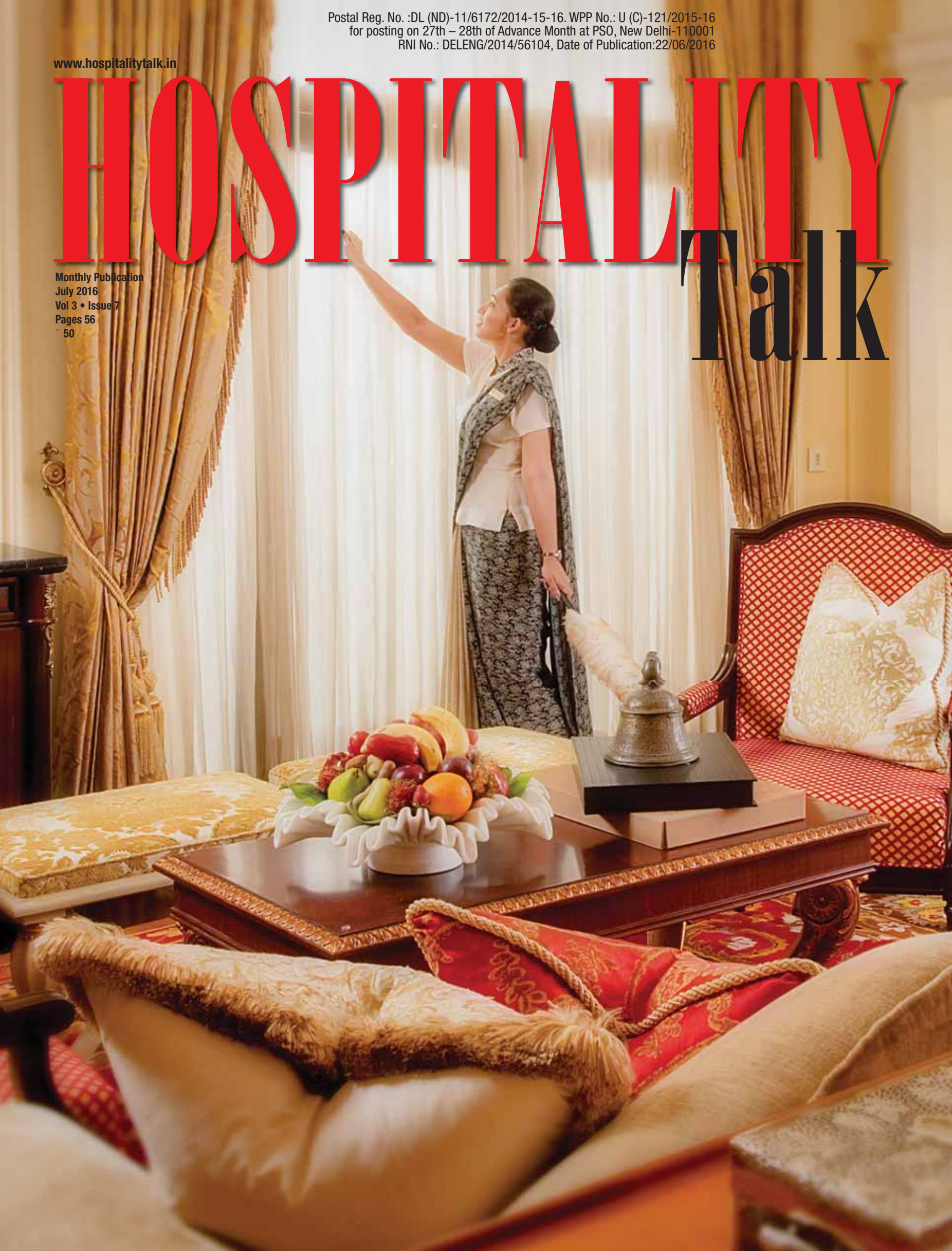


HOSPITALITY Talk

Monthly Publication
July 2016
Vol 3 • Issue 7
Pages 56
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HANDICRAFTS INDIA YEAR BOOK

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Cover Image
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Hospitality Talk is printed, published, edited and owned by Sanjeet, printed at Karan Printers, F 29/2, Phase II, Okhla Industrial Area, New Delhi-110020 and published at 72, Todarmal Road, New Delhi-110001



JW Marriott Mumbai Juhu launches Dashanzi

JW Marriott Mumbai Juhu has launched the new Progressive Asian Cuisine restaurant and lounge. Drawing inspiration from Beijing's chic and avant garde art district, Dashanzi is serving progressive modern Chinese and Japanese cuisine along with an electrifying bar. The innovative handcrafted and well balanced beverage menu embraces the signature Asian cocktails, sake, soju, boutique gins and crafted beers.

The Fern opens in Bhimtal, Uttarakhand with 30 rooms

The Fern Hotels & Resorts has announced the opening of The Fern Hillside Resort, Bhimtal, a premium Resort nestled in pristine hills of Bhimtal and overseeing Bhimtal Lake. The resort offers 30 spacious rooms suited for both leisure and business travellers.



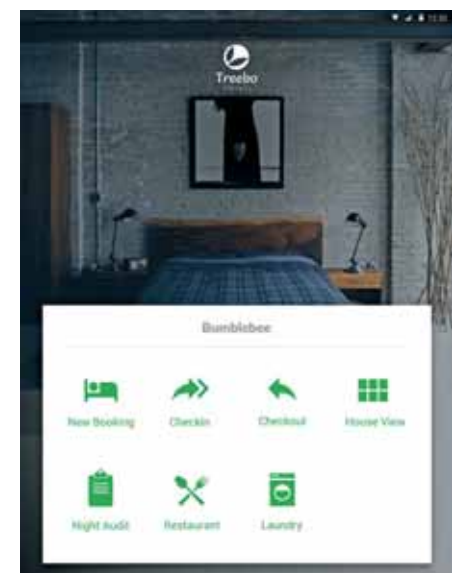
Shangri-La Hotel, Bengaluru launches Hype

Shangri-La Hotel, Bengaluru has launched its roof-top bar-lounge Hype. Hype redefines the city's vibrant social scene with unique tailor-made cocktails, an extensive international wine-by-glass menu and an array of delectable food from across the globe. Sprawled over 5,220 square feet, Hype offers 130 seats with both indoor and outdoor dining.



Treebo launches tablet app for hotel partners

Treebo Group of Hotels has launched a tablet-based property management system for its hotel partners called 'Bumblebee'. The app will be used by property managers to manage all tasks related to hotel operations, including check-ins, check-outs, new reservations, room assignments, payments, fulfilling guest preferences, billing for F&B and laundry, among others.



Seyfert Sarovar Portico Dehradun opens

Sarovar Hotels has announced the launch of Seyfert Sarovar Portico, Dehradun. Seyfert Sarovar Portico, Dehradun, has 68 spacious and well-appointed rooms offering modern amenities and personalized service. The hotel offers state-of-the-art business and conferencing facilities, in-room dining, fitness centre, swimming pool, and all day dining multi-cuisine restaurant.



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AccorHotels renews partnership with Cyberabad Convention Centre

AccorHotels and Cyberabad Convention Centre Private Limited announced the renewal of their agreement for the management of the Novotel Hyderabad Convention Centre and the Hyderabad International Convention Centre.



Taj Hotels Resorts and Palaces unveils new website

Taj Hotels Resorts and Palaces has launched a new revamped version of its website with the goal of enhancing the guest experience. Designed with the signature Taj touch, the new www.tajhotels.com is insightful, engaging and experiential to inspire travel and delivers ease of use for travellers.



W Goa recruits top talent with a night casting event

W Goa concluded India's 'first-of-its-kind' recruitment search at The St. Regis Mumbai. W Goa Casting Night is a series of events to recruit talent, who embody the passion and drive to deliver the brand's Whatever/Whenever service promise, to join one of the most dynamic hotels in India.



Golden Tulip's service apartment in Bhiwadi

Golden tulip launches its first service apartments. The property has well-furnished 16 service apartments along with kitchens which are equipped with all the modern amenities. Also, the hotel has multiple options for fine dining. The reason for the launch of these service apartments is the continuous flow of the expats into the city.



NRAI to conduct 2-day convention in July

Announcing the debut of its convention dedicated to India's nightlife, Riyaz Amlani, President, National Restaurant Association of India (NRAI), revealed that it will be held at St Regis in Mumbai from July 17-18, 2016. It will be the first platform specifically designed to bring together and recognize the various stakeholders of one of India's most vibrant and fastest-growing industry – nightlife. The event is a joint initiative of Kickstart Entertainment and NRAI.

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Novotel Kolkata launches presidential suite

Located on the 12th floor, Novotel Kolkata's Presidential Suite has a panoramic and uninterrupted view of the city. Spread over 2000 sq.ft. of carpet area, the suite has a private foyer, a living room with a bar, a dining room, a luxurious bedroom, walk-in closet, bathtub and shower cubicle. It also has the option of an additional adjoining room with a bed for the guest's associates.



Crowne Plaza opens in Pune with 173 rooms

InterContinental Hotels Group has announced the opening of the first Crowne Plaza in Pune - Crowne Plaza Pune City Centre. The 173-room hotel will operate under a management agreement with The Advantage Raheja Group and has been rebranded from an existing property. The hotel is ideal for hosting business travellers.

Marriott India offers 20% off on F&B across properties

Starting June 2016 to 31 September 2016 Marriott India has announced its epicurean offer of the year – as a part of their rewards programme members will avail a 20 per cent off at all Marriott hotels and restaurants across India.



Keys Hotels plans aggressive expansion

Keys Hotels has announced its expansion plan with asset light strategy for the future growth in the Indian market. The company has already started aggressively in this direction with the three new launches - Keys Hotels in Vishakhapatnam, Keys Hotels Malabar Gate in Calicut and Keys Lite Om Niwas in Jaipur. While Vishakhapatnam is an owned hotel the other two are franchisee hotels. The company also plans to open 8-10 new management contract hotels in the next 12-18 months by adopting asset light strategy.

