

HOSPITALITY

Talk

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50

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Editor's note

The year 2015 has come to an end but was important in the history of the hospitality industry. There were key developments like the Marriott & Starwood merger and the acquisition by AccorHotels of Fairmont, Raffles and Swissôtel (FRHI). The year 2016 will, accordingly, witness some changes in the way these brands operate.

In our January issue, we bring you the views of hoteliers about how 2015 has been for them and what their expectations are for 2016. Further, we got up-close and personal with Rajindera Kumar, Director, Vivanta By Taj Ambassador New Delhi & Former President, FHRAI to discuss his journey in the industry. He joined the Gallery of Legends at the globally acclaimed North India Hospitality Awards in November 2015.

Weddings continue to remain of utmost importance to the hospitality industry as this segment is recession-proof and brings a large amount of revenue to hotels. We spoke to top managers in this field to understand how this segment has been doing in the country and what prime hotel brands are doing to attract more guests and to achieve perfection when it comes to weddings.

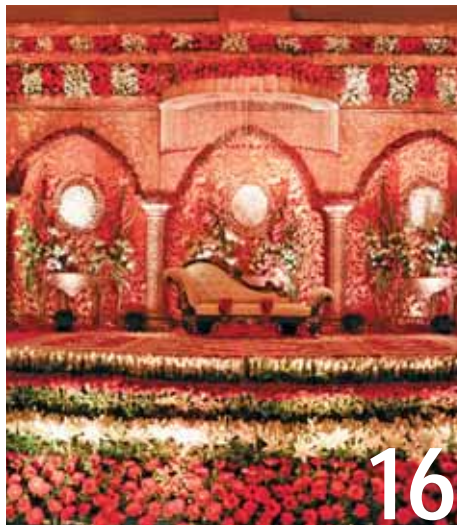
Of great interest is our interview with Umang Narula IAS, Chairman & Managing Director, India Tourism Development Corporation, who speaks about his brand and market competition.

We remain optimistic about 2016 and hope the country will continue to see the mushrooming of big brands in this year, or will it move more towards consolidation of existing brands?

We wish you and your family a very Happy New Year.

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Hard Rock Hotel now in India

Hard Rock International introduced its first hotel, Hard Rock Hotel Goa, in India this December. Situated at one of Goa's most popular hangouts, Calangute Beach, Hard Rock Hotel Goa is a music-inspired lifestyle hotel featuring 135 luxurious rooms and suites, multiple dining establishments and a pool bar and grill. It features the brand's signature offerings, such as the innovative Rock Spa, a Hard Rock Roxity Kids Club and a Rock Shop.



Delhi/NCR gets third Leela

The Leela Palaces, Hotels and Resorts has announced the addition of a third luxury hotel in the National Capital Region. The newest addition is Ambience Group's five-star deluxe hotel in East Delhi which has been named The Leela Ambience Convention Hotel, Delhi. The 480-room property offers one of the largest conference and event space in India. As India emerges as a significant destination for world-class banqueting, conventions and events, this property will add to the momentum by offering world-class facilities and help make Delhi a preferred upscale MICE destination.

6th India International Hotel Travel & Tourism Research Conference and 7th Indian Hospitality Congress Annual Conference

India International Hotel Travel and Tourism Research Conference, the most prominent International conference in the field of Hotel, Travel and Tourism, is being jointly organized by Banarsidas Chandiwala Institute of Hotel Management & Catering Technology and Indian Hospitality Congress from 10th to 12th February, 2016. The programme will include workshops, panel discussion as well as formal presentations along with the keynote addresses from the eminent speakers from both industry and academia. The previous conferences held at BCIMCT, were well attended by approximately 400 participants including the national and international delegates from New



Zealand, Australia, Germany, Spain, UK, Taiwan, USA, Canada, South Korea, Israel, South Africa and Malaysia. The Keynote Speakers for the conference are Dr. Paolo Mura, Senior Lecturer & Programme Director of the Postgraduate Programmes, Graduate School of Hospitality and Tourism, School of Hospitality, Tourism and Culinary Arts, Taylor's University, Malaysia and Dr. Manjula Chaudhary, Professor, Department of Tourism and Hotel Management, Dean, Faculty of Commerce and Management, Kurukshetra University, Kurukshetra. India International Hotel Travel and Tourism Research Conference will be exploring overall theme related to Hotel, Travel and Tourism which will focus on a wide range of topics, including:- Emerging Trends in Tourism, Travel and Hospitality; Contemporary Issues in Hospitality & Tourism; Natural Disaster; Climate Change & Crisis Management in Tourism & Hospitality; Ecotourism, Green Practices & Sustaining Environment in Hospitality & Tourism; Tourism & Hospitality Economics and Forecasting; Virtual Tourism, e-Tourism, ICT and Travel Technologies; Food Safety, Quality and Innovations; Tourism & Hospitality Marketing Strategies and Consumer Behavior; Hospitality & Tourism Education and Training; Managing Human Resources in Hospitality and Tourism; Tourism & Hospitality Business Strategies and Revenue Management.





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Purchase managers join forces at HPMF 2015

The Hospitality Purchasing Managers' Forum (HPMF) conducted the fifth edition of its annual convention recently in Mumbai on December 18-19, 2015. It saw participation from about 150 hospitality purchasing managers from all over India, specially Pune and New Delhi. The aim is to create a better environment in hospitality procurement and develop synergies where there was none. Nitin Shankar Nagrale, founder and General Secretary of HPMF, said, "We want to work out a collective strategy to create a better name for the fraternity. Training and development needs need to be identified and a solid three-year plan of action needs to be created to implement the strategies for achieving results. Purchase managers in this industry were ignored as a community and they needed to come together. HPMF's aim was to help and create a network for them, so that they get more exposure." He added that the forum now has 965 members all over India and they are connected to each other via WhatsApp groups and social media created for each city where members share information, knowledge and even vendor details with each other. "Information ranges from notifications, new laws passed, presentations,



white papers and even news articles. We saw more than 176 delegates from all over India including 75 from Mumbai. This is the first event we are conducting with delegates from across India," Nagrale said.

The two-day event saw a host of events: panel discussions, presentations on various topics of hospitality procurement, and B2B meetings. A panel discussion on the 'Importance of Vendor Relationship Management in the life of a Successful Purchasing Professional' set the tone of the event. This was followed by two panel discussions and four presentations on various topics the next day. Hospitality procurement, ethics in purchasing, and sustainable development were the topics covered in presentations made by senior leading working professionals from across India.

Panelists from different fields including an IAS officer, commissioner of customs, commissioner of FSSAI, director of FICCI and chairperson from environment organisation participated in the event. The second half of the second day saw B2B meetings where 30 top suppliers of India met with 150 buyers. The evening networking party saw attendance from general managers from Mumbai's five-star hotels, members of WICA, Awesome, Ipha and IT managers.

Delhi's Sky Lounge and Bar opens to a new season

As winter sets in and the temperature drops, 'Sky Lounge and Bar' opens for the party season. The unveiling of Season Two was marked by a glamorous launch party attended by city's party crowd. Located on the top of Hotel The Royal Plaza on Ashoka Road, 'Sky Lounge and Bar' is the capital's highest lounge with the largest open bar. The season two marks yet another incomparable season of innovative cocktails, mouthwatering food, striking atmosphere and spectacular views.



The First Park Inn By Radisson in Amritsar

Park Inn By Radisson Amritsar Airport has opened its doors to international and domestic travellers. Park Inn By Radisson hotels have an 'Adding Color to Life' guest service, designed to make stays fun, comfortable and uncomplicated. New generation Park Inn By Radisson hotels feature a design concept that focuses on business and leisure travelers alike.



Global Hospitality Conclave dates announced

Global Hospitality Conclave will take place on 8th January 2016 at The Leela Ambience Gurgaon Hotel & Residences. The conclave would serve to be a useful lever and a strong platform for participants to project their capabilities and opportunities to the industry elite from across the global hospitality spectrum.

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The Shangri-La Hotel, Bengaluru launches three new restaurants

Shangri-La Hotel, Bengaluru launched its 18th floor with fine food and beverage offerings at three new restaurants—Caprese, Saffron and Yatai—its Mediterranean, Indian and Japanese speciality restaurants, respectively. Positioned to offer the experience of sky-high dining amidst beautiful views and the Bengaluru weather, level 18 of Shangri-La Hotel, Bengaluru is the ideal destination for fine food, conversation and a memorable culinary experience.

Lotus B-School launches PGD in Wine and Spirit Business Management

Lotus B-School, in alliance with IPC Bordeaux, France has launched a Post Graduate Diploma course in Wine and Spirit Business Management. This is a one year course, with the first three months training at the Lotus Business School - Pune followed by three months advanced training at IPC Bordeaux, France along with a six months paid internship in France.



The Gateway Hotel Hinjawadi Pune open

Taj Hotels Resorts & Palaces and Paranjape Schemes (Construction) Ltd have announced the opening of The Gateway Hotel Hinjawadi Pune. This is the first Gateway branded hotel in the city of Pune. PSC Pacific, a Paranjape Schemes (Construction) venture owns this property which is operated by Taj Hotels Resorts and Palaces.

Gateway Hotel Hinjawadi Pune is located on the Information Technology Corridor of Pune off the Pune - Mumbai Highway. The hotel is easily accessible from the industrial areas of PCMC, Talegaon.



WTTCCII announces appointment of new Office Bearers for 2016

The Annual General Meeting of the World Travel & Tourism Council, India Initiative (WTTCCII) was held on 9 December 2015 in New Delhi. Office Bearers of WTTCCII for the year 2016 were appointed in this meeting. Kapil Chopra, President, The Oberoi Group has been appointed as the Chairman of WTTCCII for the year 2016. Chopra, who served as the Vice Chairman of WTTCCII for the year 2015, takes over from Manav Thadani, Chairman, HVS, South Asia, who completed his term at the recently held AGM in Delhi. Ashwani Lohani, Chairman & Managing Director, Air India has been appointed as the Vice Chairman of WTTCCII for the year 2016.

Rumourss Sky Villa to open in Lonavala, Maharashtra

Lonavala is all set to feature India's first resort on the lines of Japanese Tree House Chalets. An architectural feat, the villas at Rumourss Sky Villa & Resort are erected on a single iron mast at a height of about 30 to 40 feet that tremble gently and pleasantly at periodical intervals.



Marriott Rewards launches 'MAX!'—an inspiring children's programme

Marriott Rewards, Marriott International's award-winning loyalty programme, is launching 'MAX!', a new and exclusive kids programme which aims to enrich the travel experiences of children through holistic activities that inspire and nurture. The programme will be available to members staying at participating Marriott International properties throughout the Asia-Pacific region starting from the 21st of this month.



Breakfast emoji keyboard from Holiday Inn Express

InterContinental Hotels Group (IHG) has announced the launch of the Holiday Inn Express brand's all-new breakfast-emoji keyboard, available for free download via the iTunes



App Store and Google Play. The new keyboard, a first of its kind for any hotel brand, features 25 playful breakfast characters, and, just like the brand's Express Start breakfast bar, offers something for everyone—from cinnamon rolls and sausages to oatmeal and yogurt, and of course, the brand's beloved one-touch pancake machine.

Vivanta by Taj-Dwarka introduces the Indus Express

Vivanta by Taj - Dwarka, New Delhi the latest entrant to the Taj family in the capital, launched Indus Express, a restaurant that takes the guests on a culinary journey through pre-independence Punjab. The restaurant was launched by Captain Amarinder Singh, former chief minister of Punjab.



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AccorHotels adds to its Optimum Service Standards Programme

AccorHotels has enhanced its fully accredited Optimum Service Standards programme with new facilities and services to welcome leisure and business travellers from India. Designed to serve the preferences of the Indian traveller, the Optimum Service Standards programme is now available across the Middle East, Asia and Europe with over 52 AccorHotels properties participating under the Sofitel, Pullman, MGallery, Novotel and Mercure brands. Properties such as Sofitel London Heathrow, Pullman Paris Montparnasse, Hotel Molitor Paris - MGallery Collection, Novotel Zurich Airport Messe, and Mercure Paris Roissy CDG will now offer dedicated services to Indian guests. The features include a welcome letter in both Hindi and English and a Hindi speaking reception staff.

Slovenia's capital set to welcome InterContinental Ljubljana

InterContinental Hotels Group (IHG), together with Delta Holding has announced the signing of InterContinental Ljubljana. With 182 InterContinental Hotels & Resorts open worldwide and more than 50 hotels in the global development pipeline, IHG continues to expand the brand's portfolio. Opening in 2017, the 165-room hotel will operate under a management agreement with IHG, representing the continuation of a long-term partnership between the two companies that was first established in 2007. Delta Holding and IHG also have a management agreement in place for Crowne Plaza Belgrade.



Sheraton Hotels & Resorts now in South Australia with the Sheraton Adelaide

Starwood Hotels & Resorts worldwide announced in November plans to debut its iconic Sheraton brand in South Australia with the signing of the Sheraton Adelaide. Owned by the Makris Group, South Australia's largest privately owned retail property group, Sheraton Adelaide will be at the centre of a mixed-use development featuring luxury residential apartments, office and retail space located at 88 O'Connell Street. To open in mid-2019, Sheraton Adelaide expands Starwood's growing presence in Adelaide.



One&Only celebrates fashion

One&Only celebrated fashion this November with an array of innovative designer partnerships and brand initiatives that took place or were launched during the month. This year saw One&Only launch its first fashion label of easy-to-wear cotton kaftans, dresses, shorts and shifts with colourful embroidery inspired by each One&Only resort.



Second wave of Sheraton Grand hotels in Asia Pacific

Sheraton Hotels & Resorts, part of Starwood Hotels & Resorts Worldwide announced the addition of five properties across Asia Pacific to Sheraton Grand, the brand's new premier tier of hotels recognised for their destinations, designs, and excellence in service and guest experiences. The brand welcomes Sheraton Grand Mirage Resort, Gold Coast, Sheraton Grand Hangzhou Wetland Park Resort, Sheraton Grand Xishuangbanna Hotel, Sheraton Grand Hangzhou Binjiang Hotel and Sheraton Grand Incheon Hotel. Sheraton Grand is a initiative currently underway for Sheraton 2020, a comprehensive plan designed to solidify Sheraton as a leading global hotel brand.

