhatia
General Manager
The Metropolitan Hotel & Spa

FLASHBACK 2016

2015-2016 had been a great year for us as we achieved our budgeted revenue and won many prestigious awards. The top targets for 2016 were to increase our online business, more advanced training to staff, product up gradation and better offerings to our customers.

CHALLENGES FACED

Total uncertainty in the market, economic slowdown, disbalance in the demand and availability, low availability of trained manpower at



low and middle level etc. were the major challenges that we faced this year.

EXPECTATIONS FROM 2017

We are expecting excellent growth in

2017 as the economic situation by next year is expected to settle down and lot of efforts are being made by our Ministry of Tourism to have more and more tourists in India.



Sanjeev Bhatia



Low availability of trained manpower was one of the major challenges we faced



Shibil Malik
 General Manager
 Sheraton Hyderabad Hotel



FLASHBACK 2016

Sheraton Hyderabad Hotel opened as the second managed hotel under the umbrella of the Sheraton brand in mid-2015. This hotel is a great example of how conversions can be managed successfully. Conversions are always challenging and positioning a hotel correctly in a very

better demand for our category of hotels. I expect this new demand to bring additional footfall in the hotel leading to increased gross operating profits in the next year. We are

equally excited on embracing the new culture of Marriott and believe that our associates will continue to remain our strength and the backbone to our success.



Shibil Malik



I expect the new demand to bring additional footfall in the hotel



price sensitive market made our journey very interesting. The hotel had an ambitious makeover last year with a complete new look and design, and has established itself as a preferred hotel of choice in the upper upscale segment. This was a year of change, introducing the new Sheraton 2020 brand standards, hiring the right people and getting our associates charged up to what lies ahead. The hotel cleared all its audits with flying colors and scored a 99/100 in welfare and security audit.

EXPECTATIONS FROM 2017

We enter 2017 with new dreams and as a new operating company under the Marriott International brand, post the recent merger. We are bullish on the future and expect occupancies to improve with

Travel BUSINESS SHOW

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*T&C apply. *At Travel Wedding Show, July 2016.



Rajesh Gopalakrishnan

Rajesh Gopalakrishnan

General Manager
ibis Chennai City Centre

FLASHBACK 2016

The hotel's maiden year has been nothing short of great. The response the hotel received from the guests has been highly encouraging. It has been a year of great opportunities in the market in terms of occupancy and ARR. We also witnessed remarkable increase in our loyalty



Spurred by the growth in 2016, we hope to see growth in 2017



base, with increasingly more number of guests opting to be a part of Le Club AccorHotels. Online channels witnessed rapid adoption with room bookings via online platforms reaching as high as 40% YTD 2016.

CHALLENGES FACED

While the year had opportunities aplenty, it wasn't completely devoid of challenges. The increasing online travel agent share, which puts pressure on commissions and room profitability, has remained one of

the significant challenges. In today's multi-channel world, the hotel website and OTAs have to co-exist, however an equitable balance has not yet been achieved. Another major concern for us was sourcing the right talent. Profitability is often impacted due to rise in the cost of hiring, especially for kitchen staff as skilled and experienced chefs continue to remain in huge demand.

EXPECTATIONS FROM 2017

Spurred by the growth in 2016, we hope to see better opportunities in 2017 we see opportunities in terms of increasing ARR and consequently, improving the hotel revenues. With the growing Indian economy, buoyant market place and changing traveller habits, all drivers are in place to achieve this growth.



Parag Sawhney

Parag Sawhney
General Manager
Hilton Bangalore Embassy Golflinks

FLASHBACK 2016

2016 has been a phenomenal year for us. There was an addition in the room inventory which resulted in a positive growth in terms of business and exploring new opportunities. The hotel has managed to receive adequate new business from the existing dynamic market considering a boom in demand which resulted in hotel achieving more than fair share in volume, rate and RevPar. We introduced new revenue streams keeping in mind the health and fitness of our guests which include personal fitness trainers, swimming classes and aqua aerobics.

CHALLENGES FACED

Given the current business scenario, brands are looking at short term gains rather than long term, which

have resulted in a price war more than quality of service offered. Shortage of high performing talent in the city, as well as the country, primarily because individuals choose/prefer to pursue their education and career outside India for better opportunities is the other challenge we faced this year.

EXPECTATIONS FROM 2017

2017 is anticipated to be an

exciting year with various new avenues under progress which include the opening of the spa at our hotel, designated kids area and extending recreational facilities.

In terms of business, I foresee a steady year ahead with a forecasted growth on the economic and political front, the next year will definitely see a positive upward trend in all aspects.



The hotel has managed to receive new business from the existing dynamic market



Satiating CONTEMPORARY PALATE!



HT Bureau

Tell us something about your new role.

I joined the Le Meridien, Gurgaon as Executive Chef in October 2016 and the journey so far has been extremely exciting. It is a beautiful hotel right at the border of Delhi and Gurgaon with unique food and beverage offerings. We have a new addition in the form of our Italian restaurant, Bella Cucina, which has opened its doors in November. The response has been overwhelming. The food concept at Bella Cucina revolves around delicacies from North and Central Italy and as the name suggest we feel pride in showcasing the most beautiful kitchen in the city. At our all day dining eatery, Latest Recipes, the focus has been on revamping the buffet spread which already is hugely popular amongst our patrons. We have just taken the turn towards the busiest part of the year with respect to business and it is very gratifying to see that the footfalls have been very promising.

Gurgaon has recently witnessed a mushrooming of hoards of restaurants. In this competitive space, how are you trying to create a mark for yourself?

I believe that for a food and beverage establishment to stand out amongst the rest, the deciding factor is the value proposition. At Le Meridien, Gurgaon we offer value to our patrons through unique experiences and consistent product quality. Though the competition is strong, the food and beverage market is big enough for places with high value propositions to have a fair share of the pie. We strive for relentless pursuit of excellence and keep adding features to our product offering that brings brand loyalty from our guests.

What about the evolution of the palate of Indian diners? What have you witnessed?

There has been an evolution in Indian diners both in terms of their palate and also in the demographics. Dining out

As Le Meridien Gurgaon opens doors to its new Italian restaurant, Bella Cucina, the newly-appointed Executive Chef Suprabhath Roy Chowdhury is ready to rustle up a storm in the region.

has become a regular practice instead of being restricted to occasions. With the increase in the amount of dispensable income diners are not just restricted to high net worth individuals but a large segment of hotel diners have been from the salaried class.

Diners of the current age have also been more adventurous in trying out varied cuisines and food concepts giving food professionals like us more creative freedom to express ourselves through food.

Tell us about your signature dishes?

With each dish we marry ingredients and are telling a story for our patrons to enjoy. One of my favourite stories to tell is my version of DoiMaach which is a dish that I have enjoyed at varied households while growing up. Besides this, we have got a very good response for Paneer Tikka with mustard greens at Latest Recipe & in desserts, Espresso Chocolate Coffee Mousse at Bella Cucina.



We strive for relentless pursuit of excellence and keep adding features to our product offering





Enchanting hospitality with **CLARKS SHIRAZ AGRA**

With the proximity of world's famous heritage spot, the Taj Mahal, Clarks Shiraz has numerous offerings for optimum business events, says **Rupak Gupta, Joint Managing Director, U.P. Hotels**.

HT Bureau



Rupak Gupta

Tell us about the USP of your brand?

Our brand is multi-functional, we cater across markets and themes. There is a luxury proposition for mid-market and a value proposition for the delux market.

What about the MICE facilities in your hotel?

Clarks Shiraz is an ideal partner for MICE activities. It has banqueting and conferencing amenities which have been upgraded to latest AV technology with WIFI enabled projector. Our flexibility to accommodate variety of cusine, cultural, regional needs of the traveller is our greatest USP. It has a large inventory of 240 rooms which includes two suites and renowned F&B facilities.