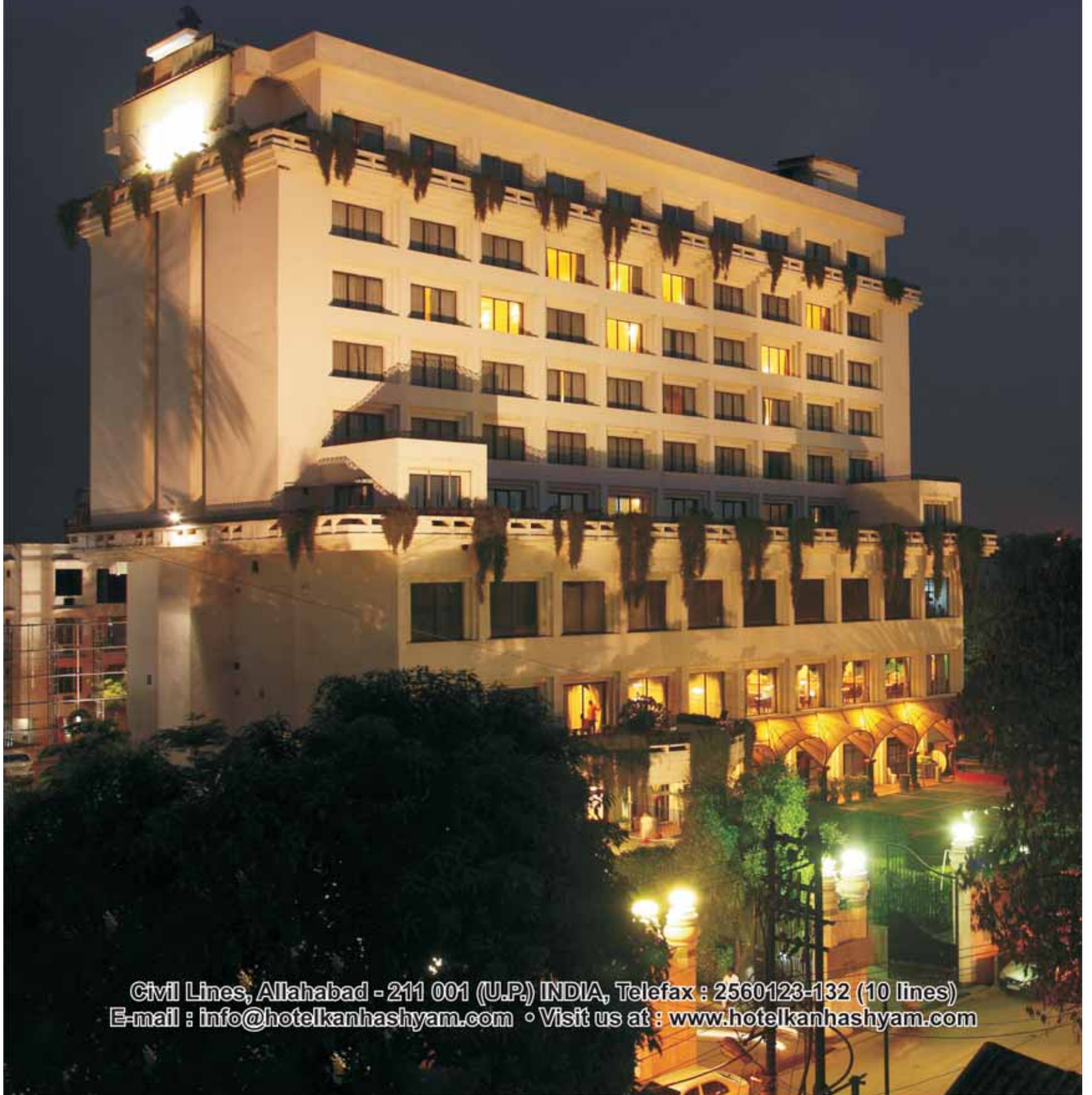


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Mandarin Oriental, Guangzhou's revamped Ebony restaurant re-opens

Mandarin Oriental, Guangzhou has unveiled its new look Ebony restaurant. An eye-catching feature of the redesigned dining area and surrounding garden is the new gin bar, JIN at Ebony, which becomes the grill restaurant's focal point. Housed within its own 30sqm glass structure, Ebony's interiors have been transformed by Hong Kong-based Ronald Lu and Partners.

Four Points by Sheraton opens in Ras Al Khaimah

Starwood Hotels & Resorts has announced the signing of Four Points by Sheraton Ras Al Khaimah with Hamarain Real Estate LLC. Scheduled to open in the first quarter of 2019, the hotel will be Starwood's first property in the emirate of Ras Al Khaimah and the fourth Four Points by Sheraton in the United Arab Emirates. The new Four Points will offer 300 rooms and serviced apartments and four food and beverage outlets.



Le Méridien Hotels & Resorts set to return to Singapore

Le Méridien Hotels & Resorts has announced an agreement with Treasure Resort Pte for Le Méridien Singapore, Sentosa, following the renovation and conversion of the hotel. The agreement marks the highly anticipated return of the Le Méridien brand to Singapore after nearly a decade.

W Miami, formerly Viceroy Miami, opens with 148 rooms

W Hotels has announced the expansion of its Florida portfolio with the opening of W Miami, formerly Viceroy Miami. The hotel offers 148 guestrooms and suites, as well as 38 residential units that are serviced by the hotel. W Miami will undergo a renovation to create the W brand's signature W Living Room on the hotel's 15th floor overlooking Biscayne Bay.



South America's first luxury sleeper train—Belmond Andean Explorer

Belmond announces the launch of South America's first luxury sleeper train, Belmond Andean Explorer in Peru. The new train is set to travel along one of the highest rail routes on earth traversing the Peruvian Andes from Cusco to Lake Titicaca and Arequipa, exploring natural wonders and ancient kingdoms on one and two night journeys.





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Half a millennium of purest Bavarian beer

The year 2016 sees the 500th anniversary of the Bavarian (beer) purity law. The Bavarian brewing industry is set to celebrate the anniversary with a huge beer festival. The big birthday party will be held in Munich, July 22-24, 2016 for locals and guests from all over the world. Some 100 Bavarian breweries will be presenting their best beers in the area of the Feldherrnhalle and Odeonsplatz. For three days, thousands of visitors can enjoy the beer diversity of Bavaria at the beer benches between white pagodas and high-class tents.

First Hyatt Regency Hotel planned in Bulgaria

Hyatt Hotels has announced that a Hyatt affiliate has entered into an agreement with Terra Tour Service EOOD for a Hyatt Regency hotel in Sofia, Bulgaria. Expected to open in 2018, the 190-room hotel will feature three restaurants, which will build off the Hyatt Regency brand's history of culinary excellence, as well as a rooftop bar with unrivalled views of the city.



Best Western Plus Wanda Grand Hotel opens

Best Western Hotels & Resorts celebrated the official launch of its latest Bangkok property. Strategically located close to a range of key business, leisure and MICE destinations, this chic hotel is the perfect choice for all types of traveller. With 183 sleek, contemporary rooms, ranging from superior rooms to two-bedroom suites, the hotel is ideal for both short and extended-stay guests.

Six Senses Fiji to open in 2017

Six Senses Hotels Resorts Spas has announced the latest project in the group's expanding portfolio in the island country of Fiji. Six Senses Fiji will feature 24 spacious pool villas ranging in size from 800 square feet to 1,950 square feet and 66 residential villas situated on the west side of the island. The resort is located along a private sandy beach that stretches 2,100 feet (650 meters).





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51ST FHRAI ANNUAL CONVENTION FROM SEP 22-24, 2016



Amitabh Devendra
Secretary General
FHRAI

The 51st FHRAI Annual Convention is being held in Indore, Madhya Pradesh which is "the heart of Incredible India", from September 22-24, 2016. Indore the convention city charms with its architectural grandeur; a melting point of diverse religions and languages. It has given a cosmopolitan nature to the city.

Amitabh Devendra, Secretary General, FHRAI says, "The theme for this year's convention 'Brand India' is inspired by Prime Minister, Narendra Modi's vision based on the 5 Ts 'Talent, Tradition, Tourism, Trade and Technology'. The convention logo brings together the symbol of a flaming torch and the welcome gesture of 'Namaste!'"

Radisson hotel is the main convention hotel where all the business session

on 23-24 September 2016 shall be conducted. Tentatively, eight business sessions are planned for the Convention. The venue for the inaugural ceremony (22nd Sept. 2016) and the prestigious FHRAI awards (24th Sept. 2016) is the Amber Convention and Banquet Centre.

“
The theme for this year's convention 'Brand India' is inspired by PM Narendra Modi's vision of the 5 Ts 'Talent, Tradition, Tourism, Trade and Technology'
”

Besides the Radisson Hotel the other hotels where arrangements have been made for the stay of delegates include: Sayaji Hotel, Effotel, Shreemaya Celebrity, Somdeep, Waterlilly, Mangalcity, Atithi Satkar, Omni Group Hotels and Gardens, Golden Gate, Infinity, and Amarvilas.

The Convention organising Committee under the leadership of Vivek Nair has invited numerous dignitaries who will be gracing the occasion such as Ram Naresh Yadav, Governor M.P.; Sumitra Mahajan, Lok Sabha Speaker; Dr. Mahesh Sharma, Tourism Minister; Shivraj Singh Chouhan, Chief Minister, M.P.; Dr. Raman Singh, Chief Minister, Chhattisgarh; Surendra Patwa, State Tourism Minister, M.P.

FOOD SAFETY AND STANDARDS AUTHORITY OF INDIA



Pawan Aggarwal
CEO
FSSAI

HRANI participated in a meeting conducted by Food Safety and Standards Authority of India (FSSAI) in New Delhi to discuss new initiatives to improve and monitor restaurant hygiene. The meeting was chaired by Pawan Aggarwal, CEO, FSSAI and saw participation of industry stakeholders including other hospitality associations.