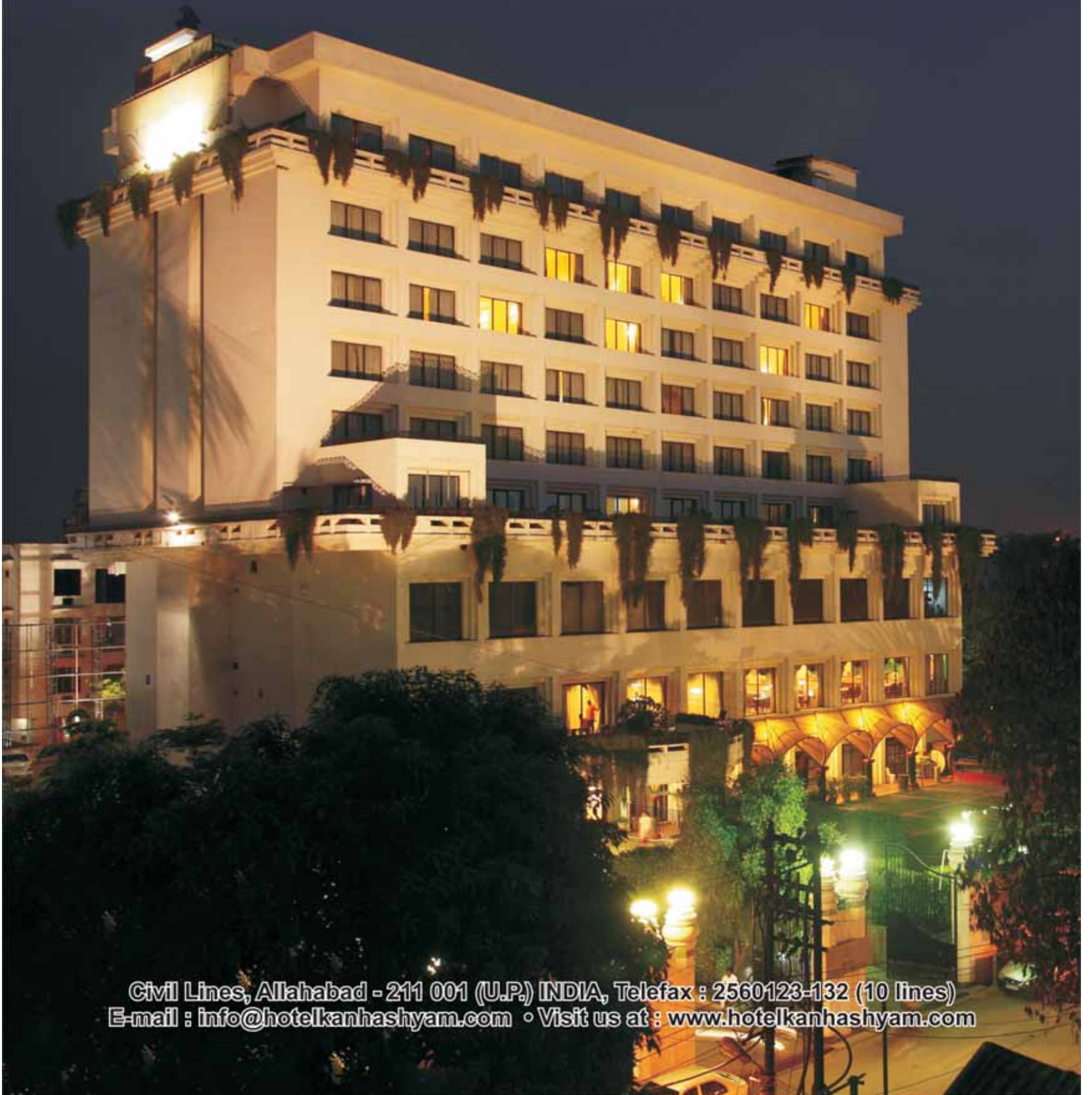


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SIEMENS COOK-OUT SESSION AT THE ETRELUXE STORE

Siemens Home Appliances held a cook-out session with architects, interior designers and its discerning customers at their kitchen dealer store at Empire Plaza, Sultanpur, M.G. Road, New Delhi. The activity was held at the ETRELUXE store which is a supplier of Siemens appliances to the customers in the region.

The event was hosted by a chef from the renowned Olive Bar & Kitchen. The cook-out included a combination of vegetarian and non-vegetarian food and was cooked using Siemens barbeque grill, oven and TeppanYaki. Post the event the audiences also got to taste the different varieties of coffee made by the Siemens Coffee Machine.

Commenting on this cook-out, the chef said, "Siemens Home Appliances represents futuristic

technology, luxury and cutting-edge design. Siemens Home Appliances ensure with their easy-to-use features and futuristic technology, customers can have a hassle-free cooking experience. The luxurious feel of the appliances add to the over-all aesthetic appeal of homes. Kitchens are the 'heart of homes' and thus have become the new living room. With this cook-out we hope to have given the local customers a first-hand experience of the products."

Etreluxe offers an array of Siemens products in the built-in and free standing category that would define the ultimate in lifestyle for customers in Delhi. They provide a full range of premium products and services with an integrated solution. The flexible fitting and the cutting edge design of Siemens built-in appliances, provide easy integration

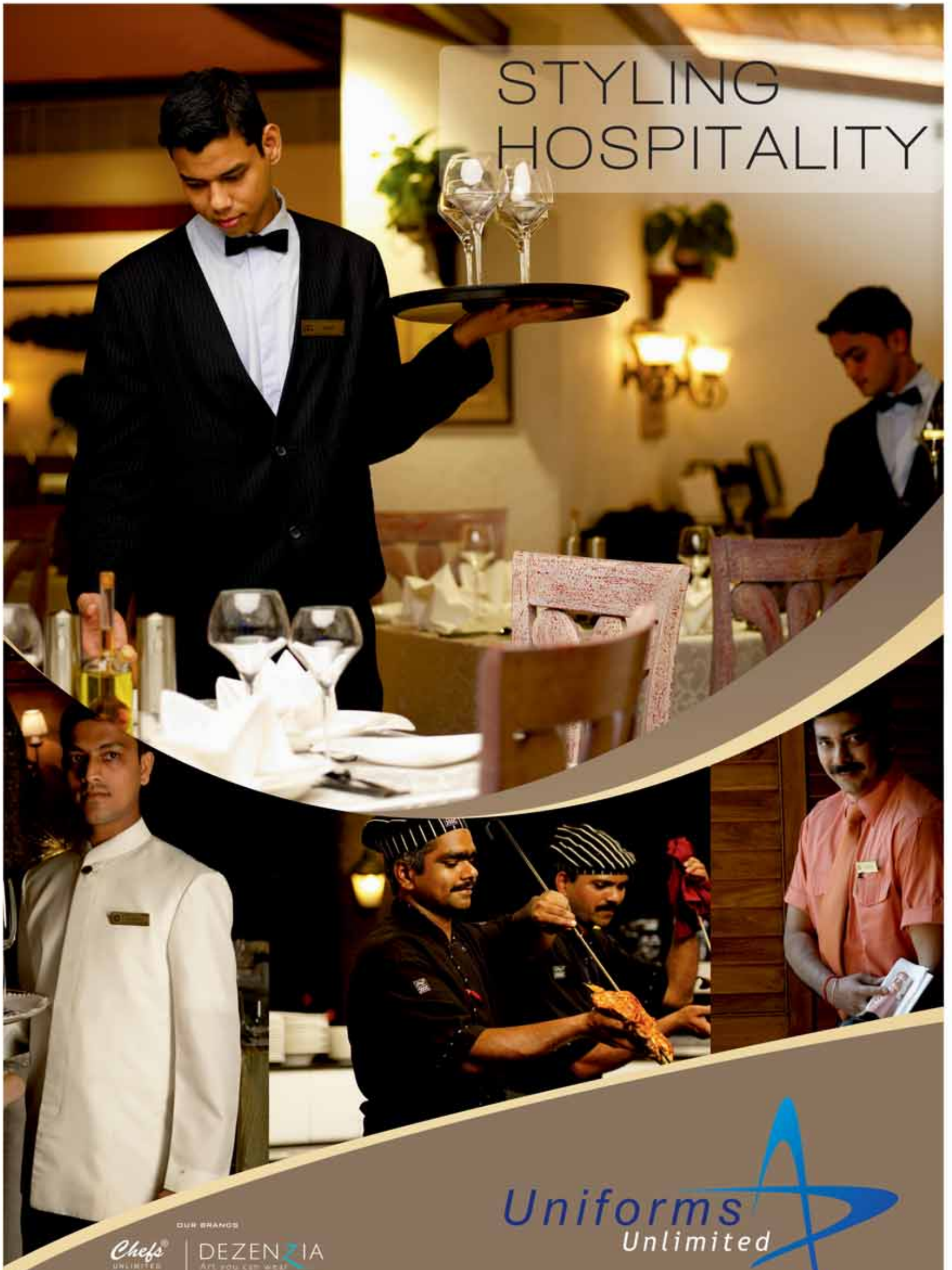
with kitchen furniture and home architecture. The free standing products have built-in intelligence which ensures it saves energy, reduces input and maximizes output. Siemens has always been a pioneer in innovation, design and technology for which it has been bestowed with various international awards.

All the Siemens products involve detailed research and testing right from its conceptualisation to manufacturing and thus ensure complete customer satisfaction. The products are a combination of superior technology with visually aesthetic designs.

The event was held on the 18th of December and the appliances used were iQ700 Oven / iQ700 Coffee Centre / TeppanYaki and Barbeque grill.



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IVY Kwan

The Exciting Journey of ONE&ONLY

Created exclusively for the ultra-luxury resort market, One&Only Resorts are conceived as hallmarks of excellence. Set in some of the most beautiful locales in the world, each award-winning resort offers guests a distinctive style that emerges from local culture, genuine hospitality and a lively energy that is unrivalled. **IVY Kwan, Vice President, Sales & Marketing, Asia Pacific, One&Only Resorts** tells us what the brand is up to in this region.



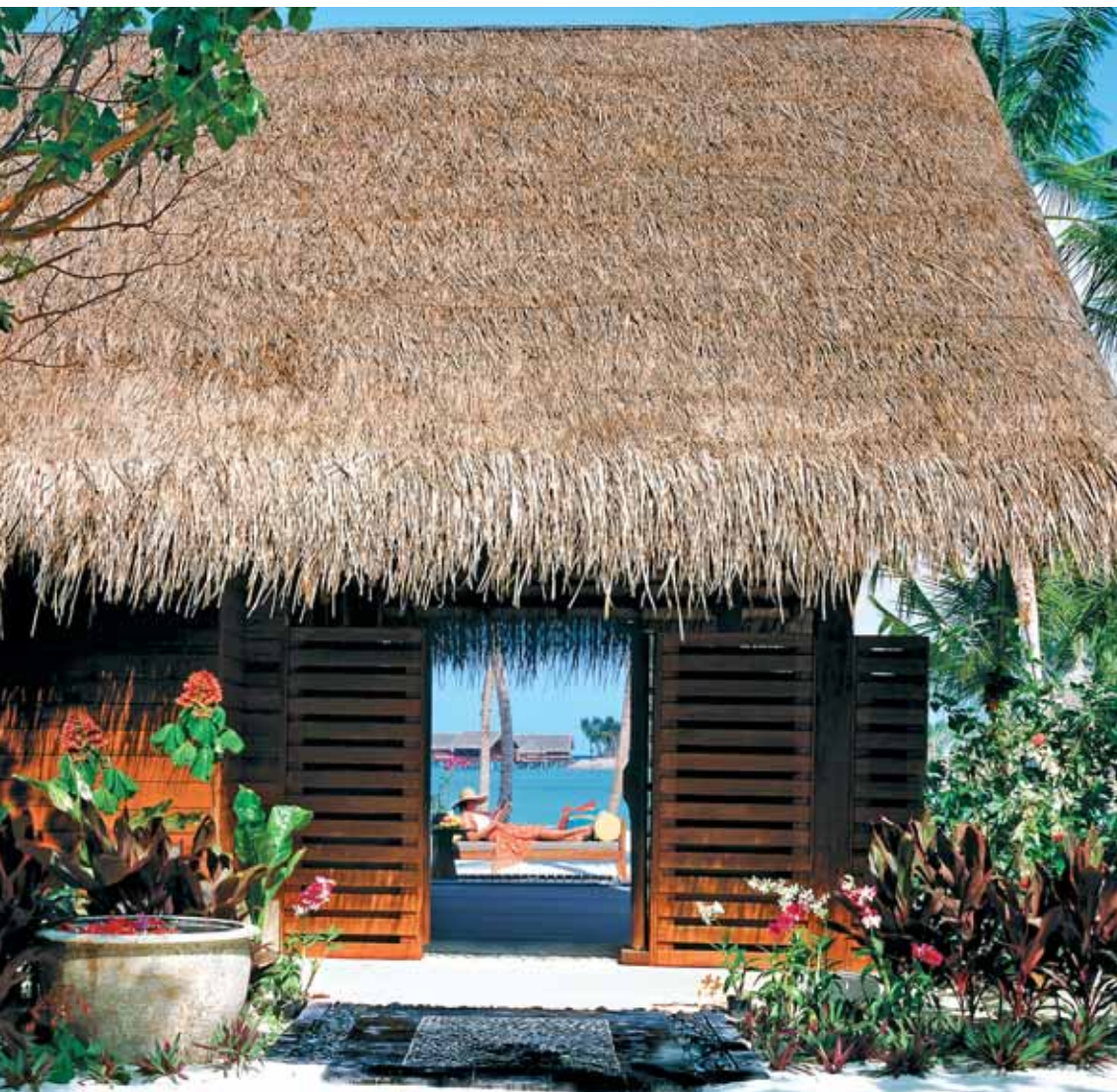
We love this country. I think it is a natural progression to be here. India has some beautiful spots in the world



Kindly explain the portfolio of One&Only.

Kerzner International is our parent company. And within the portfolio we now have nine resorts which we started in 2002. It grew with destinations in Mauritius and Dubai which is where our global office is located and we have resorts in Bahamas, Mexico and South Africa.