The location of the hotel is next to the world famous Taj Mahal, which is a mere 1 km away, besides the Agra Golf course at a walking distance.

It has a total of 12,000 sq.ft banqueting and conference facilities attached to 25,000 sq.ft gardens. Our biggest pillar less thematic Shehnaz Hall, spread over 5,256 sq.ft overlooking the green lawns of 15,000 sq.ft with water bodies, provides an ideal setting for any major event. Akbar Hall having 2,940 sq.ft area, attached to a lush green lawn of 8,400 sq.ft area and Mariyam Hall having 2,184 sqft area adds to the existing larger conferencing facilities.



In the competitive hospitality market, how are you creating a mark?

We are focusing on our core area of inbound and domestic tourism and maintaining a high level of guest satisfaction and word of mouth referral. Our location and property are a major plus point for us.

What are the main problems that the hospitality industry is facing in Agra and Uttar Pradesh? What proactive measures can the government take for the same?

The government must seriously act upon the open skies policy to allow more foreign carriers to land during the tourist season because these airlines will in turn market and promote in bound tourism to India. Approx 80 per cent of inbound tourism to India is headed for Agra. Also, increase air connectivity with the major cities of India, revisit its policy of rail connectivity and tourist friendly state-of-the art booking booth facility, promotion of alternative monuments like FatehpurSikri. The hospitality industry is plagued by multiple taxes (Service Tax, VAT, Luxury Tax & Entertainment Tax) under the current Indirect Tax regime.

With the introduction of GST, the single largest advantage would be the uniformity of tax rate, better utilisation of input credit and benefit to end user in terms of lower prices. The government panel's recommendation of GST to be between

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The single slab tax will benefit the consumers thereby increasing the footfalls and volumes

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17-18 per cent is still lower than what the hospitality sectors currently faces. The positive impact would be in the food & beverage bills which has multiple tax impact. The single slab tax will benefit the consumers thereby increasing the footfalls and volumes. The low side of the new bill is that it has kept liquors outside the preview of the GST.

How strong is your hotel in F&B?

We are known to have the best food and banquets. Mughal room, our rooftop speciality is rated as top one per cent restaurants of the world. It is a tourist attraction in itself.

Which segment of guests are your clients? Is it leisure or corporate?

We have both leisure as well as corporate, though the weekends are full with leisure travellers and families. The hotel facilities are well segregated to accommodate both simultaneously.



Not just a school, BUT A WAY OF LIFE

Les Roches is a specialised hospitality management institution that trains the ladies and gentlemen of the 21st century across a global network of campuses.



Hassan Djebbet

Since its establishment in Switzerland in 1954, Les Roches has become a renowned global institution in hospitality management, preparing well-trained innovative managers for the travel, tourism and hospitality industries as well as other service sectors. Les Roches is ranked among the top three hospitality management schools in the world as per the TNS Global Survey, 2013 and has provided higher education to over 12,000 professionals who hold management positions in a range of different sector across more than 130 countries.

The outstanding recognition of this international hospitality management school, which operates campuses in Switzerland, Spain, the US, China and

Jordan, derives from the numerous and successful hotel managers and hospitality entrepreneurs who have studied in our classrooms and the unique education our students receive. I have had the opportunity to witness and take an active part in this evolution since 1996 when I started working for Les Roches in Marbella, Spain.

The career readiness of our students has given rise to an interest from other sectors related to experiential industries where their qualities, together with a high level of customer service and managerial preparation are especially appreciated. Brands such as Valentino, Louis Vuitton and Bloomberg are some examples of companies that also seek hospitality management professionals to join their teams.

Our campuses serve as an important recruitment pools for major hospitality establishments, tourism companies and luxury brands. Meanwhile, they also



Brands like Valentino, Louis Vuitton & Bloomberg seek hospitality management professionals





act as laboratories where students acquire new professional and personal skills, as well as develop business ideas and entrepreneurial projects. The culture of entrepreneurship is very much in the spirit of Les Roches, and many of our graduates are successful entrepreneurs today. However, having bright students is not the only thing our institutions strive for.

As part of the global education offered to our students, the faculty seeks to instill and nurture the human qualities in people through an equilibrium of discipline, humility, teamwork and solidarity. These are some of the buzz words in our vocabulary and along the course of study the schools organise numerous activities to promote these values. One of the most significant initiatives at our campus in Marbella, Spain - the epicenter of Spanish and European luxury tourism - was the recent premiere presentation of the latest illustrated edition of the United Nations Universal Declaration of Human Rights. Since then, all our students receive a copy in their residences, making it a reference book that serves as a benchmark by which to measure behaviour towards others, while providing a base for a just and dignified future for all.

Our school's motto is "Les Roches is not just a school; it's a Way of Life". It serves as our fundamental philosophy and it is not forgotten after graduation. Instead, students embrace it with pride and a commitment to always behave as authentic and compassionate "Ladies and Gentlemen" of the 21st century. These life-long qualities that emphasise humanity enrich their personal and professional

ABOUT THE AUTHOR

Hassan Djebbet is the academic coordinator of services, food and beverages for undergraduate and postgraduate programmes in hospitality management at Les Roches International School of Hotel Management in Marbella. He is also responsible for the management and administration of the university food and beverage department, where he leads a team of 18 professionals with a budget of over half a million euros. With more than 20 years of experience in the hospitality industry and academia, Hassan is renowned for his experience and leadership in one of the most important areas of the industry as well as for his ability to impart knowledge and train new generations of hotel managers.

development and help them in the future to find their place in the world. Additionally, through the application of our philosophy and unique approach to education, we are able to facilitate an inspiring coexistence in the classrooms between an international student body that currently consists of 76 nationalities on campus. The international makeup is composed of students from such diverse places as Mexico, Sweden, Russia, Germany, Bhutan, Morocco, United Kingdom, France, Iceland, India, and many others.

To conclude, I would like to share a phrase from Paulo Freire, one of the most influential educational theorists of the twentieth century, which is often cited by our CEO & General Director, Carlos Díez de la Lastra: "Education does not change the world, it changes the people that will change the world."



EMPOWERING CULINARY SKILLS AT CHANDIWALA

Banarsidas Chandiwala Institute of Hotel Management and Catering Technology inaugurated the three-day mega event - The 15th Chandiwala Hospitality Ensemble recently to numerous hospitality students, industry experts, trade media and faculty members.

The national level event engaged the budding hospitality professionals in accelerated learning through various competitions namely R-Pure Regional India Culinary Contest, Zone Barwizard Bar Challenge, Chandiwala Dress the Cake Challenge, Taj Hospitality Brain Twister, 45 Minutes Live Rice Culinary Contest, Italian Culinary Challenge, IHGHotel Facility Planning and Designing Championship Trophy, Maggi Coconut Milk Powder Culinary Challenge, Spicefield Rediscover-Indian Culinary Challenge, Chandiwala Floral Decoration Competition, Chandiwala Fruit and Vegetable Carving.

Chief Guest Ranjan Banerjee, General Manager, Crowne Plaza Today Okhla, New Delhi, in his opening remarks emphasised, "It is important that institutions empower students with the knowledge and

skills to meet today's challenges and prepare them to grasp tomorrow's opportunities." He stated that events like these ensure students are ready to face the industry and life ahead. Calling the budding hospitality professionals "the assets of hotel industry", he encouraged the participating teams to put in their best efforts during the three-day mega event.

Varun Nigam, Resident Manager, The Taj Mahal Hotel, New Delhi who was the chief guest for the Closing Ceremony on October 21, encouraged the students to utilise such events as opportunities for self enhancement and networking. He said, "Whether you have won a medal or not, you are all winners. As college students do not forget to enjoy every moment as these are the golden days of your life."