With an agenda focusing on initiatives to improve hygiene standards in restaurants and to build public confidence on the quality of food served by outlets they eat in, FSSAI introduced the following endeavours to the meeting attendees.

◆ Reframing of Schedule IV: Revision of standards providing detailed requirements of food hygiene and safety for various categories of FBOs. The hygiene standards will be

classified into three categories—Basic, Advance and Global.

◆ Food Hygiene Supervisor (FHS) Program: A FHS will be a trained and certified supervisor in the restaurants who will be responsible for carrying out implementation of hygiene standards in their respective restaurants. It will be mandatory for every catering establishment to have a FHS. FSSAI is introducing this programme in collaboration with Sydney TAFE.

◆ External Audit: Assessments of food hygiene and safety procedures will be conducted by external agencies selected by FSSAI and the restaurant can choose any of the select agency for the audit.

◆ Customer Feedback: A feedback form will be designed with coded responses on food hygiene. It will be

mandatory for the restaurants to display it in the restaurants. The customer can submit their feedback (on WhatsApp or SMS or FSSAI App) along with the FSSAI license number.

◆ Mandatory Display of Certificates and Ratings: FSSAI will be making it mandatory for the restaurants to display the following documents

- FSSAI Licence no. and declaration
- Hygiene Rating
- Customer Feedback Checklist

Concluding the meeting, Aggarwal gave a very pragmatic approach and directed the FSSAI concerned officials to work with the hospitality organisations to draft a document on the modules of hygiene and food safety standards for different levels so as to provide a robust compliance of FSS Act in food catering establishments.

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- MT-4008 comes in both Android 4.4 and Windows Embedded 8.1 industry



“Aiming to lead the Indian market”



Aly Shariff

Aly Shariff, Chief Branding Officer, Whitbread Hotels & Restaurants International shares how important the India market is for the brand, stabilising the room rates and more.

Anupriya Bishnoi

How important is India, as a market, for you?

India is a very important high growth market for us and we have ambitious plans for the future. We currently have 12 Premier Inns strategically located across India, the Middle East and Southeast Asia (with a total of 2,322 rooms). In India, we

currently operate three Premier Inns at New Delhi, Pune and Bangalore and we are gearing up to open Premier Inns in Goa and Chennai in the next few months.

Amidst the highly competitive space, what is your strategy?



We will continue to position our brand as the leading mid-segment hotel that provides quality accommodation at affordable prices. We pride ourselves on comfort and value, so whether you're staying for business or leisure, you'll always enjoy a warm welcome from our friendly teams across India.

As the supply is rising, how are you planning to stabilise your room rates?

We will pay close attention to market conditions and adjust accordingly. From a marketing perspective, we will be focussing our efforts on building brand awareness and positioning ourselves as the market leader within India's mid-segment hotel industry. We will also continuously strive to deliver on our brand promise, helping our guests feel brilliant through a great night's sleep.

The mid-market segment is on the rise, not just in India, but globally. According to you, what has led to this transition?

There are a number of reasons for this. The travel outlook continues to remain positive and we expect strong growth in most relevant markets. The growing middle-income population,

fuelled by desire to travel will lead to greater demands for better quality accommodation. That said, customers have become value conscious and are looking for ways to stretch their travel and holiday budgets. Customers are looking for more than just affordable rates; they want quality and great service, in short, outstanding value.

In India, who are your clients? Is it more of international guests or domestic?

We cater predominantly to the domestic traveller which is the largest growth segment with outstanding opportunities for continued growth and development.

What are your expansion plans?

Beyond our new upcoming properties in Goa and Chennai this year, we will be expanding the Premier Inn brand across Southeast Asia and the Middle East. We will be opening shortly in Singapore and Sentul in Indonesia, adding a fourth property at Ibn Battuta Mall in Dubai UAE and Doha Education City in Qatar. In India, we continue to assess relevant opportunities to build an appropriate network in places where our guests want to be.

“The growing middle income population, fuelled by desire to travel will lead to greater demands for better quality accommodation”

NRAI convention

Nightlife: A serious business

The association's first convention celebrates India's nightlife industry but not without making some serious points and demanding rationalisation in government laws.

Hazel Jain



The National Restaurant Association of India (NRAI) together with Kickstart Entertainment has started a revolution—to resurrect India's nightlife. It's not all fun and games; the nightlife industry is serious business to many and the association's annual convention is aimed at bringing this industry together.

To be held in Mumbai's St Regis Hotel from July 17-18, the first edition of the two-day convention will have multiple

business sessions with speakers from the sector from across India. Riyaz Amlani, President, National Restaurant Association of India (NRAI), said, "This will include three international speakers as well. We are also looking to get attendance from the government. We want them to listen to our problems and see that this is a serious industry."

Every year NRAI will get different leaders in the business to come and talk at the convention. "For instance, we will get AD Singh (Owner, Olive Bar & Kitchen) to talk about

FACTSHEET

According to NRAI, the contribution of the Nightlife industry also known as PBCLs (Pubs, Bar Cafes, and Lounges) to the nation's GDP and employment has largely gone unrecognised. Currently, there are over 6,200 licensed bar premises, contributing over ₹ 11,500 crore to the Indian economy growing at an astonishing CAGR of 20 per cent making it the fastest growing Industry in the country, outperforming even the Indian IT industry. The Nightlife business is also the fastest growing segment in the overall foodservices space, growing twice as fast as QSRs and Casual Dining segments.

SIZE OF PBCL MARKET

	No. of Outlets		Market Size (INR Cr.)	
	Chained	Standalone	Chained	Standalone
PBCL	240	5900	1,065	10,500

GROWTH OF THE PBCL MARKET

The estimated CAGR for 2016-2021 are as under
 Chained: 20-22%
 Standalone: 15-18%

CAGR FROM 2013-2016

Chained: 25%
 Standalone: 8%

EMPLOYMENT

Employment generated in PBCL is over two million jobs of 22 million jobs in the Indian Food Services Industry not including ancillary industries. There is an increase of 20 per cent or four lakh jobs annually in the PBCL segment.

TAX GENERATION – MUMBAI & DELHI

Revenue Generated by Taxes (2014) in INR Cr.					
	Direct tax	VAT	Service Tax	Tax on rent	Total
Mumbai	222	1197	37	108	1565
Delhi	143	753	22	69	986

how he has managed to keep a brand trendy for 15 continuous years. We will get David DeSouza (Owner, Tito's Goa) to talk about how to create such an iconic brand that you have a street named after it. It will be a platform where musicians will be able to talk to owners to figure out how they can come together to create synergies and up the ante of entertainment that F&B outlets offer right now. Currently, they are all operating in isolation. We will have bartenders, F&B managers, owners and operators. We will also have big international names coming in to share their experiences on how they managed to create a brand."

Speaking about government participation at these conventions, Amlani says, "We have reached out to the Ministry of Tourism, Home, Excise and the Chief Minister's portfolio because we don't fall under any single ministry. We are also inviting someone from the Government of Maharashtra since it is happening in Mumbai. We are going to make sure that they understand that we are a responsible bunch of people who handle serious businesses and with the help of the government we can add even further to the nation's GDP

and to employment. We don't need sops, we just need de-regulations; we need them to remove the obstacles," he adds.

Right now, restaurants require 36 different licenses which they want reduced. They also want the states to cut down on police permissions. Amlani adds, "Excise fees are not regulated in India – some states it is ₹ 40 lakh, some have ₹ 4 lakh. So there is a huge discrepancy and ambiguity since each state has different laws that need to be corrected. Also, right now the drinking limit is 25 years which is unreasonable. We want to work with the government to promote responsible drinking and we want 21 to be the legal age. Internationally, it is 16 and 18 but I think in India 21 would be a fair age."

The convention will include a Mentorship programme sponsored by NRAI where industry professionals and renowned hospitality spokespersons will guide and impart knowledge to students and budding entrepreneurs.



LANDMARKS UNVEILED

Marriott International

- Opened the first hotel – the Twin Bridges Motor Hotel in Arlington in **January 1957**
- Enter **Asia Pacific in 1989** with the opening of the 602-room JW Marriott Hong Kong in China.
- In **1972**, Marriott partners with Sun Line, becoming the first lodging company to enter the cruise business.
- In **1983 Marriott** debuts lodging for business travellers with the first Courtyard hotel.
- In **1984** the first JW Marriott, named in honour of founder J. Willard Marriott, opens in downtown Washington, D.C.
- In **1985** J. Willard Marriott, Sr. passes away, and J.W. Marriott, Jr. is elected Chairman of the Board.
- In **1987** With the opening of the first Fairfield Inn and Marriott Suites hotels, Marriott becomes the first lodging company to offer a portfolio of brands.
- In **1987** Marriott acquires Residence Inn and pioneers the extended-stay lodging business.



- In **1995** Marriott brings a historic brand into its portfolio when it acquires a 49% interest in The Ritz-Carlton Hotel Company.
- In **1997** Marriott acquires Renaissance Hotel Group, doubling Marriott's presence overseas.

Taj Hotels Resorts and Palaces

- The first Taj Hotel opened – The Taj Mahal Palace, Mumbai in 1903.
- The brand's first international property opened – Taj Sheba Hotel in Sana'a, Yemen in 1980.
- Lord Mountbatten announced India's independence from the steps of The Taj Mahal Palace, Mumbai.
- The hotels houses Mumbai's first licensed bar – Harbour Bar; India's first 24 hour coffee shop – Shamiana, the country's first Sichuan restaurant – Golden Dragon and pioneered fine dining cuisine in India with The Zodiac Grill.
- The Taj introduced the butler service into India.