It is really exciting as, just in the past year, we have reflagged One&Only Haymen Island and in February, we reflagged Emirates Wolgan Valley Resort & Spa in The Blue Mountains. Australia is certainly an important market for us. We recently re-opened One&Only Palmilla in Mexico and the iconic One&Only Ocean Club has commenced renovations to enhance the Hartford Wing and will also



be adding a new beachfront infinity-edge pool and bar and grill. It's important for us to grow our portfolio but it's equally important for us to choose the locations that are unique.

One&Only Resorts have announced the development of five new resorts in the last 24 months—One&Only Sanya in China, One&Only Portonovi in Montenegro, One&Only Bahrain as well as two new One&Only resorts outside of Puerto Vallarta in Mexico.

When will India see One&Only?

I would love to be in India. We love this country. I think it is a natural progression to be here. India has some beautiful spots in the world. We are essentially a management company. We look for owners who love quality and who can make our level of investments. We then also need to ensure the unique locations that One&Only resorts are known for, are also here.

Who are your clients?

We basically are dealing with the leisure market. We have couples celebrating anniversaries and birthdays and families are huge for us. We have a special thing called Kids Club where, across all our resorts, we offer an entire day of activities to the kids. So while you can go and unwind outside, you can leave your kids to our great hands.

In the Kids Club you learn how to cook, how to bake, how to paint and so on. There is an educational

component to the experience and that is unique to every single of our resorts.

So One&Only is not really for corporates?

This is true that One&Only primarily cater to the leisure market. But we do have some resorts which cater to corporates as well. One&Only Hayman Island is great for MICE. We do a lot of corporate meetings and lot of incentive groups and weddings as well.

How many Indian guests do you get each year?

The number of Indian guests varies across each market. In locations such as Dubai and Mauritius we do see a higher percentage of Indian guests. But in locations like Bahamas and Mexico, we do get a smaller percentage of Indian clients. However, it does give us more room to grow. For us, it's important to secure the trade distribution network in this market.

Are you working closely with travel agents?

We are working very closely with travel agents. They are our lifeline. Without our trade partners, we wouldn't be where we are today.

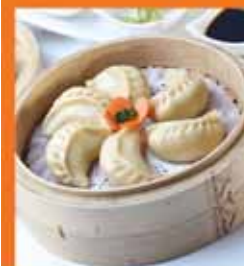
The trade partners in the Indian market are an integral part of the business landscape. It is important for us to secure the distribution. Now that we have them, there is the part of educating them of what One&Only is all about so that they, in turn, can articulate what the brand values are.



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Weddings: AN INDUSTRY WORTH \$40 billion

People can't help but notice in a wedding season that the wedding segment in India is huge. This business is strong in 5-star hotels and they take care of the most miniscule tasks, even to getting the right drink during the *pheras*. A wedding is a tremendous opportunity for those in the industry. We speak to the spokespersons of the leading brands in the wedding segment to help us understand its growth.

Anupriya Bishnoi



Chinmai Sharma



The wedding industry in India is really doing well. According to the numbers that we have, it's about `1,000 crore annually. In terms of growth it is 20-25 per cent every year



WEDDING INDUSTRY IN INDIA

Chinmai Sharma, Chief Revenue Officer, Taj Hotels Resorts and Palaces says, "The wedding industry in India is really doing well. According to the numbers that we have, it's about ` 1,000 crore annually. In terms of growth it is 20-25 per cent every year. So clearly the number is increasing. Weddings are now more into venues and destinations. Even at Taj we have seen a double digit growth as far this particular segment is concerned."

Michel Koopman, General Manager, Leela Ambience, Gurgaon believes that downturn or not, weddings are a stable business. He says, "The rise in affluence has transformed the Indian wedding into a lavish affair. Every little thing from the venue, to the decorations, to the food, has to be the best. And this has created a \$40 billion industry. Interestingly, allied industries such as beauty and fitness and photography are also benefiting from this surge in spending while exchanging vows, with hotels having taken the biggest piece of the pie."

With respect to Leela he adds, "This particular segment has seen a growth because, earlier, the major focus of the brand was on corporate business. However there is not much growth seen for corporate meetings due to availability of in-house venues at the corporate offices and cheaper venue's available in the market. So the brand has started showing interest in the wedding business so as to have stable revenues."

REVENUE EARNED FROM THE WEDDING SEGMENT

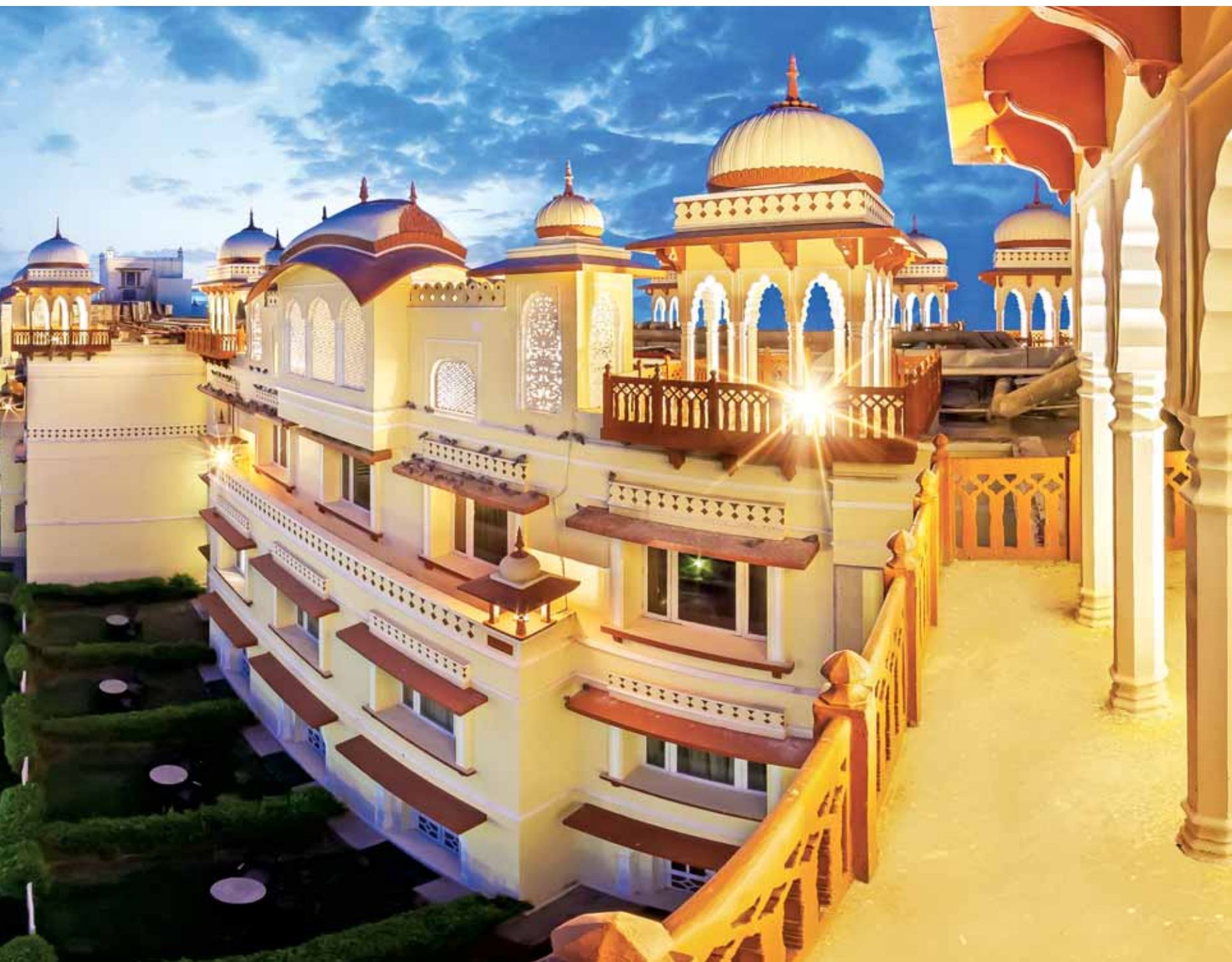
According to Sharma, "In terms of percentages, out of our whole banqueting business, 20-25 per cent of it is coming from the wedding segment. We are leading the market share in the wedding segment. Going forward, we will continue this focus so that we are able to give unmatched experiences to guests."

Koopman says, "Close to 35-38 per cent business is coming from the wedding segment. We have been able to generate additional revenues for rooms, restaurants and the spa."

GROWTH OF THE SEGMENT

The industry is recession proof, provides ample opportunities for a creative person to be imaginative and allows shrewd businessmen to exploit the huge untapped potential. With half of India's population under 29 years of age, the marriage market is set to boom like never before over the next five to ten years.

Sharma believes that this segment has the potential to grow in leaps and bounds. He says, "In India, the wedding industry is recession-proof and people are more and more discerning and they want unique experiences because obviously a wedding is a onetime process and we at the Taj are able to give them what they are looking for."





Michel Koopman

“We have noticed a few trends like the rise in wedding themes and in dramatic decor elements”



India is a country known for its festivals, colourful lifestyle and a unique way of celebrating events. Weddings are sacred ceremonies in Indian society. Now these occasions have become important as an industry which has up-scaled thanks to the burgeoning spending because of its association as a status symbol. Koopman says, “The situation has come to such a pass that people want to have a customised marriage, that is, somewhat different from the usual one in terms of decorations, catering, and so on, to make it a memorable one for all attendees. Even during economic downturns, weddings remain a stable business as they are once-in-a-lifetime event.”

He says, “Currently, the country has a population of around 1.25 billion and, considering an average family with five members, there are around 250 million families in India. With about one marriage per family every 20 years, the country averages roughly 10 million marriages every year.”

BRANDS DOING THINGS DIFFERENTLY

Sharma believes that, the Taj has been in hospitality for a long time, so, as a leading luxury brand, it is well-positioned to handle something as traditional as an Indian wedding. He says, “Weddings in India are that time when families get together and it’s a lot about culture. I think we connect better with the guests where we give them a fantastic experience. So we have been hosting Timeless Weddings for decades now. We are well-positioned in the market because of all the destinations we offer and the kind of customisation we render for our guests.”

“In terms of unique wedding dreams, in Maldives Taj Exotica, we have done renewal of vows which happened under water. We have couple of other examples too. We are working on developing experiences which are unique and out of the world. Obviously other hospitality companies might build experiences but it still it won’t be a wedding like for royalty,” he explains.

Leela creates great wedding experiences for its guests, be it destination weddings, or otherwise. Speaking of Leela Ambience Gurgaon, he says, “We are one of the best banquet venues available in Delhi/NCR which can cater to big or small weddings at the same time since we have a variety of venues

ranging from a venue to hold a small pre-post wedding function of 100 guests or a venue to host a wedding event of 1,500 guests. Leela Gurgaon suits the best as it has the perfect location, perfect ambience and the perfect food and beverage services to cater to this segment. Though there are other brands which are very old players in weddings, we have also our fair share of the market and stand amongst the best hotels to be chosen for weddings. We have one of the largest inventories of rooms also to cater to big wedding groups and are considered to be a brand to be associated with when it comes to a wedding.”

“We have introduced a couple of themes for the wedding, from a fairy tale style to an extravagant luxurious wedding through our concept called dining by design,” he adds.

THE CHEFS

A lot of the people who are getting married are very well-travelled as well so they have very unique requirements. Sharma says, “The good thing is that with the depth of culinary expertise of our chefs, they will create unique experiences for our guests and provide whatever cuisine they will ask for.”

Koopman says, “We have only specialised chefs within the hotel, right from the Indian Master Chef Kunal Kapur to Executive Pastry Chef, Pablo Morales, all equipped to create wonders in the food set-up. Our chefs are hands-on in all the cuisines, right from the pure vegetarian to international cuisines.”

NUMBER OF GOVERNMENT LICENSES TO HOLD A WEDDING

Sharma says, “We need around six licenses with some no-objection certificates. It depends on the kind of wedding planned.”

Koopman says, “It is a simplified process at the Leela Gurgaon since we do not require any government licences for a wedding. In case there is entertainment planned for it, we need to have PPL and IPRS licences. No liquor licence is required to serve the alcohol as the hotel has the yearly licence.”

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GREEN at heart

In this guest column, **Shwetank Singh**—Vice President - Development & Asset Management - InterGlobe Hotels looks at how ibis ensures that the environmental impacts of its hotels are minimised.



Shwetank Singh



In today's economic climate there is a growing awareness amongst hoteliers and investors about the environmental and social impacts of hotel development and operations. Sustainability issues have permeated nearly every aspect of the hospitality industry. This has been driven by multiple factors including owners' and operators' desires to reduce operational costs, changing investor attitudes toward the environment, increased regulatory focus on facility operations and a general shift towards the paradigm of 'responsible sustainability.'

The Indian tourism and hospitality industry contributes a large percentage to the GDP. As a result, the hotel industry in India is growing with a positive long-term outlook. This growth gives the hospitality industry a big role of responsibility. High use of energy, water and other resources, and waste management are key issues that plague the hospitality industry worldwide. The government considers star hotels one of the major waste generators, indirectly contributing to climate change, both during the construction and operation stages.

A few ways in which developers ensure sustainability at every stage are as follows: Smart Buildings—green buildings primarily focus on multiple sustainable features such as efficient use of water, resourceful energy usage—including eco-friendly energy and renewable energy. They also focus on the effective use of landscape and recyclable materials. At InterGlobe Hotels, ensuring sustainability and minimising the environmental impact across ibis hotels, are key priorities. PLANET 21 Strategy is a process that runs across 7 Pillars of health, nature, carbon, innovation, local, employment and dialogue across 92 countries. We believe in: Science behind comfort; rooms are right size, and; state-of art in everything.

Small and definitive steps towards change and improvement go a long way in ensuring environmental

sustainability. At ibis, we implement multiple initiatives in order to bring alive our PLANET 21 Strategy. **Power conservation:** At InterGlobe Hotels, energy saving LED lights are used across all spaces at ibis hotels—rooms and common areas. Thermal solar panels are used for hot water generation hybridised with heat-pump system. Typically, the average production of hot water from solar hot water generation plant is 5,000 litres/day equivalent to 140 KWH units of energy savings. **Water conservation:** At InterGlobe Hotels, fix faucets and showers with flow regulators are used so as to curtail the use of water. The use of a sensor based flushing system is applied to stop wastage.