Honouring the young talents, the Eclat Young Talent Award was given

by Deepshikha Srivastav, Lead Consultant, Eclat Hospitality to Deepak Sati from IHM-Srinagar, for excelling in the event.

The award came with Eclat Membership - giving the winner a career support for life, Eclat Trophy and a Cash Prize of ₹ 5,000.

CHE 2016 saw 20 hospitality colleges from across the country vying for the top position in the scheduled competitions during the three days. More than 500 food enthusiasts attended the award ceremony, which culminated in trophy presentations to all winners and presentations of certificates for participation.

The participants honed techniques, skills and talent, for improved efficiency in various hospitality fields which is vital to the growth of tourism and hospitality sector. The competition provided an experiential

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CHE 2016 saw 20
hospitality colleges
from across the
country vying for the
top positions
”



learning opportunity to rising entrepreneurs looking to make their mark in the hospitality industry.

The list of winning colleges with first and second positions included IHM Srinagar, AISSMS, Auro University, Regency College, GIHM Hyderabad, Amity University-Jaipur, IHM Shimla, Trinity College, IIM&CA along with BCIMCT, the host Institute, which won 5 first positions and 2 second positions respectively.

The sponsors for the three-day event were Spice Field, Chef's Art, Crowne Plaza Today New Delhi Okhla, Solar Sales (Zone), R-Pure, Merino and Nestle. The associate sponsors for the event were Food and Biotech Engineers, King Metal Works, Bhagwati Udyog, Allied Metal Works, Korean Cultural Centre and Unifab. The event was supported by InterContinental Hotels Group, Indian Culinary Forum as well as Taj Hotels Resorts and Palaces.





Franke brings out stylish kitchens

Franke is the market leader that values premium kitchen appliances. Thanks to the high-end technology and immense amount of research that goes into producing each and every appliance from the Franke stable. Franke's product portfolio includes sinks, taps and bio waste disposers. Franke has also launched a collection of luxurious products such as hobs, hoods, built in ovens, microwaves, deep fryers, and machines.



Gaia launches olive oil

Replace butter and other less healthy fats with Gaia Extra Virgin Olive Oil. Extracted from the freshest and juiciest olives of Spain, Gaia Extra Virgin Olive Oil is high in heart-healthy antioxidants called polyphenols and good fats. It is excellent for making salad, dressings, soups and vinaigrettes.

Axor's collection of finesse

Axor and the Stuttgart-based Phoenix Design Studio have created a bath and kitchen collection in the style of the first industrially manufactured fittings. With authentic forms and defining design features of the early 20th century, Axor Montreux is an iconic collection that stylistically reflects on a time of scientific and cultural change.



Breathe in ease with uAlpine Air Purifier

If pollution is what's troubling you, OSIM's uAlpine can be your best friend for the season. This air purifier smartly detects the air quality of your room and indicates the same through display lights. It has also been awarded 'The Seal of Approval' by The British Allergy Foundation for the effectiveness in the control of allergens. With a 360° surround air flow design, uAlpine effectively circulates clean and purified air evenly.

Elanpro launches SPM beverage dispensers in India

Elanpro has announced that they have reached a strategic agreement with SPM, Italy's leading Drink Systems company, which will combine the industry-leading beverage dispensers of SPM with the marketing and service capabilities of Elanpro. This new collaboration called SPM Beverage Dispensers by Elanpro will focus on advancements that address the dynamic requirements of bars, restaurants and retail sector.



OBEETEE introduces a range of eternal rugs

OBEETEE introduces a range of eternal rugs meticulously crafted using timeless threads. A true-value hand-knotted OBEETEE carpet blends the traditional designs with vintage patterns, combined with months of toil and skill.

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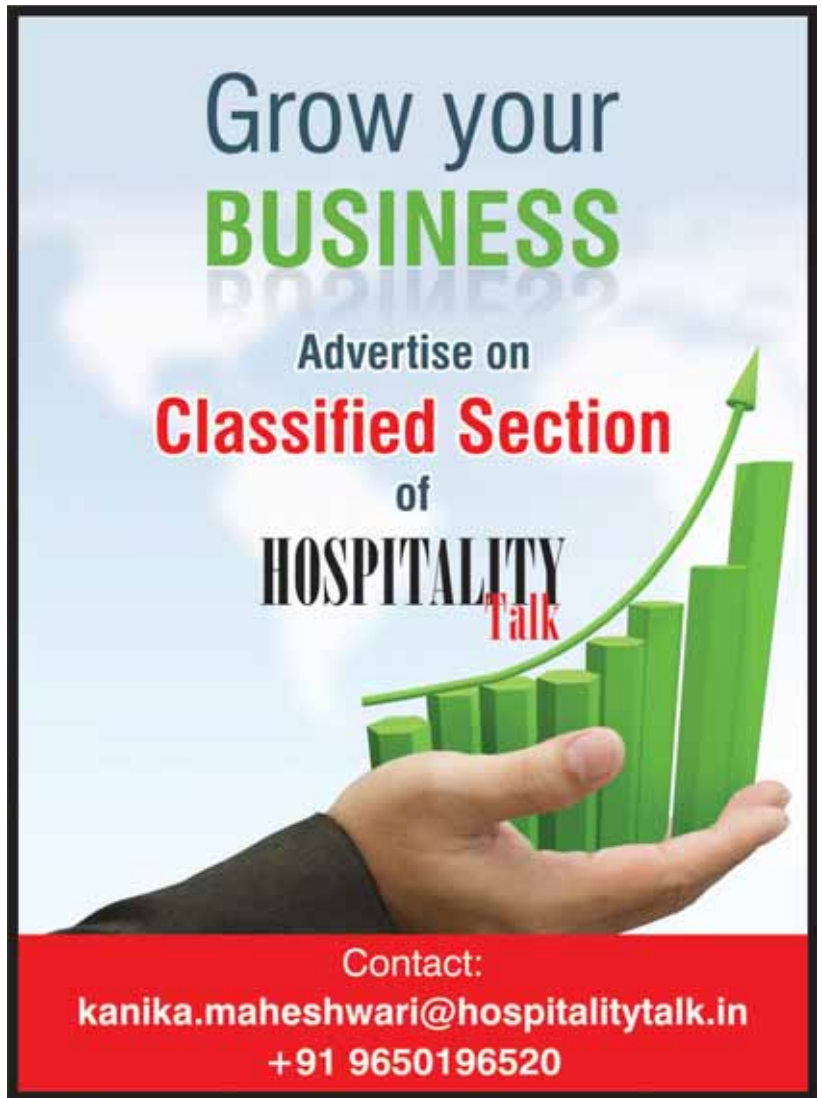
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Euro Top (3 inch thick)



Mattress Doubler



Pillow Top (1 inch or 2 inch thick)

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3 inch	✓	✓	✓	✓



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MOVEMENTS

SUMIT KANT

General Manager
Le Royal Meridien Chennai

Sumit Kant, General Manager, Le Royal Meridien Chennai has over 25 years of experience across multiple brands. Earlier he had been working in Sheraton of India at Vashi, Navi Mumbai and was associated for around eight years as Vice President & General Manager before joining Le Royal Meridien Chennai. He started his career with Taj Group of Hotels. He became the General Manager after spending 8 years in operations and worked with Award winning -Jehan Numa Palace Hotels, Tulips group and Ritz hotel before launching the first four points by Sheraton.



RAMCHANDER BISHNOI

Director – eCommerce
Berggruen Hotels

Keys Hotels has announced the appointment of Ramchander Bishnoi as Director - eCommerce. Based in Mumbai he will participate in the development and execution of strategic and tactical business plans with other members of the cross-functional team supporting the eCommerce strategy. Further, Bishnoi will manage the user experience of the website, including site navigation, content development, checkout funnel and promotional campaigns.