Why the Taj was built has always been something of a mystery. A popular story has it that Jamsetji was once refused admission to either Watson's Hotel or Pyrke's Apollo Hotel, on the grounds that he was not a European, and that an indignant Jamsetji thereupon vowed to build a hotel far grander than any in Bombay wherein all races might enter. Another tale has it that He (J. N. Tata) had the idea simmering in his mind, and had made much study of the subject and his sole wish was to attract people to India, and incidentally to improve Bombay.

- During the King Emperor George V and Queen Mary visit, the Taj spent 9,092 Rupees on illuminations to mark the occasion.
- The new Saturday night dinner-cabarets were an enormous success. Every Saturday it was

packed' 15 Rupees for a three-course dinner with cabaret.

- Post renovation in the 1970's the rooms now cost a whopping 90 rupees for a single room without breakfast.
- For the first 40 years of its existence, the kitchens of the Taj were dominated by a succession of French chefs, just as its dining rooms were commanded by Italian, French and occasionally English maitres d'hôtel.
- Another significant Taj innovation was the Golden Dragon and its Sichuan menu. Initially, a group of naturalised Chinese cooks were brought over from Calcutta later Frankie Lam and his team of Hong Kong chefs came to Bombay and set up Golden Dragon.
- The Taj was able to lead the way in exporting 'street food' overseas, in 1984 when it was requested by the Government of India to send a



food team to Paris as its contribution to France's Festival of India in that year. A Street food 'mela' was organised at the Trocadero for two evenings. Pao-bhaji and kheema-pao in this kitchen, along with thandai (cooling almond sherbet) and four tons of Lonavla chikki (hard toffee made with jaggery, peanuts, cashewnuts and other dried fruit) to Trocadero for the two-day fair. There was a kilometre long queue for pao-bhaji and we sold everything, even the khus (vetiver root) sherbet and thandai and the rose petal ice cream.



Technology promising better efficiency

Amlan Ghose, Managing Director, Prologic First discusses how technology has touched every aspect of hotel operations and how their brand is making a wave in technology across hotels.

HT Bureau

What role does technology play in a hotel and how has technology evolved over the years?

Today, technology touches every aspect of a hotel's operation and is a critical tool for a hotel's business health. Demand forecasting, competition intelligence and reputation management are technology enabled tools for hotel revenue management. Online distribution, which is technology powered, is becoming or has become the single most important source of business. Cross-functional integration, email and text communication, electronic archival and data retrieval and mobility are improving hotel's operational efficiency and reducing transaction costs. Cloud-based technologies are allowing computing and skilled manpower resources to be shared across the chain, enhancing standardisation of processes and further driving down operating costs. Multi-property SaaS applications are enabling better informed decision making through quicker benchmarking of chain wide performance and delivering tangible RoI through applications like the one that allows transparency about slow moving inventory across the enterprise. Hosted guest response management systems are driving quality management to a next level through superior and faster benchmarking.

What kind of e-solutions do you provide to hotels? Who are your clients?

Prologic First engages in all aspects of new technologies and applications today. We have integrated a channel manager, central reservation system and Salesforce CRM for Sterling Holidays to enable electronic distribution to members and non-members. We have enabled Eaton at IGI Airport New Delhi and Niranta at CSI Airport in Mumbai to sell rooms by-the-hour through their website or at the hotel, and to also distribute rooms through Synxis. Bay Hotel, Singapore is one of the many hotels that

use our WISH hotel management software and perform check-in/check-out on iPads. Constance Hotels in Mauritius have found our Android-based POS to be a cost effective and easy-to-use device for order taking, even from guests who are at the beach. Emaar Hotels have centrally hosted a guest response management system that enables all their brands, including Armani Hotels in Dubai and Milan, to render outstanding services and to benchmark the quality delivered by their hotels. Mastcraft Hotels, a chain with eight properties in the UK, has deployed our web-based back office accounting software as a shared service. Ambuja Hospitality has gone a step further by also implementing our integrated web-based purchase, inventory and costing systems across their lines of business. There are a few cloud-based hotel systems available in the market. Prologic First also offers one that is different because it provides deeper functionality and integrates distribution, reservations, social media listening, hotel operations and F&B operations.

When you are making a deal with a hotel, generally what are their expectations? Do they look for efficiency or their main criteria are cost-effectiveness?

Buying by hotels has changed over the years. Earlier the cases of cost-over-benefits were many, however, now we find a growing number of hoteliers's wanting to know what returns they may get. We are excited about this change as this is our forte; delivering applications that provide return-on-investment. A growing part of our business is from hotels that have chosen our solutions over seemingly more affordable ones because they felt assured that we would deliver greater benefits at a lower risk. The fact that we have been around for 16 years and have a proven track record, of course, helps.



Amlan Ghose

“Multi-property SaaS applications are enabling better informed decision making through quicker benchmarking of chain wide performance and delivering tangible RoI”



LUXURY

ALL ABOUT

PERSONALISATION

Luxury was once an unaffordable component for most, but now the tables have turned and it's affordable for many. Hoteliers share what 'affordable luxury' means to them.

Anupriya Bishnoi

MANISH TOLANI

Area Director of Sales & Marketing-South Asia
Marriott International



Manish Tolani

Luxury has moved away from the 'notion' that it is only about high-end brands, or luxury is not only about rooms at exorbitant rates which is when the term 'affordable luxury' comes into play. The reason we have 20 different brands under Marriott is because each brand is supposed to cater to a particular kind of clientele. Interpretation of luxury is also personalisation and the personalisation we provide to our guests.

Business has evolved and people now stay in hotels for a longer period of time. If customisation doesn't play a key role here, then we will not be able to get these kind of customers. They then become more than a room number to us, like what food they like, what kind of pillow they prefer.



Affordable luxury to me has a lot to do with personalised services and experiences. Also, guests who are frequent guests with us and if we don't have to ask them again about their preferences, then that becomes affordable luxury to a large level. If a brand knows about his guests, car he prefers, spices he likes, time he likes to get up in the morning, this becomes affordable luxury. This person is not necessarily spending thousand dollars for all this; he may be paying \$200-250 but is getting all personalised services that become affordable luxury.



JEAN-MICHEL CASSÉ

Senior Vice President, Operations,
AccorHotels India

When we talk about affordable luxury, it is our middle-market brands that take center stage. While India may be best known for its luxury properties, it is the mid-market segment that offers higher growth potential. There exists a gap between luxury hotels and quality budget hotels in the country and the middle-market segment bridges it. A large proportion of the rising segment of corporate travellers in India are mid-level executives and a bulk of leisure travellers are from the middle class. They are an evolved lot who seek hotels that offer modernity, comfort, safety, and affordability. The mid-segment has grown rapidly to cater to their demand, with all the trappings of a luxury hotel at an affordable price tag.

The middle-market or business segment as AccorHotels defines it, serves the largest market base. We have projected a strong future demand for mid-scale and full service hotels such as Novotel in India. Novotel, AccorHotels' ubiquitous



Jean-Michel Cassé

mid-scale brand, is widely popular with travellers seeking affordable luxury and is setting new standards in the business/leisure hotel segment. We continue to see solid growth in the number of guests staying at our Novotel properties throughout the country. This year we are celebrating Novotel's 10th year anniversary in India. Currently, there are 13 Novotel properties operating in all tier I cities across India with a total room inventory of 3054. With an advent of better locations emerging in tier II and III cities, we are actively developing the Novotel brand with the second generation.

DEEPIKA ARORA

Regional Vice President, Eurasia,
Wyndham Hotel Group

Today's traveller is open to exploring newer destinations and experiences. At the same time, hotels are also becoming competitive in offering an affordable and responsible luxury experience to their customers. Hotels are going out of their way to woo customers to ensure their next visit. As the 'affordable luxury' segment is gaining momentum, there is a change in customer preferences as they are looking out to explore newer destinations at competitive costs. Therefore, quality hotel accommodation is now easier to



Deepika Arora

get at a competitive cost like never before. Together, all this packaging of customer centric strategy and services forms the basis for affordable luxury.



PETER HENLEY

President & Chief Executive Officer,
ONYX Hospitality Group

With the growth in the per capita income of the middle class and their aspirational outlook towards life, the segment of affordable luxury is fast gaining pace. In the hospitality sector, affordable luxury satisfies the demands that exist between the luxury space and select service operators, by offering travellers all the comforts at affordable prices. ONYX Hospitality Group operates diverse yet complementary brands Amari, Shama and OZO, each catering to the requirements of today's business and leisure travellers. Amari is the centrepiece of ONYX's portfolio and caters to the upscale sector that



Peter Henley

resonates well with affordable luxury. Interestingly, as we set up our presence across different countries, we find that the very meaning of 'luxury' becomes dynamic—there is no set standard to define it. Hotels need to listen to the traveller and focus on the experience.



Apart from giving an aesthetic appeal to a room, clean curtains ensure a healthy stay. Talking to spokespersons of select hotels, HT discovered how hotels take curtain cleaning as a priority to avoid any kind of smell or bacteria.

Clean shimmering CURTAINS

Anupriya Bishnoi



Rupesh Kumar Singh
Hotel General Manager
Hotel Kanha Shyam

“We have opted for various measures like shielding curtains from sunlight damage, ventilating the room”

Curtains are very quick to absorb airborne pollutants, dust and allergens due to constant air flow. This creates a fertile environment for dust mites and other harmful organisms for infectious disease transmission. While the monsoon showers bring relief from the stifling heat, they also bring with them the side effects of dampness, fungus and musty smells. Hotels go extra mile to make sure the experience of their guests is healthy and comfortable.

KEEPING THE CURTAINS FRESH AND DAMP FREE

Rupesh Kumar Singh, Hotel General Manager, Hotel Kanha Shyam says, “We have opted for various measures like shielding curtains from sunlight damage, ventilating

the room appropriately, cleaning curtains in machine if allowable or give a hand wash, steam cleaning, dry cleaning, vacuuming curtains, pressing the curtains when essential, giving the curtains a good aeration every so often.”