Waste Management: At InterGlobe Hotels there are state-of-the-art Sewage Treatment Plants (STP) across all ibis hotels. Organic fertiliser (100 per cent) is produced which is used for nourishing plants in landscape areas, waste segregation into dry garbage (hazardous and non-hazardous) and organic waste. This is further routed for recycling, processing and safe disposal through specialised agencies. **Environment and Greenery:** About 468 hotels from the InterGlobe Hotels and Accor groups are taking part in the Plant for the Planet reforestation project. InterGlobe Hotels has received a gold in the Indian Green Building Council in 2014. InterGlobe Hotels along with Accor Hotels India, has managed to reduce their 2014 energy consumption by 2.5 per cent and water consumption by over 14 per cent by investing in greener technologies and by educating staff on best practices.

A green environment will improve the standard of living of citizens, the economy and the planet at large. Given the times we live in, sustainability is a power term that signifies smart living. It is critical that we all join hands and take environmental conservation measures a notch higher. Let's together make an attempt to provide future generations a better standard of living.



Small and definitive steps towards change and improvement go a long way in ensuring environmental sustainability



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Ajay Shetty

A fun drink called **wine**

Ajay Shetty, Managing Director, Myra Vineyards, tells us about his brand while discussing the wine industry

Please explain your brand's products.

Myra Vineyards, a new entrant in the wine industry was established in February 2013 in India with four varietals—two reds and two whites. Today, the label has nine offerings—two in super premium Reserve, four in mid-premium range Myra Wines, two in entry level wines and a recently launched limited edition unfiltered red wine varietal, Misfit. Within a short span of time Myra Vineyards has expanded its product portfolio and its presence to three key markets.

Myra has created wines that are at once sophisticated and accessible; wines that appeal to the connoisseur without intimidating the novice. Headquartered in Bangalore, Myra Vineyards' wines are infused with a passion for viticulture, and from its vineyards emerge specialised and stylised wines. The Myra Vineyards team includes Chief Advisor and Wine Consultant, Nikhil Agarwal—a veteran sommelier with over a decade's worth of international experience in the industry—and winemaker Rajesh Rasal—who has 10 years of experience in winemaking as an art form, and considers the vineyards his muse, and his home.

Our recently launched limited edition unfiltered red wine varietal Misfit has been accepted well in markets like Mumbai and Goa. Misfit is a fine blend of traditional Cabernet Sauvignon and fruity Shiraz. Matured in French oak barrels for 18 months, the blend is smooth, medium-bodied and generous on the palate. Given this rare cuvee has been kept unfiltered in conception, the natural characteristics have been retained to set unprecedented standards. From attention to detail, right from the look and feel of the labels—where English fonts are interwoven with Sanskrit lettering; the result is a very memorable product.

What is Myra Vineyards' portfolio?

Myra Vineyards' portfolio currently includes: Sauvignon Blanc - winner of the bronze medal at the Wine Consumer's Choice Awards (IWCCA) 2014 and the winner of commendable wine at Decanter Asia Awards 2014, Chenin Blanc, Cabernet Sauvignon and the Shiraz—its most popular wine, and also an IWCCA winner in 2012 in the Non-Reserve Shiraz category and the commendable wine winner at the International Wine Challenge, London, Reserve Cabernet Sauvignon and the Reserve Shiraz—Winner of the silver medal at the Hong Kong Wine and Spirits Competition 2014 and winner of the bronze medal at Decanter Asia awards 2014.

Myra's product segmentation includes: Two-headed bird which is the entry-level category

followed by Myra (mid-segment category) and Reserve (premium category).

In Myra Wines Premium, we have the following varietals: Chenin Blanc (White), Sauvignon Blanc (white), Shiraz (Red) and Cabernet Sauvignon (Red).

In the high-end super premium wines, we have the following varietals: Reserve, Shiraz (Red) and Cabernet Sauvignon (Red).

At the entry level wines, we have: Two Headed Bird, Shiraz (Red), Sauvignon Blanc (White).

Which hotels are you supplying your wines to?

As part of our marketing efforts we have tied up with retail outlets, elite restaurants and star hotels in the three markets we are present in (Karnataka, Maharashtra and Goa). Our limited edition unfiltered red wine varietal Misfit is only available through star hotels in Maharashtra (The Taj Mahal Palace Hotel), Goa (Grand Hyatt) and Bangalore (Crowne Plaza). We are now present in three key markets and are looking to close two to three newer markets by end of the current financial year. The brand currently has nine varietal across four price points and consumers can expect



We would like the government to declassify wine from the broader liquor business and put it under the agro-based and food processing sector



more. Myra Vineyards as a brand has seen steady growth since inception and has sold 7,000 cases till date. We expect to double this to 14,000 cases across all categories by the end of this financial year. For a complete list of wines available across markets, please visit: <http://www.myravineyards.com/storelocator.aspx>

Is transportation an issue in India? How do you ensure that wine doesn't get spoilt while it's being transported?

Transportation is an issue—to counter this issue we use screw caps on our bottles currently instead of corks, as there aren't any temperature controlled trucks or warehouses. Our research indicates that corks don't work too well in maintaining the quality of wines without appropriate temperature controlled environments.

Has wine consumption increased in the past few years in India?

There has been a steep increase in wine drinking in India as there's more choice of brands and wines available in the market for consumers. The market now has both Indian and foreign winemakers who are producing quality wines.

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Chodovar
Czech Republic

World's **Weirdest**



Lucky Cheng's
New York

Curry Station
Niagara, Tokyo

Restaurants **TLC**

On TLC's *World's Weirdest Restaurants*, host Bob Blumer takes a wild ride around the globe to find the wackiest, craziest and downright strangest places to grab a bite. Bob has spent a lifetime exploring the outer limits of the food world, but there are still a few surprises out there, even for him.

CHODOVAR CZECH REPUBLIC

At Chodovar in the Czech Republic, you get to sample the local beer while bathing in it. If you're the kind of person who hasn't had enough beer until you're swimming in it, then Chodovar, in the Czech Republic, is the place for you. They brew beer, they cook with beer, and bathe in beer. Chodovar is a historic place in Czech Republic. They celebrate beer in all possible ways. Chodovar is a town where people have been obsessed with beer for almost a thousand years. Originally dug out to store beer almost a thousand years ago, a labyrinth of tunnels now connects a restaurant, a brewery, and a beer wellness spa. It's cold and it's dank in here, but it's really exciting to know that you're surrounded by hundreds of thousands of gallons of beer. The beer-keeper's platter consists of some ham, some sausage, some chicken wings, some ribs and some onion rings. The ham is a little bit salty, which is the perfect thing to chase down with Chodovar beer: rich, fatty eastern European sausage with nice hot mustard. There is a bathtub built for two, full of beer, with taps at the ready to fill your glasses and the tub. It makes you look and feel younger, and helps with all kinds of skin ailments. The town of

Chodovar is so focused on its beer that it even comes out of its fountains.

CURRY STATION NIAGARA, TOKYO

At Curry Station Niagara you have to purchase a ticket to get inside, but once you're inside the only thing leaving the station is the train. You actually order the food, get your ticket, and then go inside. Curry Station Niagara is the only place where train food means your food is delivered by a train. Why you ask? Because as the owner's mother once told him, before you swallow, you must "choo-choo". The restaurant is a classic family run operation. We have father, mother, brother, daughter-in-law, and grandchild—three generations running this place. Everything appears to be authentic and so worn. The stuff inside the restaurant is probably 50 or 75 years old. The entire interior is all wood from the trains. So many restaurants have photographs and autographs of the celebrities, but here they have the autographs of station masters, because in the owner's world the station masters are the true celebrities and this is the best part of the whole restaurant. Here the train comes out pulling the food that you order. Curry and rice taste different

here, because they mix different ingredient so that the Japanese like it. The cutlet is breaded and deep fried super fresh, crispy and crunchy. Pork is tender.

LUCKY CHENG'S NEW YORK

Lucky Cheng's, a New York City institution is where outrageous drag queens serve up a lot more than just dinner. Well at first blush this looks like your pretty typical New York City Chinese restaurant. Since 1993 drag queens at Lucky Cheng's have been serving great Asian cuisine and dishing it up with a side of sarcasm. The food is Asian with a nice steak nice tuna to simple chicken with lemon. They have a lot of vegetarian options too. Lucky Cheng's is a place where you can come and have every need catered to by a drag queen whether it's a cocktail, a lap dance, food, humiliation and so on. You can get it all here. New York sirloin steak with the red wine sauce with the wasabi-mashed potatoes is recommended. Lucky Cheng's is weird and wacky with superb food, outrageous entertainment and the chance to toss on sequins and step into the spotlight.

to be continued.

World's Weirdest Restaurants airs every Friday
at 6 PM only on TLC

MODERN HOTEL DESIGN: CLASSICAL YET CONTEMPORARY

Design Forum International (DFI), is a professional consultancy firm with expertise in Architecture, Urban Design & Town Planning and has projects in Delhi, Kolkata and Bengaluru. The projects by DFI include Luxury Condominiums, Group Housing, IT Parks, Hotels and Resorts, Institutions and Retail and Township and Villas. **Anand Sharma, Partner, Design Forum International**, discusses hotel architecture in India and its evolution.

Anupriya Bishnoi



Tell us something about the hospitality projects you have done.

We have done a lot of projects in the hospitality segment. Some of our contributions are: Svelte : A branded luxury segment hotel, part of the much acclaimed and respected Select City Walk, New Delhi. It's a 110 keys property.



Anand Sharma

Serviced suites @ Merchant Plaza Gurgaon—Merchant Plaza is designed as a contemporary neighbourhood shopping and commercial hub and a great example to explain mixed use hospitality development. The scheme is a blend of elements designed to please the five senses—Vision, Hearing, Touch, Fragrance and Taste. Merchant plaza has been conceptualised to address three distinct end-uses—Retail, Commercial and Hospitality.

Giving priority to the exclusivity of the end-use, the access points are segregated by means of separate lifts and staircases. The drop-off points are also separated,

well-defined and earmarked for the respective zones of the development.

Nandvilaas—Nand Vilaas has been designed using classical elements that recreate a pure and old world of Rajasthan. The heritage of Mewar architecture is carefully balanced by the contemporary interiors.

How is hotel architecture different in India from abroad?

Travel in India is on the rise, volumes being the key. Abroad, specifically the West, has matured and is to some extent on the decline as far as emerging trends in architecture goes.

On a macro level, while hotel design is a lot more about the experiential approach in India, in the West it has gone further on that curve and is leaning more and more onto the functional. The focus on multi-cuisine restaurants, health and multiple places of recreation as a part of hotel design reinforces this theory.



of cities and buildings. Additionally, cultural preservation is seen as equally important to building fabric preservation and conservation. Sustainable design takes these concerns further in advocating a beneficial relationship between the built and natural environments.

What are the latest designs in hotels?

The design trend is leaning towards bringing a lot of contextuality into the hotel built-environment and the built form. Sensitivity to the local culture, the local connect, is manifested in the use of materials, bringing local craftsmanship to the fore and trying to find a fusion which marries design sensibilities with regional flavours. The Oberoi hotels' Udaivilaas and Rajvilaas are a strong case in point.

What or who have been your inspirations?

History and culture are the biggest inspirations that can be. We, the architects, are dealing with built forms and those two cast the longest shadows on the way built form transform from being brick and mortar to creative expressions of the region's ethos, the long winding trail of history echoing through the designed spaces.

How have Indian hotels evolved as far as design elements are concerned?

Like in any other creative form, architecture swings back and forth between classical and contemporary. The best hotels of the 1950's till 1970's are rich embodiments of legacy left past, be it the Mughal, Rajputana or the Colonial. It gave way to the modernism and neo-classicism by the way facades and spaces were treated.

We seem to be going into times in which increasingly the hotel design is reflecting a mosaic of the two—spaces which are as much steeped in tradition as they are modern in outlook and visibility. Therefore facades respond to the city scapes around while interiors borrow from the classical and the vernacular. We are seeing the emergence of an architecture style which is a melange of the two, the modernity of the times sitting cosily with the centuries old craftsmanship of stone and wood, in a way mirroring the entire Indian society and mind-state.

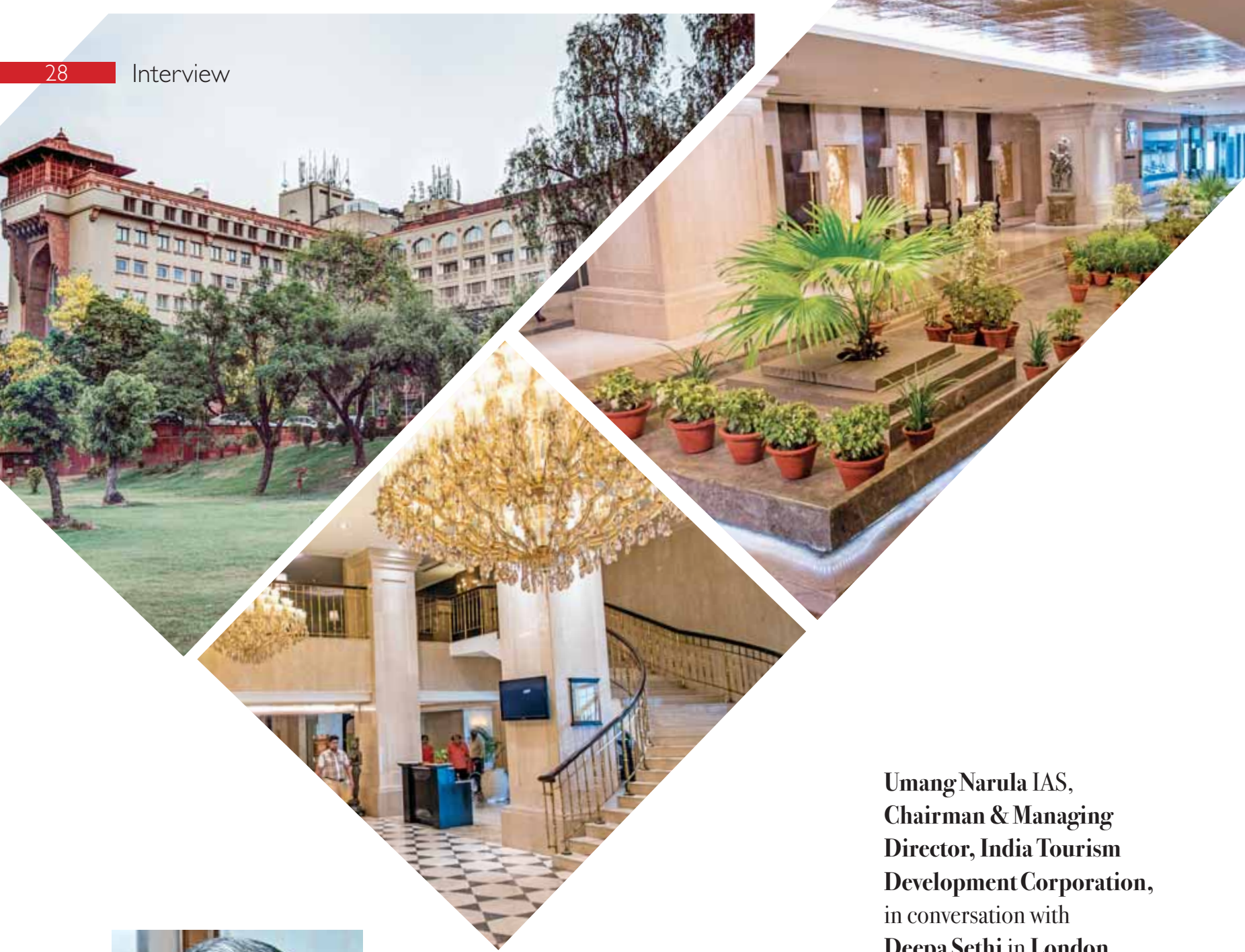
From a design element, which aspect of a hotel is the most important and why?