SUVEER SODHI

Director of Operations
Hyatt Regency Pune

Hyatt Regency Pune recently introduced Suveer Sodhi as Director of Operations. Sodhi brings with him a rich experience of over 10 years in the hospitality industry, having previously worked with brands such as the Shangri-La Hotels and Resorts, Aman Resorts, Dusit Hotels & DLF Restaurants to name a few. A dedicated and versatile food & beverage professional, Sodhi has handled several challenging roles in the past which involved setting up award winning restaurants, bars and nightclubs across New Delhi.

AMJAD ALI

Sales Manager
Jaisalkot Jaisalmer

Amjad Ali has taken over as a Sales Manager of Jaisalkot Jaisalmer. He brings along an experience of 11 years in the hospitality industry. He has served various positions at ITC Fortune Hotels, Taj Hotels, IHG, Reznext Global Solutions in the span of 11 years. Prior to joining the Jaisalkot, Jaisalmer he was at Reznext Global Solutions. Ali is a graduate in Commerce. His previous stint was with Reznext Global Solutions as the Sales Manager - Revenue Management Services.





SALVADOR SALIS

New Italian Chef
Westin Gurgaon

Chef Salvador Salis has been recently appointed as the Italian Chef and will be leading the culinary team at Prego, Westin Gurgaon's signature Italian restaurant. Born and raised in Italy, he grew up with the 'Italian' love for food and that was enough for him to pursue a career in culinary arts. With over 10 years of rich experience and having worked in places such as Greece and Morocco, Salvador's ease in the kitchen comes naturally.



GAURAV MALHOTRA

Executive Chef
Novotel Hyderabad Convention Centre & HICC

Chef Gaurav Malhotra brings with him 15 years of culinary experience to Novotel Hyderabad Convention Centre & Hyderabad International Convention Centre (HICC). He mastered in culinary art from Sophia Polytechnic College, Mumbai by undergoing a Diploma in Hotel Management. He has travelled far and wide before attaining his new position as an Executive Chef at the joint property. Chef Gaurav played a key role with the pre-opening teams of flagship properties like Holiday Inn Mumbai and Sofitel Mumbai BKC.



QIGUO SU

Chinese Executive Chef
Shangri-La Hotel, Bengaluru

Shangri-La Hotel, Bengaluru announces the appointment of Qiguo Su as the Chinese Executive chef for its award-winning signature restaurant, Shang Palace. A native of Jianyang, Sichuan, Chef Qiguo Su brings with him 17 years of rich culinary experience gained at five-star hotels and luxury hotel pre-openings in the capital city of Chengdu. Chef Su specialises in Sichuan cuisine, one of China's eight regional culinary traditions. Sichuan cuisine is recognised for its hot and spicy delicacies.



SUPRABHATH ROY CHOWDHURY

Executive Chef
Le Meridien Gurgaon

Le Meridien Gurgaon appointed Suprabhath Roy Chowdhury as the new Executive Chef for its 285-room property at MG Road, Delhi-Gurgaon border. Roy joins Le Meridien Gurgaon after a successful stint with Eros Hotel managed by Hilton, Nehru Place, New Delhi. His perfect sense of culinary expertise comes from working in most renowned kitchens and growing up in Lucknow, feasting on the kebab parathas and pulaos in its by lanes and Bengali food cooked at home.

MOVEMENTS

SUMIT KUMAR
General Manager
Hyatt Pune Kalyani Nagar



My favourite holiday destination in India is McLeod Ganj in Dharamsala”

During my teenage years, I got introduced to yoga and began practicing it. Over time, it became a part of my daily routine and now I realise its importance. My most memorable holiday was when I was in Edinburgh a few years ago where I visited my cousin with my family. He is a young entrepreneur and manages a great Indian restaurant in downtown. My favourite holiday destination in India is McLeod Ganj in Dharamsala and Munich in Germany because of Oktoberfest. My favourite cuisine is Vietnamese and Cambodian food.



NIKHEEL SHIRODKAR
General Manager
ibis Styles Goa Calangute



My passion lies in travelling to different places as a backpacker”

Riding a bike is not only my hobby but helps me de-stress as well. I enjoy unwinding after a long day with motorbike rides in the bylanes of Goa which offers a great insight into the Goan heritage. My passion lies in travelling to different places as a backpacker. I appreciate diverse cultures. Bali has been my most memorable holiday primarily since this was a trip with my father which coincided with Father's Day. I relish simple, homemade Goan Saraswat cuisine. The perfect balance of rice, seafood, coconut, vegetables, meat and local spices are some of the main elements in Goan cuisine.



RUSSELL SHANE GREGORY
Chief Operating Officer
U Tropicana Resort, Alibaug



Catching up with friends and reading are things that I look up to”

My day ideally begins at 6:30 am. The following half an hour is dedicated to my personal growth with yoga and meditation. Other than this, I use my free time to converse with the kids. Catching up with friends and reading a lot of fiction books are some of the things that I always look up to. Vacation in India for me has always been my home town, that is, The Jewel of the South, Yercaud, a small hill station in Tamil Nadu. Vacations abroad, were mostly centered around the Middle East, but now, I am looking at exploring South East Asia, as it has a lot of popular vacation destinations.



DANIELLA TONETTO
General Manager
Sales & Marketing
The St. Regis and Sheraton
Grand Macao Hotel



When I get some alone time, I like to immerse myself into TV series”

In my free time, I like to spend as much time as I can with my two daughters. I like to find out how they are doing in school and their friends. When I get some alone time, I like to immerse myself into TV series. My current favorite series is “Homeland”. I love “fly and flop” holidays. The ideal escape for me is to go to a place where I can completely unwind. A beautiful resort with a great beach is what I like most. Last year, we went on a perfect cruise! We could choose to stay busy by exploring new ports each day, or do absolutely nothing!





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- ✓ Fortune Perfect 3 Seasons Basmati Rice – Nurtured and perfected through systematic harvesting over 3 seasons

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India

HOSPITALITY AWARDS

A DDP PUBLICATION



2nd edition of
**India
Hospitality
Awards**
North & East



Awarded Best Debut Corporate Hotel

Welcome to smart hospitality at SPARROW INN by MGB Hotels

Sparrow Inn by MGB Hotels forays into new heights of hospitality and exhibits the same warmth and standards as its parent hotel. A sanctuary of refined tastes, warm welcomes and endless fascination, where families, business travellers and groups can retreat in utopian splendor and you can experience a lasting sensation of wellbeing. Located in Alwar (NCR), Sparrow Inn ignites envy for its ideal location coupled with the perfect fusion of modern facilities and unparalleled hospitality.





PUBLISHER'S NOTE

The hospitality industry in the North & East India has started gaining momentum. Many new international as well as domestic hotel chains are making their inroads in these regions. At such an important juncture where every hotel is trying to do their best from the rest, hosting India Hospitality Awards North & East in Hyatt Regency Gurgaon becomes all the more relevant. The hospitality industry has gone through a major makeover. A few years ago, only selective hotel chains were present, but today both regions are witnessing a surge in trends in this ever-growing sector from across all hospitality brands. The Indian capital remains home to some of the best luxurious hotels and will see an influx of both corporate as well as leisure travellers.

Talking about East India, the movement of tourists to the region is increasing, the hotel business is also progressively expanding. This has motivated hoteliers to set up their properties, resulting in three five star hotels making an entry in the region.

The Indian hoteliers remain positive about the future of the country's hospitality industry as a whole. Demand and supply will be balanced with the new upcoming hotels and with people travelling more often than before.

SanJeet

India Hospitality Awards

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MAYA enthralled

Enabling a platform to recognise the achievers in the hospitality industry, the India Hospitality Awards North & East was held on October 20, at Hyatt Regency Gurgaon. The formal black-tie event was graced by the who's who of the industry.