According to **Ajay Kanojia**, Executive Housekeeper, The Gateway Resort Damdama Lake Gurgaon, one of the most prevalent reasons for the musty smell in the rooms is the fact that during the monsoons the air is humid and this moisture tends to leave the air inside the rooms moist and warm. To counter this, he suggests, “It is important to open all windows in the room at regular intervals. The circulation of fresh air helps not only curtains but also the other furniture in the room to stay fresh and damp free. It is also important to turn on the fan, especially after a steamy shower and take measures to avoid seepage in the rooms at all costs.”

Chinna Thambi, Assistant Housekeeper, Davanam Sarovar Portico Suites, Bangalore, “We keep our curtains clean by spotting, steam ironing, regular vacuuming, dry cleaning and washing. While washing depending on the material of the curtains, we choose a cool wash with a slow spin.”

Sridhar Chippa, Executive Housekeeper, Grand Mercure Bangalore, believes that doors and windows should be opened for airing out the room, to prevent any bad odour and dampness. “Mild air freshener sprayed at regular intervals to avoid any fungus formation, thus preventing the dampness leading to bad odour,” he adds.



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Shilpa Kosambia
Executive Housekeeper
Sofitel Mumbai BKC

“It is important to remember that curtains and drapery replacement costs are high, estimated at more than 20 times the cost of cleaning”



According to **Bhushan Shetye**, Housekeeping Manager, Goa Marriott Resort & Spa, a hotel room should have enough of space between curtain and the window frame to avoid mildew. “Moisture on windows is caused by the lower dew point of the glass. The warmer the air in a room the more moisture it will hold. It is a natural reaction for the moisture in the air to collect on the cool glass as the warm moist air attempts to equalise the air temperature and the glass temperature. The cooler glass sucks the heat out of the air as the heat always travels from hot towards

cold. In the summer it works quite contrarily where the higher temp of the glass heats the air in the room. This would also occur on days in the winter when the air in the house is cooler than the glass that’s heated by the sun.”

“As soon as the temperature reverses the dew point on the glass lowers and then we have moisture on the windows. This growth happens in the warm, mostly summer and on curtains is mostly seen as an orangey or reddish spots, these colonies flourish and die and then



Sridhar Chippa
Executive Housekeeper
Grand Mercure Bangalore

“Mild air freshener sprayed at regular intervals to avoid any fungus formation, thus preventing the dampness leading to bad odour”



Chinna Thambi
Assistant Housekeeper, Davanam
Sarovar Portico Suites, Bangalore

“We keep our curtains clean by spotting, steam ironing, regular vacuuming, dry cleaning and washing”

re-grow from the spores left in the curtains. This may happen for several years before they become easily seen. By the time most people notice the mildew the bacteria have died, due to the cooler winter temperature and left their spores which have turned black. They are hibernating mould bacteria which are responsible for the black stain seen on curtains and linings. It would be rare for this to contaminate the curtains in a short period of time to a degree where it is very visible and usually we could expect two to three years for this to be readily visible and often

longer. The black often becomes visible after winter when the cold has had its effect on the bacteria. In order to avoid this, we wash the curtains every three months, we press the curtains for pleats and we hang the curtains in a right way with the hooks in proper gaps and having the right space between the walls,” he adds.

According to **Deepak D Pulavarthi**, Executive Housekeeper, ibis & Novotel Bengaluru Techpark, the easiest and quickest solution to avoid issues of dust and



Ajay Kanojia
Executive Housekeeper
The Gateway Resort Damdama
Lake Gurgaon

“During the monsoons the air is humid and this tends to leave the air inside the rooms moist and warm”



dampness is keeping curtains indoors and under climate control. “Exposure to external weather elements like sun, rains and humidity causes immense damage, which is often irrevocable. Choosing the right materials while selecting curtains will also help keep them fresh and free from dampness as certain fabrics can withstand dust and humidity more than others. The curtains used indoors, especially in air conditioned environments, will require less maintenance and would exude that fresh and dampness free look. On the other hand, the freshness of curtains used as part of the exteriors depends on the colour, texture and material. For example, cotton curtains on a sea-shore resort would not give that fresh look as they will hold on to the humidity from the sea breeze,” she elucidates.

For **Shilpa Kosambia**, Executive Housekeeper, Sofitel Mumbai BKC, curtains are not merely used as window treatments for their aesthetic value, but also for their functionality in hotels. “It is important to remember that curtains and drapery replacement costs are high, estimated

at more than 20 times the cost of cleaning. By establishing a regular cleaning schedule one can substantially prolong the life of curtains, protect investment while also delighting guests with a fresh and inviting room. At Sofitel Mumbai BKC, we take special care to ensure that the curtains in our rooms stay fresh and are free from any stains and dampness. We perform daily cleaning of the curtains using a vacuum cleaner along with an upholstery brush. On a quarterly basis, curtains undergo a dry cleaning process in the laundry,” she explains.

BRANDS USED TO CLEAN CURTAINS

Almost all the hotels prefer products from Johnson Diversey to wash curtains. According to the spokespersons, this brand doesn't cause any damage to the fabric and is highly cost effective. Also they believe that Diversey helps in lesser wear and tear on the fabrics and contributes to water and energy savings.

Pulavarthi says, “While opting for cleaning and upkeep agents, it is important to keep in mind that the products



Deepak D Pulavarthi
Executive Housekeeper, ibis &
Novotel Bengaluru Techpark

“Choosing the right materials while selecting curtains will also help keep them fresh and free from dampness as certain fabrics can withstand dust and humidity more than others”



“A hotel room should have enough of space between curtain and the window frame to avoid mildew ”

Bhushan Shetye
Housekeeping Manager
Goa Marriott Resort & Spa



should be fabric friendly and must not contain bleach or any other chemicals that may damage or fade curtains and drapes. There is a whole range of internationally renowned brands which offer sustainable cleaning, sanitation and hygiene solutions. The housekeeping team at ibis & Novotel Bengaluru Techpark always refers to the instructions from the curtain maker and follow them to the tee. Some curtains require solvent cleaning which is again suggested on the care tag.”

At Sofitel Mumbai BKC dry cleaning agent like Perchloroethylene is used. They also use a fabric freshener post which we tumble dry the curtains to remove the odour of Perchloroethylene.

MEASURES FOR DIFFERENT KINDS OF CURTAINS

According to Singh, it depends on the type of fabric whether has to be dry cleaned, hand washed, machine washed, steam washed, spray cleaned or simply vacuumed.

At The Gateway Resort Damdama Lake Gurgaon the basic cleaning measures for all curtains are the same. “The measures for every kind of curtain remain the same. However, the chemical usage depends upon the fabric of the curtain. The heavier the material of the drapes, the stronger the chemical used for cleaning,” adds Kanojia.

At Davanam Sarovar Portico Suites, Bangalore, heavy curtains are cleaned, washed, spotted, steam ironed and vacuumed. “Steam ironing curtains is an excellent choice for curtains made from very heavy

materials or for those that are particularly difficult to take down from the rail. Sheer curtains are washed and vacuumed. Sheer curtains are also hand washed or machine washed inside a mesh bag,” explains Thambi.

Chippa says, “However the heavy curtains and blinds are washed every six months and the sheer curtains are washed and air dried at regular intervals.”

According to Shetye, “We do spotting for all type of curtains. For heavy curtains, steam cleaning on periodic basis; for sheer curtains washing or dry cleaning and for black out curtains washing.”

According to Pulavarthi washing a curtain frequently may not enhance the original appearance. Instead, regular look out for stains and dust will yield better results. “Silk curtains must always be dry-cleaned and not washed. However regular spotting, vacuuming or on some occasions just wiping a stained surface with a damp cloth would do the magic in up keeping and cleaning the curtains,” he adds.

Kosambia says, “Curtains are usually categorised by their fabric and size. Delicate curtains such as netted, thin sheers and silk are not loaded in the laundry machines. They are hand-washed, dry-cleaned and tumbled dried under low temperature. Other curtains which are a mix of fabrics such as polyester, cotton and viscose can be dry cleaned at a temperature of 55-60 degrees in the machine.”





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Mukul Jha



The Carnatic flavours

The new Grand Mercure Mysuru offers different kinds of cuisine. **Mukul Jha**, Executive Chef, Grand Mercure Mysuru shares more.

Being a new hotel what advantages do you have over other hotels in terms of F&B?

The restaurants at Grand Mercure Mysuru exhibit contemporary designs along with an element of tradition to it. Our trendy all-day dining restaurant provides diners a friendly service with a local touch. As the name suggests, La Uppu (which literally means 'The Salt') is a combination of both local and French, thereby giving the consumers a unique offering—providing high quality food and beverage made of freshest ingredients. A special Mysuru platter which will soon be a part of the offering at the restaurant is something all food enthusiasts must watch out for. Besides that, another North Indian specialty restaurant at

Grand Mercure is 'By the Blue'. It serves traditional dishes from the North West Frontier region. The restaurant offers an experience where customers can immerse themselves while overlooking the pool. Another of our F&B outlets that adds value to the hotel's offering is our Pastry Shop-Deli where one can be spoilt for choice with a selection of delectable chocolates, cookies, sumptuous cakes, sandwiches and petit fours. As there are not many pastry shops in and around Mysuru, our Pastry shop will certainly stand out especially for the kind of infusions we have planned as a part of our delicacies. Our lounge bar is a sleek and modern bar that serves a wide range of cocktails and drinks.





What percentage of revenue are you expecting from the F&B outlets?

The F&B department plays a major role in any hotel. As a matter of fact, with global tastes and preferences changing rapidly, most hotels have realised that it's the F&B outlets which hold the key to both occupation levels and as a result, revenues. In fact, according to industry estimates, in the last couple of years, F&B outlets of any star hotel have been adding up to 40 to 45 per cent to its total revenue. Consistent with the industry estimates, we are confident that F&B will have similar contributions to the total revenue at Grand Mercure Mysuru.

Has the palate of Indian diners evolved?