There can be two schools of thought and each relevant in their leaning—emphasis on public spaces or the private space; the lobby and restaurants or the room. Speaking from an Indian standpoint and therefore representative of the current trends, the public spaces are more important since they form the 'experience', the differentiator; the influencing perception of a guest. Therefore, increasing focus on arrival, the reception, the waiting area, lobbies and so on.

How are you bringing sustainability in your designs?

Evolutions in current architectural practice also include a re-commitment to community and public service, and an abiding interest and concern for our cities and landscapes. Both find articulation in 'smart growth' initiatives, inventive real estate investment and development schemes, urban redevelopment, and trends in the historic preservation

“ History and culture cast the longest shadows on the way built form metamorphoses from being brick and mortar to creative expressions of a region's ethos ”



**Umang Narula IAS,
Chairman & Managing
Director, India Tourism
Development Corporation,
in conversation with
Deepa Sethi in London.**



Umang Narula

ITDC: FIRMLY IN THE BLACK

How is ITDC doing since you came on board?

ITDC is doing very well financially in the last year. We had a profit of roughly ₹ 40 crore before tax and that's the highest profit we've had in the last eight years. We are also trying to upgrade our properties wherever required, optimise our revenue streams from the properties and also strengthen the other verticals we are in, besides the hotels.

Where does your competition come from?

The consumer has become a smart traveller; he is looking at all the sites at the click of a button, he

knows about the many options today, like daily rates and reverse bidding, so that when he walks into the hotel, he quotes the price and very often we have to give in.

What led to the bottom line going up? What has changed?

Occupancy went up last year. We had a very positive response in our flagship hotel, Ashok. That is the main engine of our ITDC Group.

Has competition increased, especially around ARR's?

Yes, there has been a lot of pressure on ARR's in the first six months, but we are in the season now

so let's see how things pan out. What we have seen is that in the first six to eight months the outside hotels have done much better. They have compensated for the off-season in Delhi, whether it is Patna or Jaipur.

How are online bookings working for ITDC?

We are trying to push direct online bookings but at the moment they are coming mainly through OTAs. Our marketing team has also been very proactive and we have been promoting online travel agencies very aggressively. We have registered with them and are in active engagement so that we get the best deals.

What about the travel agents?

We do have travel agents booking with us, but that is one area where we are trying to increase their share in our bookings. Their share has been stagnating so that is one area we are really focusing on. We will engage the travel agents and do whatever is possible to encourage them to get our market share.

How are your convention centre and MICE facilities doing despite competition?

Ashoka is the MICE destination. It is one of the most sought after convention centres in Delhi, and of course we are facing competition but that is from the outskirts of Delhi. It's one of our strengths and we are trying to leverage it. It's centrally located, big in area, has good and ample parking space and the location is not in the middle of a busy area; these kind of facilities are not available elsewhere and people come because of this convenience.

What about F&B offerings? Are you upgrading these?

Cuisines have become more scientific in the preparation of recipes. We are concentrating on our core speciality area, Indian Mughlai, and of



course we have other cuisines on offer, but these are more through our partners. We give out these restaurants on a license basis for a set cuisine.

We are in the process of improving our coffee shop at The Ashok and our restaurant in Janpath Hotel. These are projects we are going to be actively pursuing in the next couple of years. We are also changing the menu in Avadh, where we will be coming out with a new menu.

ITDC is also involved in education. Tell us about it.

For hospitality education, we have tied up with the National Council of Hospitality and opened an institute called the Centre of Excellence that is embedded in Samrat Hotel. So the students that come to do this course actually work within the precincts of a functioning hotel and learn-on-the-job. It is a new kind of step. There are very few institutes that are working from within a hotel.

Are your students from larger metros or smaller towns?

An All India examination is held by the National Council of Hospitality and students who qualify select their institutes. We have a good mix of students.



The consumer has become a smart traveller, he is looking at all the sites at the click of a button, he knows about the many options available today



What are ITDC's green initiatives?

We are always working towards that. We have solar heating plants, we are also working on a solar power plant for the Ashok and Samrat complex. It will not meet the entire requirement but it will feed into the power grid of the hotels. We also have our ETP and waste treatment plants. Another step we are taking is that we are going to apply for LED certification.

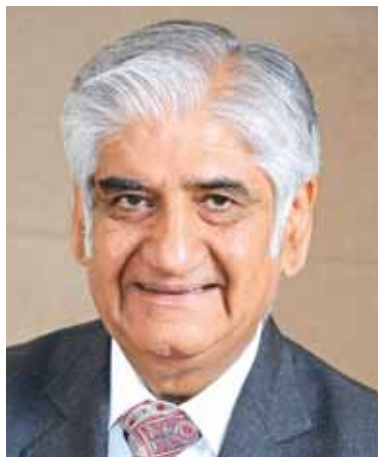
What do you have to say about the escalating taxes?

We would also benefit if taxes were rationalised. We are in the same boat as all the other hotels. Anything that encourages better occupancy is always welcome.

Tell us about ITDC's other activities to diversify.

We are also doing promotional activities like Sound and Light shows. We did one in Andaman & Nicobar which was really appreciated. We also did one in Orissa and we have others in the pipeline, like one on the Dal Lake in Srinagar, which is a very beautiful area. It may not be very profitable but it's very encouraging and helps the tourism industry at large. We are getting help from the ministry to finance these projects and we only execute them. The user agencies are the state tourism departments or the agencies themselves. So, we put everything in place and then hand it to an agency who then hands it over to the state government or to a special entity that has got this project done by us.





Rajindera Kumar

HOW TO BE A DISTINCTIVE AND CREATIVE HOTELIER

Rajindera Kumar, Director, Vivanta By Taj Ambassador New Delhi & Former President, FHRAI, believes that the hospitality industry is a passion for him and “if it is not passion by default, it is of no good”. He talks about his involvement with his profession and gives tips to aspiring youngsters hoping to make a mark in the hospitality industry.

Anupriya Bishnoi



Now, with increasing hotels and inventories coming into play, room tariffs are dropping—dropping for the simple reason, people demanding value for money



How did you start your career?

I started my journey in the hospitality industry with Cornell Hotel School. When I started pursuing the course, I realised how difficult it was and how professional one has to be to run a hotel. My professors were fond of me. When I came to India, they always tried to persuade me to come back to the US. But, I was here to stay. I think anything you get into,

if you do it with a lot of enjoyment and involvement, it can become your passion. I have Taj as my partner for the last 25 years and they have enjoyed the kind of tips and functional designing ideas I have given to them. In every hotel I visit, I look for their shortfalls, for the simple reason of making it better and better. I thank my late father who took a lot of initiative in training me, who brought me up and put me into the right profession.

After finishing from Cornell, I worked for Sheraton Hotels. It was very interesting time for me to be with them. I have had people following me. When I worked with Sheraton in Philadelphia and Boston, I was always in the forefront. That is the kind of experience I have had in the industry. Anything I took on, whether it was the Front Office, F&B, Sales or Banquets, I enjoyed every discipline, however HRD is dearest to my heart.

What would you say about professionalism in the industry?

I believe in one thing very strongly and that is if I was in the government, I would not give a license to anyone and everyone, unless you are a professional or you give an undertaking that you will run it professionally.

Also, a lot of people, after having built properties first, then try to look for a brand, which is a mistake. There are the things one has to look at carefully, today you may be a family-run hotel but you have to still conform to the standards of the hospitality industry.

Now, with increasing hotels and inventories coming into play, room





tariffs are dropping—dropping for the simple reason, people demanding value for money. Luxury is taking a beating, but nevertheless I think competition in the industry always will make things better.

What do you do in your free time?

I used to be a regular weekend golfer. Apart from playing golf, I was involved with the catering part of Delhi Golf Club. I was the Chairman, Bar & Catering for ten years and during Asiad 1982, we had lot of foreign guests who came and appreciated our food. I stopped playing golf because of my father's ill health.

My wife has helped me to keep fit—that's how I am still able to fit in my old suits. I also love dressing up, it's a passion also. I have been walking in Lodi Garden without any break since 1990. I go for evening walks. Cooking is also a favourite pastime and hobby for me and I love good food. I have three chefs in my home and I have trained all of them.

What should this generation focus on to do well in the industry?

I am on the board of IHMs and I keep asking the youngsters, are they here by passion or by default? The thing



I think anything you are put into, if you do it with involvement, it can become your passion. Anything I took on, whether it was the Front Office, F&B, Sales or Banquets, I enjoyed every discipline



with youngsters is that they always want to work in a 5-star hotel but what I say to them is that learning is greater and better in stand-alone hotels.

I also tell them, do not be skippers and do not keep shifting jobs. I value those who stick to one job for many years because such people have the potential for stability. In such situations I always tell them to continue to do what they are doing, the management will appreciate them one day.

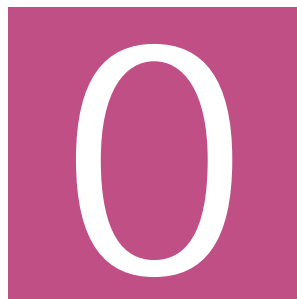




RETROSPECT



AGENDA



Leading hotel managers throw light on what the year 2015 meant for their establishments and the hospitality industry and what they expect in 2016.



Anupriya Bishnoi & Kanchan Nath

The year 2015 has been good for the Indian hospitality industry. The Indian travel and tourism industry saw a spurt in growth this year on the back of the new visa reforms. The number of foreign tourist arrivals has grown, and had reached about 4.48 million during January-July 2015.

Foreign exchange earnings (FEEs) from tourism in terms of US dollar grew by 3.2 per cent during January-July 2015 as compared to 1.9 per cent over the corresponding period of 2013. FEEs between January-July 2015 were US\$ 11.41 billion compared to US\$ 11.06 billion in the same period last year and the growth rate in FEEs in rupee terms in January-July 2015 was 6.9 per cent. Domestic tourism also grew this year, with lowered room rates and discounts offered by hotels, resorts and airlines pushing it

up, particularly in the Monsoon season. Investments in the sector have risen as well.

Tourism in India continues to have significant potential because of the country's rich cultural and historical heritage, natural beauty and variety in ecology, terrains and places across the country.

The Indian government, having realised the country's potential in the tourism and related industries continues to take steps to make India a global tourism hub and to encourage the hospitality sector. With the economy doing better as well, the outlook for 2016 for the hospitality sector is positive. It is in this context that leading hoteliers tell us how their hotels and brands fared in 2015 and what their plans and expectations are for 2016.

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Ajay Bakaya



Sarovar Hotels consolidated its presence by cutting costs and putting in energy conserving measures



AJAY BAKAYA

Executive Director
Sarovar Group

How has the year 2015 been and what are your expectations from 2016?

India's hospitality sector experienced a fair upturn in 2015. We have had a prolonged sluggish situation due to various factors including the economic slowdown. In fact, the hotels' rates have still not bounced back to 2007 levels. We have lately decided not to continue with our weakest hotels when it comes to renewal and to pick up stronger and more distinguished properties as we go forward. So our portfolio becomes richer in terms of profile. Despite challenges, we opened six hotels this year. We are confident of opening 10 hotels every year and have an over 90 per cent renewal track record. 2015 brought Sarovar new properties in Vrindavan, Mashobara-Shimla, Thiruvananthapuram, Agra and Nairobi-Africa.

Due to the economic sentiment, the last few years have been tough for the hospitality industry in the country. Sarovar Hotels managed to consolidate its presence by cutting down on costs and putting in a lot of energy conserving measures. I believe 2016 will be a turning point for hotel operations as well as for new hotel development.

Sarovar has invested in two hotels—Hometel at Chandigarh and Hometel at Roorkee. It manages over 70 hotels and resorts in 48 cities under Sarovar Premiere, Sarovar Portico, Hometel, Radisson, Park Plaza, and Park Inn brands. We will launch 10 hotels in 2016 in New Delhi, Amritsar, Bhavnagar, Dehradun, Jaisalmer, Jalandhar, Greater Noida, Raipur, Rishikesh and Vandalur - Chennai. We operate three hotels in Africa—New Africa Hotel in Dar-es-Salaam; The Heron Portico in Nairobi, and The Zehneria Portico, Nairobi. Our fourth Africa



hotel, the 134 room 5-star property at airport (Jomo Kenyatta International Airport), Nairobi is scheduled to open in 2016.

Sarovar's long term strategy is to strengthen its portfolio, sign up more upscale hotels and not renew any that take away from the Sarovar brand.



Deepika Arora



The key to our success is our franchise based model and our geographical expansion to tier II and III markets



DEEPIKA ARORA

Regional Vice – President, Eurasia
Wyndham Hotel Group

How has the year 2015 been and what are your expectations from 2016?