(L-R): J.B. Singh, Dr Tanushree Pandey, Luv Malhotra, Suman Billa, Rupak Gupta, Gunjan Sabikhi and SanJeet



Hospitality stalwarts

Anupriya Bishnoi

India Hospitality Awards is a platform to recognise the achievers of the hospitality industry. The 2016 edition of India Hospitality Awards North & East was held on October 20th, 2016 at Hyatt Regency Gurgaon. These are India's first region wise Hospitality Awards which reward the hard-work put in by the industry people to make the sector better.

The Chief Guest for the evening was Suman Billa, Joint Secretary, Ministry of Tourism, Government of India.

Talking about the travel and hospitality industry, Billa says, "We are gathered here to celebrate excellence amongst us and I think, it is really these people who push the boundaries, the limits and create new

frontiers that drive the tourism sector. The role of the government is to unleash the role of an entrepreneur and to create conditions for them and for the industry to flourish. That's why I think, this award function is essentially a way of recognising excellence amongst us, to cherish the achievements of those who have lead from the front, and who are really role models for the rest of us to follow. The initiative that SanJeet has taken with the India hospitality Awards is indeed laudable."

SanJeet, Mentor, India Hospitality Awards, says, "India Hospitality Awards is a platform that recognises true stars in India. The various heroes of the industry come from the different regions and far corners of the country. We begin with saluting

the outstanding achievers who have been the backbone of this sector. Beaming the spotlight on the stalwarts and making sure their opinion matters, is the belief behind these awards. To keep the system unbiased, an online nomination and voting system is adopted. When voting was finally opened, to our pleasant surprise, we received over 2,40,731 votes from all over the world and from 18 different countries. We monitor them closely to ensure transparency. I want to congratulate all the award winners for their excellence and I must say to all the winners that with these awards we place the responsibility of growing the industry on your shoulders. I am confident that each one of the winner, will take the industry to greater heights and do us proud."





Chief Guest | SUMAN BILLA

India Hospitality Awards is a great initiative to celebrate excellence amongst ourselves and to celebrate people who have pushed the boundaries and made things happen. The growth and development of tourism is all about entrepreneurs who push the boundaries and create something valuable. Hence, it's a great platform to recognise and celebrate those people. Also, there are several things done by the ministry for the betterment of the hospitality industry. It's not just the government but within the industries there are platforms to recognise the industry and excellence.

► Chief Guest **Suman Billa**, Joint Secretary, Ministry of Tourism, Government of India, honoured with the Pearl Trophy 'Maya'





Gallery of Legends | **K.B. KACHRU**

I think everyone here is very excited and this is DDP's own way of giving it back to the people who have been creative and have actually contributed to the betterment of the industry. I want to congratulate the organisers for the brilliant work that they have done.

► **K.B. Kachru**, Chairman Emeritus & Principal Advisor, Carlson Rezidor, was awarded the **Gallery of Legends**. He is felicitated by **SanJeet**, Director, DDP Group, **Suman Billa**, Joint Secretary, Ministry of Tourism, Government of India and **Dr. Tanushree Pandey**, Gladrags Mrs India





DDP Game Changer | **VILAS PAWAR**

It's a great forum to acknowledge the talent in our hospitality industry. Needless to say, everybody in our industry works hard and when such platforms reward us, it feels great. It's a great motivator. Also, IHA is very selective, the jury is from the industry, they are all veterans and they choose people who truly deserve the award.

► **Vilas Pawar**, Chief Executive Officer - Choice Hotels India, was awarded the **DDP Game Changer**. He is felicitated by **SanJeet**, Director, DDP Group, **Suman Billa**, Joint Secretary, Ministry of Tourism, Government of India and **Dr. Tanushree Pandey**, Gladrags Mrs India





DDP Trailblazer | ANKUR BHATIA

I want to thank SanJeet for doing this honour. I am truly touched. Roseate Hotels is a brand which is just 6-8 weeks old right now. It's the youngest and the only Indian brand to go abroad after a very long time. We look forward to all your support to take this brand to places. We look forward to bring the change in the hospitality industry which is very close to my heart.

► **Ankur Bhatia**, Executive Director of the Bird Group of Companies, was awarded the **DDP Trailblazer**. He is felicitated by **SanJeet**, Director, DDP Group, **Suman Billa**, Joint Secretary, Ministry of Tourism, Government of India and **Dr. Tanushree Pandey**, Gladrags Mrs India





Excellence in Hospitality Development | J. B. SINGH

J.B. Singh, President & CEO, InterGlobe Hotels, says, "India Hospitality Awards is a great initiative wherein people from the industry get recognised. The industry is growing and is taking a completely new shape and it's great to see DDP Group support it. We get to meet lot of people under one roof. Also, these awards are personalised. "I think today the hospitality industry needs to be looked at in a different way and these awards are providing that focus," he adds.

► The award was given to J.B. Singh, President & CEO, InterGlobe Hotels

Excellence in Hospitality Consultancy | SANJIV TYAGI

Sanjiv Tyagi, Chairman, Siya Management Consultants, says, "India Hospitality Awards is a platform to recognise the people who work in this industry. We needed something that was unbiased where people voted so that the best and the deserving get honoured. IHA is going from strength to strength from year-to-year. DDP is doing a great job. Also, the way award function is held, and formatted is class apart."

► The award was given to Sanjiv Tyagi, Chairman, Siya Management Consultants



Leadership in Hospitality Growth | LUV MALHOTRA

Luv Malhotra, Joint Managing Director - CHL, says, "India Hospitality Awards is one of the better award ceremonies related to the hospitality industry in India. Also, the fact that it has been polled across, makes it all the way more authentic." "I have also been told not just from the winners, but, also from the ones being nominated, that these are unbiased awards. It's a fair and balanced award ceremony," he said.

► The award was given to Luv Malhotra, Joint Managing Director - CHL



Best General Manager |

ROHIT ARORA

Rohit Arora, Area General Manager, The Park, New Delhi, says, "India Hospitality Awards is the much awaited event of the industry. The awards are different in terms of quality and the way it is formatted. Everything is done systematically and this makes a difference."

► The award was given to Rohit Arora, Area General Manager, The Park, New Delhi





Most Popular Sales and Marketing Professional | **SUNIL SIKKA**

Sunil Sikka, Head - Marketing & Business Development, WelcomHeritage, says, "At the outset, I would like to compliment Durga Das Publications for hosting a wonderful award evening. In the past, I have attended countless award functions, however, in my opinion it is one of the best shows. My sincere thanks is to DDP for giving me recognition for 'Most Popular Sales & Marketing Professional 2016', this would encourage me to work harder for the benefit of the industry."

► The award was given to **Sunil Sikka**, Head - Marketing & Business Development, WelcomHeritage

Best Restaurateur of the Year | **ZORAWAR KALRA**

Zorawar Kalra, Founder & Managing Director, Massive Restaurants, says, "It is truly overwhelming to have been recognised as the Restaurateur of the Year in the recently organised India Hospitality Awards 2016. Bringing together the Indian F&B Retail as well as Hospitality sectors supported by the Ministry of Tourism, Government of India as part of its Incredible India programme, the India Hospitality Awards holds a place of pride among hospitality professionals, while offering an international platform showcasing and recognising Indian hospitality and talent."

► The award was given to **Arnab Dash** on behalf of **Zorawar Kalra**, Founder & Managing Director, Massive Restaurants



Best Sales Professional | **SACHIN SHARMA**

Sachin Sharma, Regional Sales Director, Hyatt Sales Force India, says, "India Hospitality Award is a very good initiative to recognise the talent in our industry. It is a platform where people are awarded for their hard work, dedication and success. More importantly, it includes the remote locations along with our metro cities. I humbly accept the honour of 'Best Sales Professional' and will try my best to live up to the title."