Today's India is young and vibrant, with a majority of the population aged between 18 - 35 years. With higher spending power and greater interest in 'eating out', it is this segment of our population that typically drives the growth of F&B industry. They are tech savvy, have access to trends from across the globe, are well read and extensively travelled. Probably this is the reason why we see even international chefs taking keen interest in the Indian market, trying to lure the evolving Indian taste buds with their creations. Authenticity of the flavour and elements, supersede the popularity for this set of consumers. Even local chefs have started hosting experimental tables, playing with novel ingredients and flavours. As the market matures, I foresee a very strong focus on the cultural stories revolving around food and flavours and a renaissance of the Indo-ethnic cuisine. Profundity of the local essence and culture will trickle down the food chart and gain prominence. Keeping these emerging trends in mind, we crafted the culinary experiences at Grand Mercure Mysuru.

What are your signature dishes?

I love an amalgamation of Indian and Thai cuisine, and many of my dishes incorporate these flavours. My signature favourite therefore will have to be the black olive tapenade crusted chicken breast served with Thai green risotto, pickled beetroot and finished with saffron veloute. Bursting with the fresh flavours, the dish is a delightful fusion of Indian and Thai cuisine.

What initiatives are you taking to get more clients?

Giving our guests a great experience and allowing them the opportunity to savour the concept of 'bringing stories to life', which is the essence of the Grand Mercure brand, is the USP of our hotel and its F&B offerings. The hotel, being a true representation to its soul concept, has a story behind every chandelier, every painting, and every concept of art in the architecture and decor. One can experience historical tales of the art and culture inherent to the royal city of Mysuru while walking down every pathway and in every corner of the hotel. Offering a delightful palate and fulfilling the clients aspirations for innovative food with a personal touch are also a few additions we have made to welcome our clients.

What is your take on customers asking for modifications in authentic cuisines like Italian?

Modification to the cuisine is a common practice these days, with an affinity for fusion food increasingly catching on. It is common to see Italian dishes getting a 'desi' spin and Indian food being sprinkled with some very European flavours. In my personal opinion, while it is alright to experiment to an extent and create new dishes, one should not go overboard to an extent where the originality of the dish is lost.



Whiff of Life

Oxygen is life! Breathing clean air is a prerequisite to a healthy and happy stay in a hotel. We find out from hoteliers what they do to ensure that the air is always fresh.

Kanchan Nath



Anil Kumar
Director Engineering
The Imperial New Delhi

ANIL KUMAR

Director Engineering
The Imperial New Delhi

In-room filtration systems remove air particles, while surfaces are treated to minimise the growth of bacteria. These hypoallergenic hotel accommodations are nearly 99.9 per cent allergen-free. General maintenance is done twice a month. If the air quality does not improve by general maintenance alone, our chemical cleaning service provides a total environment friendly chemical wash of internal Air Con (air conditioner) parts such as fan coil, fins, blower, drainage device and all other parts. The result is a dust-free unit that is also powered up to optimum performance. With an optimal unit, it cut costs on use of power (the unit is capable of cooling an area within a shorter time period) and we also save by prolonging the lifespan of the unit.

We also do TPM (Total Preventive Maintenance) twice a year. The advantage of TPM is that we are assured of not

missing out on scheduled maintenance, thus preventing unit breakdown, improving its performance and ensuring that guests are breathing cleaner air all year round. Good health and a great comfortable experience can only come from having a proper maintenance schedule. Investing on a good Air Con unit is wise and maintaining the unit is wiser and top shape will ensure Air Con unit's long lasting better performance so that it functions optimally for years.



“ If the air quality does not improve by general maintenance alone, we provide a total environment friendly chemical wash ”



Ajit Sharma
Joint President
Jaypee Vasant Continental

AJIT SHARMA

Joint President
Jaypee Vasant Continental

At Jaypee Vasant Continental we guarantee supply of clean air flow in sufficient volume to support the cleanliness rating of the room. The air is also conditioned to meet the clean-room temperature and humidity requirements as per optimum health and comfort levels through centralised air-conditioning system. In addition, sufficient conditioned makeup air is introduced to maintain the specified positive pressurisation.

Source control, filtration and use of ventilation to dilute contaminants are the primary source of improving indoor quality. At Jaypee Vasant Continental we use pre-filter with



capacity of filtering 1 micron level of dust. We provide more than two air changes in the guest bedrooms and three air changes in bath rooms which meet the ASHRAE guidelines. We maintain $22^{\circ}\text{C} \pm 2^{\circ}\text{C}$ in the room to provide conditioned air and have a thermostat control device installed in the room.

Outside air is required to make up for the process exhaust that typically occurs in trying to maintain a positive pressure within the clean space with the help of Treated Fresh Air (TFA). This air is kept clean with the help of

“ Outside air is required to make up for the process exhaust that typically occurs in trying to maintain a positive pressure within the clean space ”

scrubber units used to filter flue gases into atmosphere ensuring better air quality. We are using six row cooling coil condenser units in our TFA's helping to enhance the humidity control at the same time. The in-house preventive maintenance schedule of HVAC system and deep cleaning schedules of guest

rooms and areas by engineering and housekeeping respectively which facilitates the process. We also have an in-house no smoking policy.

Frequency of cleaning is regulated as per traffic and number of occupants. Carpets and rugs, which act like air filters, are

regularly cleaned. Stringent pest control policy ensures control of addition of any pollutant or contaminant which deteriorates the indoor air quality. Indoor house plants also reduce the components of indoor air pollution by absorbing carbon dioxide and releasing oxygen.

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Arijit Ganguly
Executive Housekeeper
Crowne Plaza Today Gurgaon

ARIJIT GANGULY

Executive Housekeeper
Crowne Plaza Today Gurgaon

We use biodegradable and environment friendly chemicals to clean the room, wash the linen and towels of guest rooms. We have non-smoking rooms and floors, air conditioned with two-way exhaust system in guest rooms, high-end air purifiers in guest rooms and floors to ensure clean and fresh air within, treated fresh air circulation through TFA units in guest floors. Housekeepers inspect the rooms for optimum results and guest satisfaction. Spray glass cleaner on the mirrors, TV screens and wipe with a new rag. Replace trash bags, toilet paper, towels, and other amenities provided by the hotel such as soap, shampoo and shower cap.

We follow the 'I-Clean' sequence of cleaning rooms in all IHG Hotels worldwide. I-Clean ensures following the right methods

“ We use biodegradable and environment friendly chemicals to clean the room, wash the linen and towels of guest rooms ”



in the right order with the right chemical usage which helps maintain clean air inside the room. This toolkit also provides a structural way to audit cleaned rooms to ensure correct system is being followed to service the rooms so that the standards are maintained. This also helps the hotel analyse and then rectify cleanliness defects.



Navin T.S.
Executive House Keeper
Courtyard by Marriott, Chennai

NAVIN T.S.

Executive House Keeper
Courtyard by Marriott, Chennai

We are using Treated Fresh Air units, Air Handling Units with 10 micron filters which hold and capture dirt and dust that are harmful. Air is taken through TFA equipments (treated fresh air)



and the humidity level in the air is also optimised to maintain comfort. On a quarterly basis we test our indoor air quality for any microbes or pathogens presence in the rooms and corridors. This maintains the quality air level in the guest area.

Plants are Mother Nature's air purifiers. We grow houseplants in the property to filter toxins from the air. They are identified to clean the air. These plants are easily available as well. Some of which are: Butterfly Palm (*Dypsis lutescens*) – other names include Areca Palm, Golden Cane Palm, and Bamboo Palm – grows in bright, indirect light. Lady Palm (*Rhapis excelsa*) – also known as the Broadleaf Lady Palm – adaptable, but prefers bright, indirect light. Rubber Tree (*Ficus elastica*) – other names include Rubber Fig, Rubber Bush, Rubber Plant – grows in bright, indirect light and dislikes drafty locations. Cornstalk *Dracaena* (*Dracaena fragrans*) and more.

“ On a quarterly basis we test our indoor air quality for any microbes or pathogens presence in the rooms and corridors to maintain quality air level ”



Sareena Kochar
Vice President- Housekeeping
The Lemon Tree Hotel Company

SAREENA KOCHAR

Vice President- Housekeeping
The Lemon Tree Hotel Company

Freshness, cleanliness and hygiene are our equities and we do everything to ensure our guests have a refreshing and comfortable stay with us. To keep our rooms fresh, we routinely service our air conditioners to clear their filters of any blockage what-so-ever. Ozonisers are used to refresh in smoky rooms and de-humidifiers are used in hotels/areas high on humidity. In male washrooms, we use urinal screens, which eradicate the bacterial growth and in turn leave a pleasant odour.

Lemon Tree is known for its signature lemon fragrance and we actively use such fragrances to keep the atmosphere invigorated. Use of fresheners for air purification is a must do.



In corridors, we treat fresh air with atmospheric air change. Tree plantations around buildings are encouraged. Garbage areas are air conditioned and care is taken to segregate garbage according to set norms. Besides this all F&B outlets are pressurized and kitchens are negatively treated.