The year 2015 has been fantastic for the overall growth of the Wyndham Hotel Group. We have grown nearly 200 per cent in a span of five years with 25 operational hotels and another 28 properties under development in India. This was a phenomenal year for us as our Global Chairman, Stephen Holmes, visited India to make a strategic announcement of 10 new deal signings including two new property conversions under the Howard Johnson brand and Ramada Plaza with the Unique Mercantile Group. This year, we have also signed our first ever deal outside India with the Intraco Limited based out of Bangladesh which includes Ramada Encore Dhaka, Ramada Plaza in Cox's Bazar, Ramada Chittagong and Ramada Comilla.

The key to our success is our franchise based model and our geographical expansion to tier 2 and 3 markets which we realised was a huge opportunity. In addition to working with accomplished independent owners, we also look at partnering development and management companies that help us grow the business exponentially.



With increasing economic growth, we are expecting a potential growth in domestic, leisure and MICE travel in the coming year which will in turn boost revenue from a tourism stand point and help propel India's economy. We also believe that the government is making the right moves and announcements like e-visa facilities which will help the tourism industry flourish.

India is a strategic market for the Wyndham Hotel Group and we will continue to focus on the overall growth strategy in 2016. We are also expecting to move from the challenger position to a leadership position in the near future.

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Sonica Malhota

**SONICA MALHOTA**

Director
MBD Group

How was the year 2015?

2015 has been a good year for both Radisson Blu MBD Hotel Noida and Radisson Blu Hotel MBD Ludhiana. Growth has remained strong in Noida and Ludhiana has been a key emerging market for us.

In 2016, we anticipate higher growth in Ludhiana with rising occupancy and higher Average Daily Rate (ADR) than 2015. Restrained supply growth is helping us in Noida. We expect to be busier and more profitable in 2016 and RevPAR growth will continue marginally.

What were the highlights of 2015?

In its 12 years, The Radisson Blu MBD Hotel, Noida has defined itself as a trendsetter. In 2015, this hotel won the prestigious Country Winner Award under the Luxury Hotel Category by The World Luxury Hotel Awards.

Radisson Blu Hotel MBD, Ludhiana has received a TripAdvisor Certificate of Excellence Award, the 2014 Award of Excellence by booking.com and the Bronze certification from Earth Check.

Changing times require speedy government approvals and uniform licenses to save time and money. A lot of the talent graduating every year is not qualified for recruitment resulting in a gap between demand and supply of human capital. This year, we launched a unique learning curriculum called Management and Supervisory Development Programme in hospitality.

2016 will witness newer restaurant concepts and exciting food innovations. Moreover, the MICE business and weekends and festivals will draw higher numbers.

What is your agenda for 2016?

The group is coming up with the MBD resort near Jalandhar city, MBD Zephyr, at Whitefield, Bangalore is in the category of luxury mixed-use developments. 2016 will be of mergers and acquisitions and will see more international brands in the Indian mid-market segment. Hotel aggregators will drive the budget hotel segment.

“
Changing times
require speedy
government
approvals and uniform
licenses to save time
and money
”



Peter Henley

PETER HENLEY
President and CEO
ONYX Hospitality Group

How has the year 2015 been and what are your expectations from 2016?

In a competitive hospitality environment which has seen a rapid growth in product offerings over the last five years, our portfolio is continuing to perform well in terms of occupancy rates and guest satisfaction and has a strong growth rate. Despite some challenges to the market in Thailand this summer, the group revenue growth by year-end 2015 is forecast to be 15 per cent as compared to last year.

The year 2015 has been an exciting period of development for the ONYX Hospitality Group. We are well on track to meet our strategic goal of managing 81 hotels, resorts and serviced apartments by 2018. The last 12 months have seen the opening of Amari Dhaka in Bangladesh and OZO Kandy in Sri Lanka, making it the first international hotel brand to open in the destination in the last 30 years. The year also witnessed the opening of the brand new Ocean Wing at Amari Phuket, adding an inventory of 183 one-and-two bedroom suites in one of Phuket's most prime locations. The group is also expanding in Malaysia, China and Vietnam with the



signing of new OZO and Amari properties, which are slated to open in 2017.

2016 will mark the group's debut in Maldives with the opening of Amari Havodda Maldives in January 2016, located on one of the most preserved atolls in the archipelago featuring 120 villas. Retaining its iconic location on Chaweng beach, Amari Koh Samui relaunches in April 2016 following an expansion with three new wings. We are also excited about the opening of the Amari Residences Pattaya which is set for April 2016.

With all the positive indicators from 2015 and with the key openings in Maldives and Koh Samui and our 2014 openings entering their second successful year of operations, we are confident of a positive performance for the group in 2016.

“
We are well on track to
meet our strategic goal
of managing 81 hotels,
resorts and serviced
apartments by 2018
”

JEAN MICHEL CASSE

Senior Vice President
Operations – AccorHotels, India

How has the year 2015 been?

2015 has been a phenomenal year for AccorHotels with some major initiatives and developments which have led to a large anticipated growth trajectory. The year 2015 also saw AccorHotels add nine more hotels which included the Pullman and Novotel New Delhi Aerocity and Novotel Imagica Khopoli. With the addition of our luxury and upscale brand, Pullman and Novotel, in the New Delhi Aerocity this year, 670 rooms were added to the India portfolio of 6074 rooms. The opening of the Pullman New Delhi Aerocity marked the opening of our 100th Pullman property globally.

What are the challenges?

2015 has proven to be favourable for the hospitality industry with all its key drivers of growth in place especially with the implementation of pro-tourism initiatives by the new

government, such as visa-on-arrival to drive tourist arrivals in the country. India's vast size and its population, urbanisation, strong emerging middle class, cost-competitiveness and massive talent pool have contributed to a rapid growth in travel.

What is your agenda for 2016?

The year 2016 looks promising for the Indian hospitality industry. Research indicates that India will become one of the fastest growing tourist destinations in the next five years with a growth rate of 10.1 per cent per annum. Reports indicate that the current supply of 2,00,000 hotel rooms in India this year will increase by 50 per cent to reach a total of over 3,00,000 rooms. AccorHotels is working to build a network of hotels straddling multiple brands and segments in line with the country's growth momentum. In addition to 34 in its current and operational portfolio, it has a further 45 hotel development contracts in place and the group plans to open around 80 hotels by the year 2020. We plan to come up with 14 new hotels in 2016 and expand our hotel network to the tier II and tier III cities. We are also looking to invest in a second integrated theme park resort, our first being the Novotel Imagica Khopoli.



Jean Michel Casse



“Research indicates that India will become one of the fastest growing tourist destinations in the next five years with a growth rate of 10.1 per cent per annum”

SHANTHA DE SILVA

Head of South West Asia
IHG

How has the year 2015 been?

2015 was an exciting year for us. We announced the signing of the 286-room Crowne Plaza Chennai Adyar Park, the first Crowne Plaza hotel in Chennai. This was followed by the opening of Holiday Inn Chandigarh Panchkula—the 10th Holiday Inn hotel in India. To further expand our Holiday Inn portfolio in India, we announced the opening of Holiday Inn

& Suites Bengaluru—the first Holiday Inn hotel in the Silicon Valley of India. 2015 was also a milestone year for our brand InterContinental. We opened our first InterContinental Resort in India in Chennai, Mahabalipuram. The resort is located in a picturesque location on the East Coast Road overlooking the Bay of Bengal, making it one of the most exclusive properties in the city. Additionally, we opened the tenth Crowne Plaza in the country—Crowne Plaza Jaipur Tonk Road.

What are the challenges?

A number of key areas need to be addressed in order to harness the potential of the sector. Top among them are the inadequacy of infrastructure and the lack of skilled workforce.

What is your agenda for 2016?

We are developing our midscale presence with our Holiday Inn and Holiday Inn Express brands, which comprises more than 85 per cent of our development pipeline in India. Another trend is the rise of business travel which is now significant in travel and tourism in India. According to the Global Business Travel Association (GBTA), India has moved from the 24th spot in the world's business travel market ranking in 2,000 to 10th. There are opportunities to cater to this trend, and our answer to meeting it is our Crowne Plaza brand.



Shantha de Silva



“Top among the key areas to be addressed are the inadequacy of infrastructure and the lack of skilled workforce”



Madhav Bellamkonda

MADHAV BELLAMKONDA

General Manager
Novotel Visakhapatnam Varun Beach

How has the year 2015 been and what are your expectations from 2016?

2015 has been great for us as the market saw positive growth with a rise in occupancy levels and ADRs. The overall market has seen a 10 per cent growth in terms of occupancy. The bifurcation of the state has also led to increasing occupancy.

What were the highlights and challenges for your group in 2015?

2015 has been eventful for the group as a whole, with major developments taking place on all fronts leading to its fast paced

growth. The year has seen the addition of nine new hotels to AccorHotels' portfolio. These include the recently launched Novotel Imagica Khopoli and the Pullman and Novotel New Delhi Aerocity.

What is your agenda for 2016? What will be the challenges and developments?

For the upcoming year we are eyeing at increasing our ARR's and creating bespoke experiences for our guests at our hotel. The growing inflationary pressure might pose a serious challenge to the travel and hospitality industry as it may affect the disposable income in the hands of consumers thereby leading to less expenditure on travelling and holidays. The Goods and Services Tax bill (GST), as and when introduced, is expected to help the hospitality industry favourably.



The bifurcation of the state (Andhra Pradesh) has gone a long way in increasing occupancy levels



Rajeev Shandillya

RAJEEV SHANDILLYA

General Manager
Hotel Kanha Shyam

How has the year 2015 been and what are your expectations from 2016?

2015 turned out to be a steady year, but with limited growth, as inventory surplus is growing relatively higher. With the US\$ and Euro getting stronger, we expect more leisure movement next year. However, it would be RevPAR growth only for 2016. With the election next year, we may see a positive impact on tourism.

What is your agenda for 2016? What will be the challenges and developments?

We are bullish on inbound travel prospects for India. Backed by a stable socio-economic environment, India is seen as one of the

foremost destinations for international investment and there is a positive travel sentiment. We are hopeful that India will witness a positive growth, both in business and leisure inbound travel. With tangible support from the central government on strategic initiatives like the e-Tourist Visa facility, it is quite realistic to expect larger number of arrivals into the country.

The Indian tourism and hospitality industry has emerged as one of the key drivers of growth in the services sector in India. The third largest sub-segment of the services sector, comprising trade, repair services, hotels and restaurants, contributed nearly US\$ 187.9 billion or 12.5 per cent to the Gross Domestic Product (GDP) in 2014-15, while growing the fastest at 11.7 per cent Compound Annual Growth Rate (CAGR) over the period 2011-12 to 2014-15. Tourism in India has a significant potential considering the rich cultural and historical heritage, variety in ecology, terrains and places of natural beauty spread across the country. Tourism is also a potentially large employment generator besides being a significant source of foreign exchange for the country.



Hospitality and tourism, the third largest sub-segment of the services sector, is growing the fastest at 11.7 per cent CAGR over the period 2011-12 to 2014-15





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Niranjan Khatri

Welcomgroup Bay Island (WGBI), in Port Blair, serves as an example of how a hotel can be operated in an eco-responsible manner. This can be replicated by the entire industry.

An ecotourism model in the ANDAMANS

Andaman & Nicobar Islands are God's own country with clear water, thick verdant tropical forests, rich marine and mangrove eco-systems, dormant and active volcanoes and ancient tribes almost 2,000 years behind time living in near total nudity, but in complete harmony with nature.

The Andamans, being a small place, one could see and study, almost to a measurable degree, the mounting pressures of modern day commercial enterprise on the beautiful environment, which undoubtedly needed protection, and the parallel task of providing fuel and fodder and meeting the employment needs of the small local population of the islands.

The task was large and it required a macro-vision and a harmonised effort from the entire industry promoting tourism and the help of the local administration. To generate credibility, we created a feasible model in our hotel to combat the resource associated problem at a micro-level which could be replicated by organisations to their cost and goodwill advantage.

The Welcomgroup Hotel named Welcomgroup Bay Island (WGBI) is located in Port Blair, the capital city of the Andaman & Nicobar Islands, an archipalego in the Bay of Bengal.





The Chinese people depict the word ‘crisis’ using a combination of Chinese characters representing danger and opportunity. let us take cognisance of the danger and focus on the opportunity



The Andaman & Nicobar Islands rely almost completely on the Indian mainland for all food supplies, medicines and items of daily use and nothing is taken for granted, including the availability of onions and potatoes.

AIMS AND OBJECTIVES

The objective of the hotel was to create a new ‘Green Model’ to operate the hotel in a eco-responsibly and to create an ecotourism model which could be replicated by the Welcomgroup chain and the entire industry.

Welcomgroup Bay Island (WGBI) modified its hotel objective to state: ‘We are in the business of providing room, food, beverage and eco-knowledge to our hotel guests and everybody in the Islands.’ The strategy employed was that of the four ‘R’s: Reduce, Reuse, Recycle and Rethink systems, procedures and policies. The fundamental belief was that ‘we must practice what we preach’ and the strategy was put into play between 1988 and April 1992.

WATER MANAGEMENT

We had a major water crisis in Port Blair in 1991 when our filtered water supplies were cut from eight kilolitres to two kilolitres per day. We had to break our entire pipeline system of galvanised iron and replace it with plastic pipelines (to avoid corrosion) so that the clean salt water from the sea could be used for flushing toilets.

A well was dug in the hotel with the intention of harvesting rain water and was utilised in summer for gardening. ‘water saved is also energy saved’.

SOIL MANAGEMENT

Our hotel had a problem of soil erosion. We used coconut coir, lying on the island as garbage, in areas where the problem of erosion existed. Coir is bio-degradable and therefore environment-friendly. It was also finance-friendly, as garbage in the form of coconut coir was used.

WASTE MANAGEMENT

Our objective was to reduce waste at the top and bottom ends of the pipe.

- i. Tourists went for sightseeing trips to the other islands with packed lunches in cardboard boxes. These boxes were left behind on the islands. We stopped the usage of cardboard boxes and started giving the guests packed lunches in steel boxes. These boxes had to be brought back failing which a token fine was levied.
- ii. Used cooking oil was usually thrown into the drain and this enhanced effluent levels. We converted this cooking oil into soap and used it for washing the utensils.