► The award was given to **Sachin Sharma**, Regional Sales Director, Hyatt Sales Force India

Best Marketing Professional | **SANJEEV KUMAR**

Sanjeev has an experience of more than 10 years in the service industry. Currently, he is Associate Director Marketing, South Asia at Carlson Rezidor Hotel Group, wherein his focus is into marketing and brand promotions through various channels.

► The award was given to **Sanjeev Kumar**, Associate Director, Marketing, South Asia, Carlson Rezidor Hotel Group





BEST Indian 'International Brand' Management Company (Mid-segment)

NIDRA HOSPITALITY

Sunil Ghadiok, President, Nidra Hospitality, says, "This is a fantastic effort gaining ground year-on-year. This kind of an initiative will go on a long way in creating excellence. I would like to congratulate the entire team who have put all this together. I hope you guys keep it going."

► The award was given to Nidra Hospitality and received by its President, Sunil Ghadiok

Best Leisure Resort

CLARKS SHIRAZ

Mahipal Singh, Senior Vice President, Clarks Shiraz, says, "As far as my hotel is concerned, Clarks Shiraz is the oldest hotel in Agra. The hotel is 52-years-old. Being the first hotel in the city, I think we were aptly chosen for the category of Best Leisure Hotel."

► The award was given to Clarks Shiraz and received by its Joint Managing Director (U.P. Hotels), Rupak Gupta and Senior Vice President, Mahipal Singh



Best MICE Hotel

CROWNE PLAZA GREATER NOIDA

Greesh Bindra, Area General Manager - North & West India, General Manager Crowne Plaza, Greater Noida, says, "It's very interesting that there are so many awards happening in the industry, but one of the better ones is India Hospitality Awards. The way they do it, there is so much of class, it's so well done with sit-down dinner."

► The award was given to Crowne Plaza Greater Noida and received by its Area General Manager - North & West India, General Manager Crowne Plaza, Greater Noida, Greesh Bindra



Best Luxury Business Hotel

CROWNE PLAZA JAIPUR, TONK ROAD

Ashwani Goela, General Manager, Crowne Plaza Jaipur, Tonk Road, says, "We are extremely honored to receive this award. Success is a team effort, I would like to thank our entire team for their efforts and guests for their love. India Hospitality Award is an exclusive all-India platform which honours the best hospitality brands in the travel and tourism industry. We promise to get only better at our work so that you all can see us here for more such awards."

► The award was given to Crowne Plaza Jaipur, Tonk Road and received by its General Manager, Ashwani Goela





Best Leisure Hotel | HOLIDAY INN JAIPUR CITY CENTRE

Gagandeep Singh, General Manager, Holiday Inn Jaipur City Centre, says, "At Holiday Inn Jaipur City Centre, we believe in doing the right thing, showing we care, aiming higher, celebrating difference and working better together. Our commitment towards these values is the key reason of our success. I would like to thank India Hospitality Awards for recognising teams hardwork and commitment towards delivering extraordinary success."

► The award was given to **Holiday Inn Jaipur City Centre** and received by its General Manager, **Gagandeep Singh**

Fastest Growing Hotel Brand | RAMEE HOTELS, RESORTS & APARTMENTS

Nihit Srivastava, Director Operation & Business Development (India) Ramee Group Of Hotels, Resorts & Apartments, says, "We have been nominated and awarded for the Fastest Growing Hotel Brand. India Hospitality Awards is the right platform that showcases such success stories and receives recognition worldwide."

► The award was given to **Ramee Hotels, Resorts & Apartments** and received by its Director Operation & Business Development (India) Ramee Group Of Hotels, Resorts & Apartments, **Nihit Srivastava**



Best Luxury Wedding & MICE Hotel | RADISSON BLU KAUSHAMBI-DELHI NCR

Hemant Mehta, General Manager, Radisson Blu Kaushambi-Delhi NCR, says, "India Hospitality Award is a great way to recognise the achievements of various individuals in the hospitality sector. We feel privileged to receive such awards and it keeps us motivated to innovate and explore new means to provide excellent service to our guests."

► The award was given to **Radisson Blu Kaushambi-Delhi NCR** and received by its General Manager, **Hemant Mehta**



Best Debut Heritage Hotel | WELCOMHERITAGE HAVELI DHARAMPURA

Siddhant Goel, Director, Welcomheritage Haveli Dharampura, says, "India Hospitality Awards will boost the morale of the industry to work and perform better in the future. WelcomHeritage Haveli Dharampura is the only property in Delhi to provide true Delhi -6 or Old Delhi experience and this unique attribute made us win the prestigious India Hospitality Awards."

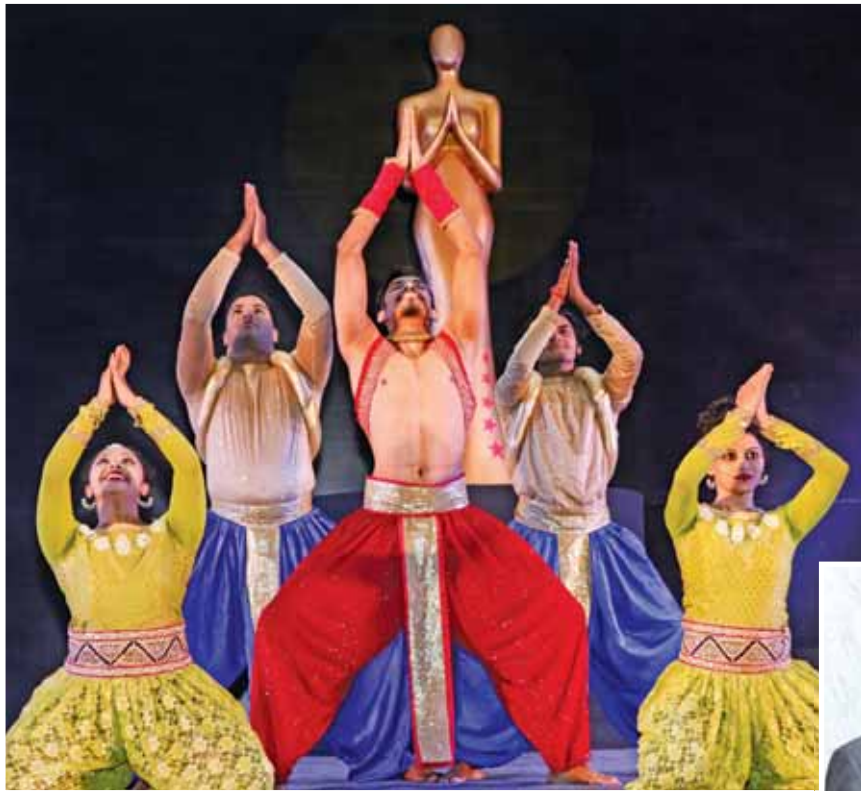
► The award was given to **Welcomheritage Haveli Dharampura** and received by its Head- Marketing & Business Development, **Sunil Sikka** and Chief Executive Officer, **Sunil Gupta**



Transcending stars of



the hospitality industry





Best Debut Hotel | TRINITY GRAND

Pawan Gupta, Executive Director, Trinity Grand, says, "From day one, we, at Hotel Trinity Grand are focused on providing the best food and services at competitive price to our clients. Customer engagement from time to time is also a key part. We keep coming up with great deals and offers. We recently launched Trinity Cash Card to give more benefits to the customers and making them stick to us. Trinity Grand is the first hotel in India to launch a cash card of its own."

► The award was given to **Trinity Grand** and received by its Directors, **Sarandeep Singh Saluja** and **Rajeev Gupta**

Best Corporate Hotel | CROWNE PLAZA NEW DELHI MAYUR VIHAR NOIDA

Vikas Oswal, General Manager, Crowne Plaza New Delhi Mayur Vihar Noida, says, "We are extremely honoured to be receiving such an important award - 'Best Corporate Hotel by India Hospitality Awards North & East 2016'. Our acceptance and receipt of this award and honour would not be completed without paying tribute to the many gallant colleagues and team members who have made this milestone a reality." "India Hospitality Award is a great platform for all the hotels to showcase their achievements and success," he adds.