“ Ozonisers are used to refresh in smoky rooms and de-humidifiers are used in hotels/areas high on humidity. Garbage areas are air conditioned ”

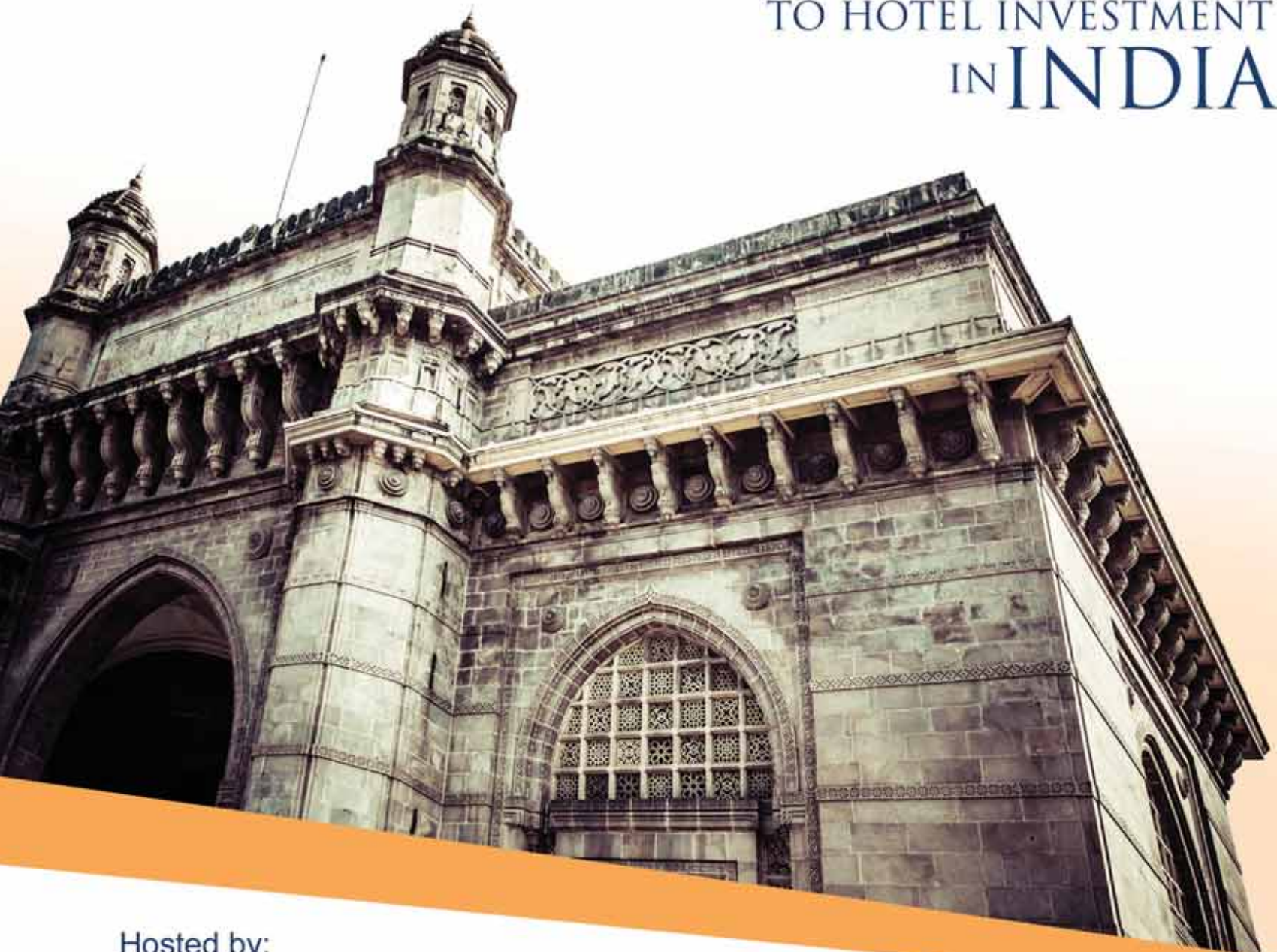
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Saddam Zaroo

Being a hotelier in India is tough

Saddam Zaroo, M.D., RK Sarovar Portico, Srinagar talks about the unique features of the property, his relationship with Carlson and future plans.

HT Bureau

What's unique about your hotel's location?

The hotel is in the most secure zone in the valley, right next to the United Nations base and on the Gupkar Road. It is also on a small hill although being in the centre of the city. It's a 10-minute walk from the famous Dal Lake.

What authentic local experiences will guests have access to?

We have maintained contemporary Kashmiri architecture. To get the local flavours we have a multi-cuisine restaurant takht-e-sulaiman. To give the guests a feel of Kashmiri hookah, tea and coffee we have the Sheesha Café. We also have created a Turkish/Kashmiri combination of a hamam which is going to be available in our spa 'the Falaknama' by R3.

From an owner's perspective what challenges do you face?

Being a hotelier in India is tough in the current times and it's tougher in Jammu & Kashmir. Procuring permissions, material for construction

then weather conditions and political conditions in the valley are tough. Energy and human resource are some new challenges. I believe every one faces challenges in every field or place in the world, it's about coping up with the same.

What are your expansion plans?

On the hotel industry front, I'm looking at three more properties in the coming few years, that is, Defence Colony Delhi, Sonmarg and Pahalgam. On the export of handicraft segment we are planning on expanding into West Africa. On the retail front we are planning to introduce brand Khazir in India with the first store opening up in JW Marriot Juhu Mumbai. We are also exploring opportunities in healthcare in Jammu & Kashmir.

How positive does the Indian hospitality landscape look for investment?

Growing competition, cost of energy, human resource, ever changing demands and likings of the modern day customer don't make it as positive

as it once used to be for investment. However, properties in the more untapped locations with exclusive offerings can be a good prospective.

Tell us something about your relationship with Sarovar.

My family and Anil Madhok, Chairman, Sarovar, go back a long way and are known to each other from the good old Oberoi days when Madhok used to be the General Manager there. They always had a high regard for him and everyone who knew him from the Bombay Oberoi then considers his period as the golden period both for the hotel and the retail shop keepers there. I had a firsthand experience when I worked with him for a few months as an intern in his Mumbai office and Marine Plaza Mumbai. When we decided to open our second property in Srinagar in 2013, it was Sarovar we had in mind to begin with. We did however consider other brands but after some detailed study we knew Sarovar Portico would be an ideal brand for us.

Environment

on their

MINDS

Going green has always been part of their agenda but hotels are now seriously integrating it in their brand ethos as well as their operations. Incorporating technology for housekeeping is a close second.

Hazel Jain



Photo Credit: The Imperial New Delhi recently celebrated World Environment Day by giving planters to their guests

Hotels in India are now consciously taking a step towards being environment-friendly—not just to have a label but to genuinely make an effort to reduce their carbon footprint. And they are doing this in their own way. Five hotels in four different cities speak about the upcoming trends in housekeeping and almost all of them lay emphasis on the ways in which they ensure their functions remain green. A close second is technology, adding to the hotel's advantage.

Novotel Hyderabad Convention Centre focuses on being an environmentally-friendly property guided by the philosophy of Planet 21, AccorHotels' programme

intrinsically linked to sustainable development. Sharing details about this is **Bijoy Sengupta**, Director of Rooms, Novotel Hyderabad Convention Centre & HICC. He says, "Eco practices are one of the most spectacular emerging trends in hotel housekeeping that the property actively employs. Going green is a trend of the day and environmentally-sound policies increase a property's monetary health. There is an increasing awareness to use eco-friendly amenities, commodities and practices. Our housekeepers are developing and adopting new ways to conserve water and energy. The property's energy management system helps to analyse data from major energy consuming appliances. Ceiling motion sensors are

“Going green is a trend of the day and environmentally-sound policies increase a property's monetary health”

EXPERT SPEAK



Bijoy Sengupta
Director of Rooms,
Novotel Hyderabad
Convention Centre
& HICC

“Eco practices are one of the most spectacular emerging trends in hotel housekeeping that the property actively employs”



Kavita Shah
Executive
Housekeeper,
Vivanta by Taj-
President, Mumbai

“Focusing on green practices and utilising eco-friendly products and amenities have definitely raised the awareness bar among customers”



Sridhar Chippa
Executive
Housekeeper,
Grand Mercure
Bangalore

“Hotels are instituting programmes to save water and energy. These include use of eco-friendly chemicals, laundry sanitation methods”



Meghana Tendulkar
Executive
Housekeeper
Hotel Marine Plaza
Mumbai

“Growing consciousness about environment is compelling hotels to look for eco-friendly commodities, amenities and practices”



Jijoy Varghese
Rooms Division
Manager
The Westin Chennai
Velachery

“Housekeeping has advanced with the introduction of tools and technology that was missing earlier, starting 2015 with the REX and NXT programmes”



Photo Credit: Shangri-La's - Eros Hotel, New Delhi

used in public areas and restrooms to reduce energy waste. Moreover, housekeepers are always looking for products and equipment that help in conserving energy.”

Speaking about the ways in which her hotel cares for their environment, **Kavita Shah**, Executive Housekeeper, Vivanta by Taj-President, Mumbai says, “Service is always at the heart of the hospitality industry and it is imperative to cater to the numerous needs of our patrons and mould ourselves to the ever-evolving surroundings. Focusing on green practices and utilising eco-friendly products and amenities have definitely raised the awareness bar among customers. It is our honest endeavour to give back to the environment by initiating recycling programmes, conserving energy and water through our best practices adopted by our trained staff in respective departments.”

Back down south, Grand Mercure Bangalore is doing more than reusing sheets and towels. **Sridhar Chippa**, Executive Housekeeper, Grand Mercure Bangalore, says, “Going ‘green’ is one of the prominent emerging trends in Indian hospitality. Hotels are keen to institute programmes that save water and energy and reduce waste. These includes usage of eco-friendly chemicals, laundry sanitation methods that are least harmful to fabrics and the practice of reduce, recycle and reuse.” He adds that energy management systems are also in place in many hotels to analyse data and save energy waste. Grand Mercure Bangalore also uses ceiling motion sensors and LED lighting in multiple areas to save energy.

Seconding these thoughts is **Meghana Tendulkar**, Executive Housekeeper, Hotel Marine Plaza in Mumbai. She feels that among a lot of current trends,



Photo Credit: The Imperial New Delhi



Photo Credit: Shangri-La's - Eros Hotel, New Delhi

environment-friendly practice pips all. “We are living in an era where the impact of the resource scarcity is strongly impacting the supply and demand cycle. Resources are getting scantier which is affecting their availability and costs. Growing consciousness about environment is compelling hotels to look for eco-friendly commodities, amenities and practices. What previously got just a passing thought on purchase decisions is now a major determining factor in all of the above,” she says.