PAPER CONSERVATION

All old documents of the accounts department were segregated into benign and confidential lots. The confidential lot was shredded and converted into manure. The other documents were converted into rough pads. Paper caps used by chefs were replaced with cloth caps. The brown paper used as a lining in the drawers of writing desks in rooms was replaced with velvet. The objective was to lessen deforestation.

A proactive effort should be put in by industries, collectively, to save the entire world. The Chinese people in their wisdom depict the word ‘crisis’ using a combination of Chinese characters representing danger and opportunity. let us take cognisance of the danger and focus on the opportunity.

(The views expressed in this article are of the author Niranjana Khatri, who is the Founder of iSambhav and former General Manager Environment Initiatives of ITC Hotels.)



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IN THE BUSINESS OF SLEEP

Representatives of three top mattress manufacturers tell us what makes their brands tick and of the importance for the hospitality industry of ensuring rest and repose and a good night's sleep.

HT Bureau



Namit Ashok Goel

NAMIT ASHOK GOEL

Director
Ashoka Foam Group

What kinds of mattresses does the brand make?

We have created a separate entity named 'The Conceptual Class' in which we deliver three kinds of Mattresses: The Classic Suite, The Royale Suite and The Supremacy Sleep Suite.

The Classic Suite Pocket Spring and The Classic Suite Bonnel Springs focuses on hotels, which have budget constraints, and we ensure good quality within budget limits. The cost of the fabric and other ingredients used lies within the budgeted pricing.

The Royale Suite caters to those who look forward to superior quality regardless of pricing. The fabric used is 100 per cent FR, anti-microbial, and stain repellent and it has been made specifically with the help of body adaptable memory foam and high resilience foam to give maximum levels of comfort.

The removable zipper cover helps in keeping the overall environment more spic and span. The Supremacy Sleep Suite is the acme of luxury and comfort. With its Euro-Pillow Top designing combined with 450 gsm, anti-microbial and stain repellent fabric, this mattress is a must buy for those who want to indulge in luxury. The high quality bidding tape



imported from outside adds more crease and style to the façade and involves greater attention than anything in the room.

Advanced Rollaway Beds and Super Soft Pillows are designed to fit in small spaces; ultra light roll away beds can be moved easily according to convenience. The durable powder coated steel body has a modern design that can be easily dismantled.

How have the needs of the customers evolved in the last few years?

Every now and then there are mattresses being made with the new technology taking into account the opinions of the customers but we believe that one should have faith and commitment in the quality one is making and improvise on it according to the opinions or suggestions of the customers rather than having too many cooks in the kitchen.

How important is having a good mattress in a hotel room?

A good mattress plays an important role as the basic foundation of the hospitality world rests on it. It is of paramount importance to have a good mattress as it defines the basic values of a hotel. One can call it a foundation pillar of the values and ethics of a hotel.



It is of importance to have a good mattress as it defines the basic values of a hotel. It is a foundation pillar of the values and ethics of a hotel





Casey Teh

CASEY TEH

Managing Director

Simmons South East Asia Pvt. Ltd.

What are the different kinds of mattress your brand makes?

Simmons carries two key product lines namely Beautyrest and BackCare. Both using the renowned Original Pocketed Coils; one focuses on comfort while the other focuses on support.

The Original Simmons Pocketed Coil is pre-compressed and joined in the middle to deliver the independent movement of coils and provide resilience and support for one's back. These coil constructions are then assembled together with different topper layers (latex, visco-elastic

foam and so on) to make a complete mattress. Pre-compressed coils mean compressing a 28 cm wire into a 17 cm coil wire and putting it into a pocket. Pre-compressed coils have more working wires to provide support needed for the body. Working wire refers to the amount of wire needed to achieve a spring effect to support the body. It means how hard the coils work to support the body.

Wire Tail of Original Simmons Pocketed Coil springs turn inward, preventing it from breaking the filling materials and causing hurt. Original Simmons Pocketed Coil has



It is definite that the tastes and lifestyles of our consumers are savvier as compared to 15 years ago



a larger number of wire turns, thus has increased durability and also has higher resilience. The firmness of a mattress is determined by the wire gauge and number of turns.



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How have the needs of the customers evolved in the last few years?

Gone are the days when consumers simply went for the cheapest mattress or one that they simply made do with. With this growing trend of informed consumers, the trend of mattress buying has also changed. Customers walk in to ask for mattresses that can help them sleep better either in terms of comfort or to alleviate sleep or back problems.

Yet, there is also a discerning group of consumers who are shopping to enable themselves to sleep like royalty or would like to own the same mattress experience they had in a premium, upscale hotel. Hence, it is

definite that the tastes and lifestyles of our consumers are savvier as compared to 15 years ago.

How important is having a good mattress in a hotel room?

With globalisation, consumers are becoming more discerning in their choice of mattress which eventually affects their sleep. Having good quality mattresses to aid hotel guests to sleep well is important in many renowned chain/group hotels.

Hence, there is an increasing trend for many premium hotels to pay attention to the mattresses procured. In the hospitality industry, hotel services are no longer rated on

intangible services alone, but also the quality of tangible services such as the quality of the bed.

For decades, Simmons has been equipping hotels with perhaps the single most important item in their guest rooms—the bed. So it is not surprising that the Simmons Beautyrest mattress is featured in fine hotels and resorts around the world. The Heavenly Bed, a runaway success for Westin Hotels and Resorts, is by Simmons.

Top names such as Westin Hotels and The W Hotel in the luxury hospitality industry choose Simmons because they understand the requirements of their discerning customers who rate a good night's sleep as most important.



Balaji V

BALAJI V

Chief Marketing Officer
Repose Mattress

What kinds of different mattresses does your brand make?

We cater to different clients for their different needs. 'Popular series' is the entry level spring mattress that allows any coir mattress user to upgrade without an impact on his or her purse. The 'Healthy Spine' range is engineered for people either currently suffering from backaches or who protect their spine and thereby preventing backaches.

In the luxury segment, we have three great offerings like 'Extrordino Grande', 'Comfort Secret' and 'Diamondboat'. 'Extrordino Grande' is a pocketed spring mattress with natural latex quilted with organic fabric which is made out of knitted organic cotton that provides a cooler sleeping surface and has a low impact on environment. 'Diamond Boat' is driven by innovation and different by design. It is built with around 2,000 tiny springs which provide the highest level of flexibility and excellent spinal support. Ticking used in this product is made out of 100 per cent bamboo pulp fiber which is antibacterial.

We also manufacture the Hotel Series of Spring Mattresses in accordance with the hospitality requirements such as Bonnell,

Pocketed, and Pocketed with Memory foam and so on. The fabric used in these products is fire-resistant and is imported from Belgium and Indonesia and offers an optimal solution to prevent any unwanted mishap. We manufacture fibre pillows (Hallow Siliconised and Conjugated), PU Foam pillows, Memory Foam pillows and Latex and Gel pillows as well. We also have a range of comforters, mattress protectors; duvets specially designed for hotels. Our products have been approved by leading hotels like GRT, Radisson Blu, Temple Bay, Park Inn Hotels, Sri Gokulams Park, Kodai International Groups, Cognizant IT Park, State Bank of India Quarters, Lewaterina Resort etc. We also manufacture wooden and spring bed bases, head boards as per customer requirement.

to understand how important mattresses are for a sound sleep. Customers are slowly realising the importance of sleep and how it is important to sleep on the right kind of mattress. Spring mattress as a category is still growing at a steady pace but we still have a long way to go.

How important is having a good mattress in a hotel room?

A guest, whenever he checks-in into a hotel, is generally tired and always looks forward to a nice sleep. Another observation is that generally when people check into the hotel they tend to check how comfortable their bed is. This is a very important parameter of how comfortable their stay would be.

How have the needs of the customers evolved in the last few years?

Over the years customers have started



“Customers are slowly realising the importance of sleep and how it is important to sleep on the right kind of mattress”



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JAIPUR TONK ROAD



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Encapsulating the essence of warmth, our indoor and outdoor banquet venues offer flexible meeting options that can accommodate up to 1,200 guests. Spread across 19,500 sq. ft., our expansive and pillarless banquet venues coupled with service excellence by our Crowne Meeting experts, we offer state-of-the-art technology, uninterrupted internet connectivity and well-appointed break-out rooms. Our comfortable space, customised themed menus and guaranteed two-hour response time cater to every business need.

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LOBBIES OF HOTELS IN MUMBAI



Four Seasons Hotel
Mumbai



JW Marriott
Mumbai Sahar

Sofitel Mumbai BKC



The Leela
Mumbai



Hospitality Talk creates a collage of lobbies in the hotels of Mumbai



The St. Regis
Mumbai



Vivanta by Taj President,
Mumbai

The Taj Mahal Palace
Mumbai



Westin Mumbai Garden
City



Alfaa UV launches WWR series for disinfecting water

The WWR series is brought to you by Alfaa UV, an ISO 9001:2000 certified company and a leader in its field. Alfaa UV has been disinfecting water for pharmaceutical, food, beverage and other industrial applications to the highest standard. This same commitment to disinfection has prompted Alfaa to develop the WWR series to address the growing need for a reliable and environmentally responsible way to disinfect and reuse waste water in these water starved times. UV as an alternative to traditional chlorination has become the preferred choice for wastewater disinfection worldwide.



Leonardo Olive Oil launches Olive Oil - Extra Light

Leonardo Olive Oil recently launched its new variant Olive Oil- Extra Light that can be used in day to day Indian cooking. Leonardo Olive Oil - Extra Light uses only one-third of olive oil as compared to other regular cooking oil(s) such as sunflower, soybean and rice bran. Leonardo Olive Oil uses one-third the other refined oils because of its high MUFA content. MUFA forms a thin crust over the food item cooked in olive oil and inhibits oil penetration, making it light, tasty and healthy. Leonardo Olive Oil - Extra Light is best suited for day-to-day Indian cooking as it is a naturally refined oil mixed with extra virgin olive oil that enhances its health benefits.



Gaia launches Multifloral Honey

Honey is a natural remedy for many ailments and also helps in the regulation of fats. Honey is truly a remarkable substance, made even more extraordinary by the process with which it is made. This blend of sugar, trace enzymes, minerals, vitamins and amino acids is quite unlike any other sweetener on the planet. Honey is a great substitute for sugar which helps in managing calories better while also adding many healthy nutrients in place of empty calories.

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- Discover various Business Solutions to maximise your revenue
- Participate to learn new ways to reach out to your consumers
- Learn from Industry Experts to stay ahead of your competition

Interactive Knowledge Forum on

Distribution

Revenue Management

Data analytics

Marketing

Innovation

Automation

Event Highlights

- Interactive Knowledge forum / Panel Discussion / Case Study's
- Structured Face to Face Business Meetings
- Technology showcase

For Registration and B2B meetings please contact:

Anirban Chatterjee, Deputy Director - Tourism, FICCI

T: +91 11 2348 7459 | M: +91 98735 78778

E: anirban.chatterjee@ficci.com

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Media Partners:



Marketing Partner





Franke launches Centinox-Sink

A manufacturer of sinks, Franke offers a unique range of products comprising models at the very pinnacle of functionality and design, complete with various accessories that epitomise practicality and efficiency. To further improve the quality of the steel, enhance the sheen and increase its resistance to wear, Franke carries out exclusive brushing and polishing treatments. The treatment, applied to hobs and sinks alike, also enhances the visual aspect of each sink.

The classic French fry by Cremica

The classic French fry has since long been a staple of our meals, and has been the perfect snack. Cremica French Fries—ready-to-eat packaged crunchy goodness—is perfect for snack on-the-go. With uniformly cut potato fingers and a packet of ketchup-y goodness to accompany, Cremica French Fries brings you one of the most satisfying snack experiences. Their epic flavour assures that each bite is as good as your favourite fast food treat.



Delta Faucet introduces new kitchen faucet by Brizo in India

The Delta Faucet Company brings the latest innovation in kitchen faucet design with the launch of Solna Articulating Kitchen faucet by Brizo in India. A culinary-driven innovation, the articulating faucet boasts of crisp lines influenced by modern Scandinavian aesthetics. The Solna articulating faucet offers enhanced efficiency for both professional and home chefs because of its high flexibility.



Fold Away Bed Frame



Budget Roll Away Bed with Foam Mattress 3.5" thick



Premium Roll Away Bed with Off Center Folding Mattress

Premium Roll Away Bed



- ▶ Foam Mattress 6" thick
- ▶ Bonnel Spring Mattress 6" thick
- ▶ Pocket Spring Mattress 6" thick

Premium Roll Away Bed with Folding Mattress

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MOVEMENTS MOVEMENTS

PARMEET SINGH NAYAR

General Manager

Shangri-La's - Eros Hotel, New Delhi

Shangri-La's - Eros Hotel, New Delhi recently appointed Parmeet Singh Nayar as its new General Manager. With a hospitality experience of over two decades, he has played a crucial role in operations, renovations, re-positioning and assisting in brand augmentation and expansion for many prestigious hotels. Nayar possesses the will and zest to strive for total customer satisfaction, loyalty and exceeding guest expectations. He has exhibited the capability of delivering high levels of performance by motivating, leading and empowering a positive work force. He has the ability to enhance stakeholder value and relationships, build a strong brand, steer strategic goals and to drive financial success by gaining market share.



BALASUBRAMANIAN R

Revenue Manager

Crowne Plaza Bengaluru
Electronics City

Balasubramanian R has recently been appointed as a Revenue Manager at Crowne Plaza, Bengaluru Electronics City. He is known for his analytical skills, which set strategic directions. Prior to this, he handled revenue responsibilities across renowned hotel brands such as The Chancery Group of Hotels, Hyatt and ITC. In his current position, he is responsible for both strategic and tactical initiatives related to revenue maximisation, developing and monitoring pricing strategies, distribution of channel data integrity and forecasting revenue performance. With his expertise, Crowne Plaza is all set for exponentially maximising the hotel's profitability.



SHIVANKAR KODESIA

Food & Beverage Manager

Park Plaza Noida

Sivankar Kodesia has recently joined Park Plaza Noida as Food and Beverage Manager. He has over 14 years of experience. At Park Plaza Noida, he is responsible for directing all Food and Beverage efforts towards achieving the goal of the hotel. Prior to joining Park Plaza Noida, he was with Hilton Worldwide. He has worked with DoubleTree By Hilton Gurgaon as a Food and Beverage Manager. He has had stints with hotel companies like Imperial New Delhi, Shangri-La New Delhi, Thistle Group of Hotels, Jaypee and Intercontinental Hotels. Shivankar's education qualifications include diploma in Hotel Management from Institute of Hotel Management, Lucknow and MBA in Hospitality and Tourism from IMI Switzerland.