► The award was given to **Crowne Plaza New Delhi Mayur Vihar Noida** and received by its General Manager, **Vikas Oswal**



Best Boutique Business Hotel | PARK INN IP EXTN.

Saurav Dutta, General Manager, Park Inn IP Extn., says, "India Hospitality Award is a platform that recognises upcoming hotel brands. This award not only celebrates the most deserving hotel product but also brings into forefront the contributions of the professionals in the industry. A blend of strategic business location, aesthetically designed curvilinear structure along with exemplary service has made Park Inn by Radisson the most deserving hotel in 'the best boutique business hotel' category." "Park Inn won this title by outperforming the budget since its opening year and attracting business travellers from every nook and corner of the globe," he adds.

► The award was given to **Park Inn IP Extn.** and received by its General Manager, **Saurav Dutta**



Best Airport Hotel | HOLIDAY INN NEW DELHI INTERNATIONAL AIRPORT

Ranjan Malakar, General Manager, Holiday Inn New Delhi International Airport, says, "It's a great forum to recognise deserving hotels that are excelling in their respective fields. The industry needs recognition and a process whereby people can judge which hotel is doing well to make sure the hospitality industry continues to grow and boom in India and that's what India Hospitality Awards does. Also, these awards are done on regional basis that makes it more relevant."

► The award was given to **Holiday Inn New Delhi International Airport** and received by its General Manager, **Ranjan Malakar**





Best City Hotel

RADISSON BLU HOTEL NEW DELHI DWARKA

Mohammed Shoeb, General Manager, Radisson Blu Hotel New Delhi Dwarka, says, "I am extremely proud to be associated with India Hospitality Awards. I have been attending these awards quite frequently and it is always such an honour to be in an event which is well organised. Not just the award ceremony, but the entire event is something we look forward to each year."

► The award was given to Radisson Blu Hotel New Delhi Dwarka and received by its General Manager, Mohammed Shoeb

Best Hotel Chain

ITC HOTELS

ITC forayed into the hotels business to support the national priority of developing new avenues of foreign exchange earnings and boosting tourism. Beginning with the Sheraton Chola, Chennai in 1975, ITC's journey in this business has redefined the face of Indian hospitality. Today, ITC Hotels is one of largest hotel chains in the country with over 100 hotels across 70 destinations.

► The award was given to ITC Hotels and received by its Chief Executive Officer, WelcomHeritage, Sunil Gupta



Best Debut Luxury Hotel

HYATT REGENCY CHANDIGARH

Puneet Bajjal, General Manager, Hyatt Regency Chandigarh, says, "India Hospitality Awards is one of the most genuine awards in the country who collaborate and identify talent across India. I would like to congratulate SanJeet for his efforts over decades in making DDP Publications proud."

► The award was given to Hyatt Regency Chandigarh and received by its General Manager, Puneet Bajjal

Best All Inclusive Hotel

HERITAGE VILLAGE RESORT & SPA, MANESAR

Gopal Vaideswaran, Vice President & General Manager, Heritage Village Resort & Spa, Manesar, says, "It's a fabulous initiative by DDP Group and it's always nice to be recognised by your peers, clients, I feel great to be here. People in the hospitality sector work round the clock to make a difference in the life of their guests and if at the end of the day they get rewarded for their effort and hardwork, trust me, they are encouraged to do better."

► The award was given to Heritage Village Resort & Spa, Manesar and received by its Vice President & General Manager, Gopal Vaideswaran





Best Heritage Hotel Chain

WELCOMHERITAGE

Sunil Gupta, Chief Executive Officer, Welcomheritage, says, "I would like to thank Durga Das Publications for giving recognition to WelcomHeritage Hotels. This award will surely boost the team morale to work harder in future."

► The award was given to Welcomheritage and received by its Chief Executive Officer, Sunil Gupta

Best Catering Services

FORK n SPOON

Tania Nijhawan, Director, Fork n Spoon, says, "DDP conducts this award ceremony in a marvelous way. India Hospitality Awards is doing a great job in selection and it's a great platform for everyone to get acknowledged in this vast industry."

► The award was given to Fork n Spoon and received by its Directors, Arjun Nijhawan and Tania Nijhawan



Best Business Hotel

HYATT PLACE UDYOG VIHAR

Maulina Gupta, General Manager, Hyatt Place Udyog Vihar, says, "These awards are like a testament of support to our industry. Every day, and every year we strive to do our best, as we cater to all kind of guest requirement that exists out there. We are greatly thankful to IHA for acknowledging all our effort and it feels great to be a part of these awards. Also, the difference between the rest of the awards and IHA is that the latter are more local and the people feel more connected."

► The award was given to Hyatt Place Udyog Vihar and received by its General Manager, Maulina Gupta



Best Wedding Hotel

THE SURYAA NEW DELHI

Dhananjay Kumar, General Manager, The Surya New Delhi, says, "It was a brilliant experience for me. We have won the award for product, people and process. Whole credit goes to my team members who have strived to make sure we remain the best. Also, at India Hospitality Awards, you could feel the hospitality right from the entrance till the very end. It was a great evening."

► The award was given to The Surya New Delhi and received by its General Manager, Dhananjay Kumar





Best F&B Product | CREMICA FOODS

Amit Sharma, National Sales Manager, Cremica Foods, says, “The Cremica Group has established itself as a huge food products conglomerate, leading the food processing business through its range of products, innovative flavours and fillings, its internationally certified production facilities, the consistency of its quality, and its unmatched expertise in the industry. Cremica Food has always stood for unparalleled quality, great taste and world class products, customised for local taste buds. All these factors have made us win The India Hospitality Awards.” “Also, these awards are one of its kind and they recognise the people who have contributed to make the industry better,” he adds.

► The award was given to Cremica Foods and received by its National Sales Manager, Amit Sharma

Best Convention Hotel | HYATT REGENCY GURGAON

Hyatt Regency Gurgaon is the largest five star convention hotel in Gurgaon with the meeting and event facility to accommodate upto 3,000 people. It is strategically located in the rapidly expanding corporate and residential hub of India off the Delhi-Jaipur National Highway 8. Located thirty minutes from the Indira Gandhi International Airport and fifteen minutes from Gurgaon city centre, the hotel is an ideal weekend getaway for Delhi NCR residents

► The award was given to Hyatt Regency Gurgaon and received by its Director Sales and Marketing, Suman Julka Marketing and Communication Manager, Simmi Sood, and Director of Events Prantik Sengupta



Best North Indian Restaurant | DHABA BY CLARIDGES

Manik Kapoor, Executive Director, Claridges Hospitality, says, “The evening was beautiful and everything was organised in a spectacular way. I feel truly privileged to win this award. I want to thank all the sponsors and DDP Publications for honoring us with Maya. Hopefully, we will win one India Hospitality Award next year as well.”

► The award was given to Dhaba By Claridges and received by its Executive Director Claridges Hospitality, Manik Kapoor

Best Restaurant – Indian Cuisine | RADISSON BLU AGRA TAJ EAST GATE

Rajat Tuli, General Manager, Radisson Blu Agra, says, “ We are really proud and honoured on winning the India Hospitality Award for the best restaurant Indian cuisine for our specialty restaurant Daawat–E-Nawab. In our effort to create a royal dining experience for the majestic city of Taj Mahal we embarked to open this remarkable restaurant. The reviews received from our guests since inception encourages us to continuously develop our food, maintain our signature dishes as legacy.” “We would like to thank our esteemed guest and the panel of India Hospitality Awards for their appreciation and encouragement,” he adds.