JITESH PATTA

General Manager

Four Points by Sheraton Bengaluru,
Whitefield

Four Points by Sheraton Bengaluru has recently appointed Jitesh Patta as the General Manager. Patta has been involved with the hospitality industry for the past 18 years and his previous association with Four Points by Sheraton saw him in the role of General Manager at Four Points by Sheraton, Dehradun. Prior to his association with the Starwood Hotels and Resorts, Patta has worked with brands like Carlzor Rezidor group, Country Club India Limited, Tivoli garden, Royal Goan Beach Club, Fortune Jodhpur, The Clarks and The Surya New Delhi. These experiences will be a boost to his expertise in performing his duties.





SUNNY GHAIEE

Director of Sales & Marketing,
Hyderabad Marriott Hotel &
Convention Centre & Courtyard by
Marriott Hyderabad

Sunny Ghaiee has been appointed the Director of Sales & Marketing for Hyderabad Marriott Hotel & Convention Centre & Courtyard by Marriott Hyderabad. He brings with him over 18 years of experience in the hospitality industry handling sales and marketing for both full and focused service hotel and convention center. He has worked with several Indian and International hotel companies in various capacities across the country. He started his career with Marriott in 2010 as the Director of Sales at Hyderabad Marriott Hotel and thereafter moved on to JW Marriott Chandigarh as the Director of Sales & Marketing.



NIKITA GONSALVES

Director of Sales
JW Marriott Mumbai Sahar

JW Marriott Mumbai Sahar is proud to announce the appointment of Nikita Gonsalves as the Director of Sales. Prior to joining the JW Marriott Mumbai Sahar, Nikita was the Director of Sales at the Hilton Shillim Estate Retreat & Spa. Gonsalves holds an MBA in Marketing. Her vast portfolio includes prestigious brands like The Marriott Group, Taj Hotels and the Hilton Group before she made her way into JW Marriott Mumbai Sahar. Gonsalves has in-depth knowledge of hospitality sales and is adept at planning and identifying new business avenues, industries and segments. With nine years of experience in the hospitality industry, she has notable expertise in developing strategies for pricing, weddings, catering, MICE, Business Transient as well as overall revenue management.



GUHANESHWARAN V

Assistant Executive Housekeeper
DoubleTree by Hilton
Pune-Chinchwad

Guhaneshwaran V is the Assistant Executive Housekeeper at DoubleTree by Hilton Pune-Chinchwad. He has a work experience of above 10 years. He started his career with the Leela Palace Bangalore. Along with the Housekeeping operations he was also taking care of the upkeep and maintenance of the interiors of the property. Later he moved on to the Oakwood Premier Bangalore. He was rewarded the best Manager in cost controlling. And then he moved to The Fortune JP Palace Mysore. He has been associated with DoubleTree by Hilton Pune-Chinchwad since May 2015.



MANMEET B. SINGH

Director of Food & Beverage
The Westin Pune, Koregaon Park

Manmeet B. Singh has recently been appointed as the new Director of Food and Beverage at The Westin Pune Koregaon Park. In his role, he will be responsible for enhancing and sustaining guest experiences at all restaurants, bars and events at The Westin Pune. Honing a varied set of skills and being the 'Quintessential People's Person', Singh's leadership qualities and ability to work in a team has been a key impetus, helping him achieve numerous organizational goals. Singh's career in the hospitality industry spans over almost two decades and includes maximum experience in the Food and Beverage department, being associated with hotel chains such Hyatt and Intercontinental Hotels.



MOVEMENTS

“

I am very fond of cinema and try to watch new films at the theatre or classics at home”

ANURAAG BHATNAGAR

General Manager

The St. Regis Mumbai & Area General Manager India, Starwood Hotels & Resorts

When work allows me time off, I rush to catch up on movies. I am fond of cinema and try to watch new films at the theatre or classics at home. A few times a year, I plan a rare few days. I bid a farewell to all hotels in my region for a holiday with my family. With a heavy heart I leave the hotelier in me behind and travel for the sheer joy of the experience. I favour London for its constant activity and Paris for its spectacular food. With so many trips, even my family members have their own list of recommendations and personal favourites in these cities.



“

I actively look forward to when I get quality time to immerse myself in a good read”

VIJAYAN GANGADHARAN

General Manager

Four Points by Sheraton, Pune

I like interacting with people and engaging them in conversation, learning their culture, food and travel habits. I truly enjoy swirling on my tongue a nice full bodied red wine and trying out new wines. I like watching and playing sports—football, cricket and hockey. I look forward to when I get quality time to immerse myself in a good read. My ideal travel destinations are those that let me soak in the beauty, serenity and culture of the place and the people. I love Kashmir, Manali, mountainous northern Italy, Dusseldorf, Huan Hin and Goa, Malaysia and Italy.



“

Expressing myself on the canvas is something that helps me to chill. I like to meditate”

NASIR SHAIKH

General Manager

Courtyard by Marriott Pune Chakan

Whenever I get time to rejuvenate and recharge, there is nothing that works for me better than spending time with my son Ayaan and wife Farheen. It brings instant energy and positivity. Other than this, expressing myself on the canvas is something that helps me to chill. I am spiritual at heart and I do like to meditate and connect with God in my 'me' time. I strongly agree with the Dalai Lama when he says, "Once a year, go someplace you've never been before". As an individual, I have always believed in collecting experiences vs. things.



“

Getting a haircut from a roadside barber gives me an opportunity to interact with people”

NICHOLAS DUMBELL

General Manager

Bengaluru Marriott Hotel, Whitefield

I've always loved travelling. For me, visiting new places is all about learning and experiencing the local cultures and behaviours as opposed to the history or scenic beauty of the destination. Getting a haircut from a roadside barber or walking gives me an opportunity to interact with the people who, are the essence of any destination. I explore any destination with my family—my wife Alison and two boys. My preferred destinations include Rajasthan and Kochi, the Andamans and Kolkata. Bali is our favourite getaway as it feels like home.



Talking People is our attempt to know more about our industry members beyond their workplace.

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HOSPITALITY Talk

Celebrating excellence with **MAYA**



The India Hospitality Awards ceremony for North & East was held on November 19, 2015 at the Holiday Inn Chandigarh Panchkula.

The chief guest, **Basanta Rajkumar, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab** said, "It's been an honour to be a part of these awards. I think the trophy 'Maya' is very charming. I thank SanJeet for bringing these awards to the Tricity and giving the people of this area an experience of something as big as this."

The Gallery of Legends Award was given to **Rajindera Kumar, Working Director, Ambassador Hotel, New Delhi, Former President, FHRAI, Senior MC Member and Chairman, Convention Organising Committee.** He said, "We are looking forward to support from the government in the future and hopefully things will improve. I would like to thank my family for their support and SanJeet for this great honour and for his initiative."

DDP Game Changer Award was given to **Rupak Gupta, Joint Managing Director, U.P. Hotels.** In his thanking speech he said, "I am really honoured to be here. Durga Das has Gold Standards in the industry for a very long time now. They come

up with the best magazines in India. I always appreciate the work DDP does and how things are put together in his company. Maya is like the Filmfare Awards of the industry. SanJeet has the right personality to take this forward. Awards like these give motivation to the industry, because our industry is looking for recognition."

DDP Trailblazer Award was given to **Prem Pal Gandhi, Chairman, KC Group of Institutions, Colleges and Hotels.** He said, "India Hospitality Awards is happening for the first time in Chandigarh and I am very thankful to DDP for doing something this big in the city."

Face of the Future Award was given to **Bjorn Noel Deniese, Director, Mayfair Spa Resort & Casino Gangtok, Sikkim.** In his thanking speech he said, "It is an honour and pleasure to be among stalwarts of the industry. My hospitality journey started fairly recently. It was about 10 years back. It has been an exciting journey. I am extremely thankful to DDP Publications because they have invented a platform to celebrate the achievers of the industry in various fields."





THE WINNERS



GALLERY OF LEGENDS

Rajindera Kumar, Working Director, Ambassador Hotel, New Delhi, Former President, FHRAI, Senior MC Member and Chairman, Convention Organising Committee joins the 'Gallery of Legends'. He is felicitated by **Basanta Rajkumar**, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab, **Tanushree Pandey**, Mrs India 2015 and **SanJeet**, Director, DDP Group



DDP GAME CHANGER

Rupak Gupta, Joint Managing Director, U.P. Hotels joins the 'DDP Game Changer'. He is felicitated by **Basanta Rajkumar**, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab, **Tanushree Pandey**, Mrs India 2015 and **SanJeet**, Director, DDP Group



DDP TRAILBLAZER

Prem Pal Gandhi, Chairman, KC Group of Institutions, Colleges and Hotels was awarded the 'DDP Trailblazer' and was received by **Basanta Rajkumar**, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab, **Tanushree Pandey**, Mrs India 2015 and **SanJeet**, Director, DDP Group



FACE OF THE FUTURE

Bjorn Noel Deniese, Director, Mayfair Spa Resort & Casino Gangtok, Sikkim joins the 'Face of the Future'. He is felicitated by **Basanta Rajkumar**, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab, **Tanushree Pandey**, Mrs India 2015 and **SanJeet**, Director, DDP Group



ENTREPRENEUR OF THE YEAR

The award was given to **Shashank Shekhar Mishra**, CEO, Sports Konnect and was felicitated by **Basanta Rajkumar**, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab, **Tanushree Pandey**, Mrs India 2015 and **SanJeet**, Director, DDP Group



EMERGING HOSPITALITY SALES PROFESSIONAL

The award was given to **Barun Gupta**, Account Director FA Member of the Starwood Sales Organisation and was felicitated by **Basanta Rajkumar**, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab, **Tanushree Pandey**, Mrs India 2015 and **SanJeet**, Director, DDP Group



ENTERPRISING GENERAL MANAGER

The award was given to **Ashwani K Goela**, General Manager, Crowne Plaza Jaipur, Tonk Road and was felicitated by **Basanta Rajkumar**, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab, **Tanushree Pandey**, Mrs India 2015 and **SanJeet**, Director, DDP Group



FASTEST GROWING HOTEL BRAND

The award was given to **Clarks Inn Group of Hotels** and received by its General Manager Sales & Marketing, **Nitin Srivastava** and Director Operations, **Sandeep Singh**



BEST HOSPITALITY SERVICE PROVIDER

The award was given to **Ajay Khanna**, President HOTREMAI and Partner & CEO Eagle Forgings and was felicitated by **Basanta Rajkumar**, Executive Director, Punjab Heritage & Tourism Promotion Board, Government of Punjab, **Tanushree Pandey**, Mrs India 2015 and **SanJeet**, Director, DDP Group



BEST CITY HOTEL

The award was given to **Holiday Inn Chandigarh Panchkula** and received by its General Manager, **Amit Rana** and Director Sales & Marketing, **Vipul Mohan**





BEST CONVENTION HOTEL

The award was given to **Hyatt Regency Gurgaon** and received by its General Manager, **Roger Wright**



BEST MICE HOTEL

The award was given to **Radisson Blu Hotel Guwahati**



BEST LUXURY WEDDING AND MICE RESORT

The award was given to **Clarks Shiraz** and received by its Joint Managing Director, **Rupak Gupta**



BEST HEALTH CARE UNIT-HOSPITALITY & PATIENT SERVICES

The award was given to **Sheel Cardiac Center** and received by its Director, **Pranect Sharma**



BEST BAR & RESTAURANT

The award was given to **Sufiaana by Cherish** and received by its Directors **Akshay Mehta, Anshul Arora** and **Bharat Mehta**



BEST NORTH INDIAN RESTAURANT

The award was given to **Dhaba By Claridges** and received by its Restaurant Manager, **Sushant Vatsyayan**



BEST LUXURY WEDDING AND MICE HOTEL

The award was given to **Crowne Plaza New Delhi Rohini** and received by its General Manager, **Ranjan Banerjee**



BEST LEISURE HOTEL

The award was given to **Clarks Shiraz** and received by its Joint Managing Director, **Rupak Gupta**



BEST FOOD ENCLAVE

The award was given to **Punjab Heritage & Tourism Promotion Board** and received by its Deputy Manager Marketing, **Anmol Nidhi**



BEST DEBUT BUSINESS HOTEL

The award was given to **Four Points by Sheraton Agra** and received by its General Manager, **Vikas Ahluwalia** and Director Sales & Marketing, **Vivek Mahajan**



STAYZILLA BEST EMERGING HOTEL

The award was given to **Winnines Holiday Inn, Kasauli** and received by its Manager Sales & Marketing, **Surendar Singh**. It was sponsored by Stayzilla and awarded by **Ankit Rastogi**, Head Supply & Partnerships



EXCELLENCE IN CUSTOMER SERVICE

The award was given to **Cherish Banquets & Exclusive Outdoor Caterings** and received by its Directors **Akshay Mehta**, **Anshul Arora** and **Bharat Mehta**



STAYZILLA BEST DEBUT HOTEL

The award was given to **Hotel Avalon Taj, Agra** and received by its MD, **Sunny Bhatia**. It was sponsored by Stayzilla and awarded by **Ankit Rastogi**, Head Supply & Partnerships



HOSPITALITY PARTNER

The award was given to **Holiday Inn Chandigarh Panchkula** and received by its General Manager, **Amit Rana**



ASSOCIATE PARTNER

The partner award was given to **Karcher Cleaning Systems Pvt Ltd** and received by its Marketing Manager, **Hitesh Mathur**



BEVERAGE PARTNER

The award was given to **Aspri Spirits** and received by Assistant Manager - Trade Marketing (North & East), **Prateek Vijay Pandey**



ASSOCIATE PARTNER

The partner award was given to **Heartland Trading Company Pvt Ltd** and received by its Business Development Manager, **Varun Chadha**



TECHNOLOGY PARTNER

A special acknowledgement was given to **Stayzilla.com** and received by its Head Supply & Partnerships, **Ankit Rastogi**



GIFT PARTNER

The partner award was given to **FnS International Pvt Ltd** and received by its Manager Marketing, **Amit N Kumar**

Hospitality Achievers with 'MAYA'











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