► The award was given to Radisson Blu Agra and received by its General Manager, Rajat Tuli and Executive Chef, Rajat Kiron Mukherjee









Best Tableware Brand

WILMAX ENGLAND

Rafeek Abdulla M.D., Director, Wilmax England, says, “We are truly pleased to receive the India Hospitality Award for the best tableware. It will make us work even harder to retain the top slot in the future as well. This award is an important benchmark in the hospitality industry. It is supported by the Ministry of Tourism and trade bodies and carries great value. The award function was a glitzy event with the cream of the hospitality industry attending it. We owe our win to our vast and diverse range of porcelain crockery.”

► The award was given to **Wilmax England** and received by Wilmax India's National Sales Manager, **Syed Rahim**, Director, **Rafeek Abdulla** and Owner Platinum Enterprises New Delhi, **Loveneet Singh**

Best Debut Corporate Hotel

SPARROW INN BY MGB HOTELS

Manish Bhatia, Managing Director, Sparrow INN by MGB Hotels, says, “The concept of India Hospitality Awards is brilliant and I believe showcasing ourselves on such platform will help us in our growth. Also, for an evolving brand like us it is important for us to be acknowledged by the people and this platform will help to achieve just that. It motivates the hoteliers to do better.”

► The award was given to Sparrow INN by MGB Hotels and received by its Managing Director, **Manish Bhatia** and General Manager, **Rishi Raj Kalra**



New & Innovative

Marketing Concept | LUX HOTELS

Bhupesh Kumar, Director, Lux Hotels, says, “I have been attending these awards for some time now and I think these awards have grown into a platform not just for the winners but also for the people to interact with each other and discuss the recent updates of the industry. It's a nice place to meet the stalwarts of the industry. India Hospitality Awards are different in the sense that they are industry specific which makes it extremely focused.”

► The award was given to **Lux Hotels** and received by its Director, **Bhupesh Kumar**

Best Fine Dining Restaurant

CHUTNEY, THE METROPOLITAN HOTEL & SPA, NEW DELHI

Sanzeev Bhatia, General Manager, Chutney, The Metropolitan Hotel & Spa, New Delhi, says, “Our hotel has been awarded earlier also. It's a well-renowned prestigious award. People in the industry actually know of these awards and we are extremely proud to have won it.”

► The award was given to **Chutney, The Metropolitan Hotel & Spa, New Delhi** and received by its General Manager, **Sanzeev Bhatia** and Head F&B, **Rajesh Khanna**





Best Debut City Hotel | HOTEL GRAPEVINE, VARANASI

Shashi Angshuman, CEO, Hotel Grapevine, Varanasi, says, "I think this is a fantastic initiative by DDP group. Such platforms encourage hoteliers and other people related to the travel and hospitality industry to do better. Also people who are the best, win the award and they get an opportunity to come in the limelight."

► The award was given to Hotel Grapevine, Varanasi and received by its CEO, Shashi Angshuman and Managing Director, Shivam Chaurasia

Best MICE Resort | CLARKS SHIRAZ

Mahipal Singh, Senior Vice President, Clarks Shiraz, says, "With India Hospitality Awards, there is a focus on being professional. Also, IHA focuses a lot on what an entrepreneur is doing in the field of hospitality and rewards his hard work. Clarks Shiraz is the oldest hotel in Agra. The hotel has laid the foundation of the hospitality industry in Agra and qualities like these make us eligible to win this prestigious award."

► The award was given to Clarks Shiraz and received by its Joint Managing Director (U.P. Hotels) Rupak Gupta and Senior Vice President, Mahipal Singh



Hospitality Partner | HYATT REGENCY GURGAON

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► The award was given to Hyatt Regency Gurgaon and received by its Director of Rooms, Vishal Sapra and Director of Events, Prantik Sengupta

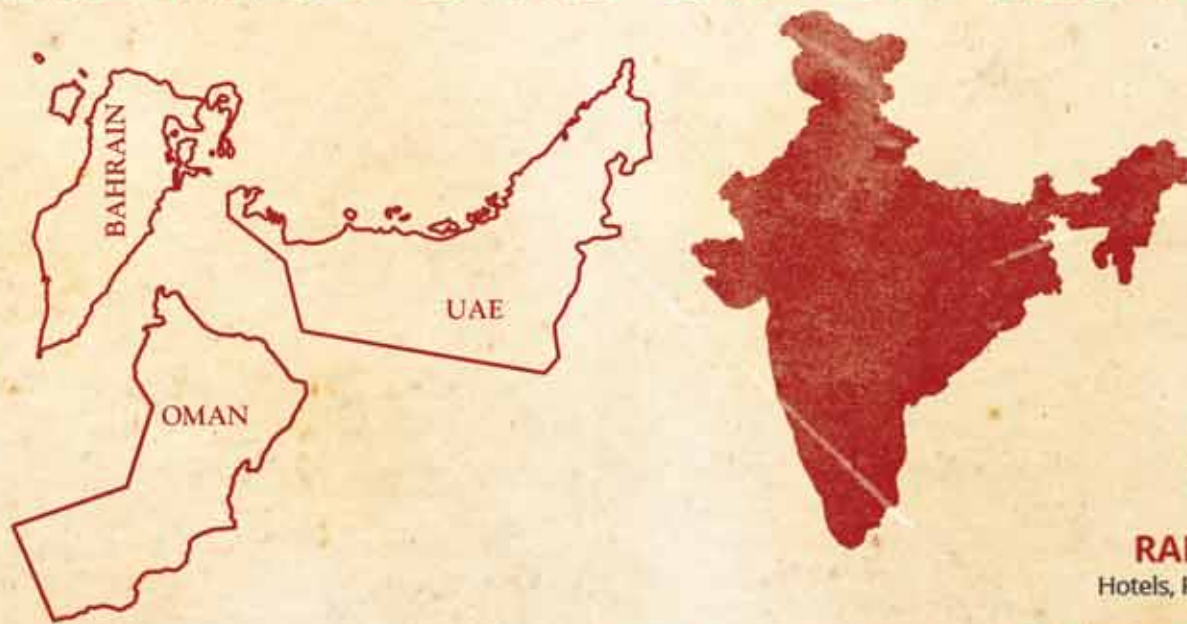
Guest of Honour | DR. TANUSHREE PANDEY

A combination of beauty and brains, Dr. Tanushree Pandey was crowned the Gladrag's Mrs India. A medical doctor by profession, she graced the occasion with her presence and gave out the Maya to the deserving and hard working professionals of the hospitality industry from the northern and eastern regions of India.

► Dr Tanushree Pandey, Gladrag's Mrs India, being honoured with Pearl Trophy 'Maya' for her support to India Hospitality Awards



NEW EXPANSION PLANS OF RAMEE GROUP OF HOTELS.



APART FROM HAVING OWNED 8 PROPERTIES IN INDIA:
MUMBAI (JUHU, DADAR, KHAR, BANDRA), PUNE, BANGALORE, TIRUPATI, AND
CHENNAI, RAMEE IS ALL SET TO LAUNCH HOTELS IN NEW DESTINATIONS LIKE NEW
DELHI, NOIDA, SURAT, VADODARA, INDORE, AND BANGALORE.

Ramee Group of Hotels is seeking global opportunities for ground-up developments, redevelopment of existing assets, re-positioning of under-performing properties, and re-flagging currently operational hotels to conceptualize, promote as well as operate service apartments and more. Our development team is consistently evaluating hotel management opportunities in International and Domestic markets on management contract.



MR. RAJ SHETTY

(Chairman & Managing Worker)

A company takes years to establish and so Ramee Group of Hotels plans to provide the best hospitality standards. With sheer hard work and labour we believe in giving complete customer satisfaction and find delight in serving you to the optimum.

Over decades of experience in the trade, Ramee Group of Hotels, owned 42 Landmark properties across 4 Countries and in India covering almost 5 major States with 8 owned properties operated under 8 brands.



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