TECHNOLOGY A CLOSE SECOND

According to Chippa, many hotels are using easy-to-use software to automate and simplify time-consuming housekeeping tasks such as setting the room-cleaning sequence, providing attendants with guest preference information, updating the room status in the Property Management System (PMS) and so on. This reduces



Velachery, feels that housekeeping has become an important aspect and challenge in the industry, with efficiency and quality in operations being key. He says, "At Starwood, housekeeping has advanced with the introduction of tools and technology that was missing earlier, starting 2015 with the REX and NXT programmes. Housekeeping is now the chief delighter and also the custodian of guest personalisation."

Tendulkar from Mumbai's Hotel Marine Plaza also feels that there has been an upsurge in investments for IT infrastructure and networking by hotels. "Housekeeping also cannot be left behind and there is more investment in comprehensive housekeeping applications. Technology plays a greater role in increasing the efficiency of housekeeping operations," she says, highlighting another ongoing trend in the industry—outsourcing.

"Outsourcing various housekeeping functions due to attrition of manpower, unavailability of personnel, lack of trained manpower and unionisation is on the rise. The nature of training has changed with more emphasis on improved productivity and mechanization. Trainers now have to train for optimum usage of equipments, supplies and labor to increase efficiency," Tendulkar says.

paper consumption and eliminates unnecessary phone calls between the housekeeping desk, floor staff and front office.

"At Grand Mercure Bangalore, we combine processes and technology to ensure each guest room is cleaned consistently using



There is investment in housekeeping applications. Technology plays a role in increasing efficiency



the same sequence, methods, tools and chemicals. It enables the hotel to achieve maximum guest satisfaction and to return our guestrooms to the inventory as quickly as possible. With equipment getting upgraded at a rapid pace and the standards of cleaning and hygiene getting better, the future of housekeeping is greener, and technologically advanced with lesser dependency on manpower," he adds.

Another hotel in the south that believes in technology is The Westin Chennai Velachery. **Jijoy Varghese**, Rooms Division Manager, The Westin Chennai

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Rebooting life

Balancing work and life is the keyword to success. And spas offer that space for relaxation and rejuvenation, giving a much needed zing to changing lifestyles and business needs.

HT Bureau

The spa is slowly but surely metamorphosing from a 'luxury' to a 'necessity'. This change has gathered speed over the past few years with a much larger and wider audience

embracing the concept of wellness with open arms. Ayurveda, yoga and meditation plays a vital role in this wellness.

Sanjay Kaushik, General Manager, Crowne Plaza Kochi, quotes His Holiness, the Dalai Lama, during his keynote speech at the recent Global Spa and Wellness Summit, 'A healthy mind is the true key to happiness'. "Mindfulness gives us an effective tool to cope with today's highly stressed-out world. More hotels are hooking up with local gyms and studios to offer yoga, Pilates, spinning," he adds.

For **Anand Nair**, General Manager, Vasundhara Sarovar Premiere, men are becoming more open to the spa experience because they recognise

of spa opens early, around 7 am and close by 10 pm, to accommodate busy schedules. Moreover, express treatments below 30 minutes are more acceptable among those busy guests, as nobody seems to have enough time these days. A case in point is the substantial increase of express spas located in the departure terminals of airports." He adds that India will continue to be a hotspot for medical tourists that seek travel services that incorporate diverse wellness packages, including those that couple medical procedures with spa indulgences and Ayurveda treatments.

Alejandro Leo, Director of Spa and Recreation, Shamana Spa, Grand Hyatt Goa, says, "As of today, wellness travel is a major trend;



Sanjay Kaushik
General Manager
Crowne Plaza Kochi



Anand Nair
General Manager
Vasundhara Sarovar Premiere



“All walks of life are waking up to the fact that mindful living breeds a healthy mind”

“Men are becoming more open to the spa experience as they recognise the wellness value”

the value of taking better care of themselves that traditionally was a sphere associated with women. He says, "More men are looking for treatments geared towards them and their specific needs. From high-end wellness therapies to facials and massage, the demand for treatments designed for men continues to grow."

The operational hours of spa have changed as a sign of new trend in this emerging industry. In fact, 80 per cent

before it was only associated with stress-reducing spa treatments, yoga or relaxation. Today the spa industry is focusing on all types of wellbeing approaches and programmes for individuals, couples or family that include spa retreats, hospitals, fitness and outdoor activities. In keeping with the trend, the Shamana Spa is now offering a wide range of spa treatments and activities, some of which include beauty treatments (slimming and contouring), Ayurveda,





Alejandro Leo
Director of Spa and Recreation
Shamana Spa, Grand Hyatt Goa



Rohan Sable
GM, Novotel Goa Resorts & Spa
and Novotel Goa Shrem Hotel

healing and detoxifying, anti-ageing, fitness programmes as well as outdoor activities like rock climbing, cycling, kayaking, nature walks and more."

According to **Rohan Sable**, General Manager, Novotel Goa Resorts & Spa and Novotel Goa Shrem Hotel the success of the spa and wellness industry is solely because of the growing interest and curiosity in India. "The youth is inquisitive and are very health conscious. Men also are becoming more open to the spa experience because they recognise the value of taking better care of

themselves. Spas are all about the feel good experience, gone are days when it was an elite thing to go to a spa, it's more of social trend and thus spas today are evolving, introducing special treatments which are not just routine exercise but also give a sense of relaxation, offer choice of oils and scents."

Promoting a hotel spa is an ongoing task which can result in successful returns as long as the focus is on both the spa and the hotel. Being in sync for both is important as they truly cross promote each other.

“ Wellness travel is a major trend; earlier it was only stress-reducing spa treatments ”

“ The youth is health conscious. Spas are all about the feel good experience ”

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Photo Credit: 24.Club Millésime, Sofitel Mumbai BKC

'Industry is investing to develop over 100,000 new rooms in 5 years'

With boom in tourism comes boom in hospitality and key growth drivers are domestic travellers, says **Jaideep Ghosh**, Partner and Head, Leisure and Tourism, KPMG in India.



Jaideep Ghosh

The Indian hospitality sector is one of the fastest growing segments in the Indian services sector. The foremost demand driver for this sector has been the travel and tourism sector. As highlighted in a report by KPMG in India and CII, 'The Indian Services Sector: Poised for Global Ascendancy' Travel and Tourism (T&T) contributed nearly 2.2 per cent to India's GDP during 2014-15 and its contribution is expected to reach 2.5 per cent in the next 10 years aided by government support to the sector through upgraded physical infrastructure, creation of integrated tourist circuits and development of new airports. These steps are aimed at improving connectivity and promoting scope for new tourism products and attract inbound tourism. This is expected to

improve India's ranking from 12 (out of 184 in 2015) in terms of travel and tourism's contribution to GDP.

In terms of traveller profile, domestic travellers with a share of 81 per cent

will continue to be the key demand drivers for the hospitality sector; however, given our distinct landscape, diverse culture and rich heritage, India has the potential to become the world's leading tourism destination.



Photo Credit: The Taj Mahal Hotel, Mumbai



Photo Credit: The Leela Palace Chennai

and customer friendly manpower; increasing multi-channel footprint and the ability to consistently enhance customer experience will be the key differentiating factors for the players.

According to the Ministry of Tourism (MoT), in 2015, foreign tourist arrivals (FTA) in India increased by 4.5 per cent to eight million tourists, however, the foreign exchange earnings (in INR) increased by 9.6 per cent indicating higher spends per FTA.

Recent government initiatives such as easing norms for Visa on Arrival for foreign tourists, e-tourist visa have enabled 'Ease of India Travel', demonstrated by the number of FTA arrivals using e-Visa increasing to 4.45 lakh in 2015, about 11 times the figure in 2014. In the first three months of 2016, FTAs increased by 10 per cent compared to the previous years. Several similar measures are required by the MoT to achieve the FTA target of 15.3 million by 2025.

Recent trends driving the growth of the Indian hospitality sector include:

- Growth in newer forms of tourism such as adventure tourism, religious tourism, medical/wellness tourism, ecotourism, sports tourism.
- Increasing disposable incomes and concept of 'weekend tourism' amongst the urban middle and upper middle class.
- Leading international brands looking to enhance presence in tier II and III cities.
- Rising internet and smart phone penetration driving growth of online/self-bookings.
- Increasing use of social media, aggregator services and online traveller reviews to gather information.

According to FHRAI, India currently has 200,000 hotel rooms spread across different categories. The hospitality sector has been responding to the changing trends, evident from the rising occupancy levels, which stayed above 60 per cent in the last two years.

As per estimates by HVS International; 150 new 5-star hotel projects will create an additional

53,000 rooms in the next five years. In the budget hotel category there are about 1,285 approved projects in pipeline which shall create more 51,000 rooms in tier II cities like Agra,

Indore, Jaipur and others in five years.

While the industry is investing to develop over 100,000 new rooms over the next five years, professional

The views and opinions expressed herein are those of the author and do not necessarily represent the views and opinions of KPMG in India.

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“Nashik can easily be highlighted for pilgrimage tourism”

Narayan Shelar, CMD, Express Inn Hotels & Resorts believes that Maharashtra has enormous potential for religious tourism and needs government intervention.

HT Bureau



Narayan Shelar



What is the USP of your hotel?

The staff at Express Inn has played a major role in its success. Our attrition rate has been minimal in these last six years since we opened on 1 May 2010. We want our guests to experience the same level of service they experience in other countries. Service standards, quality and updating as per changing scenario are the focus. Our Presidential enclave consisting of Presidential Suite, Chairman's Suites and our Exclusive Suites also stand apart. The hotel is also well connected to Mumbai, Pune and Gujarat (by road and rail). If the airport operations do start, it will become the most well-connected city in northern Maharashtra.

Who are your clients (corporate, leisure, domestic or international)?

Nashik being an industrial hub, we have targets on business, domestic as well as international travellers who are long stay guests. Nashik is also known as a wine capital and pilgrimage city so the major clients are leisure and international.

What initiatives are you taking to increase your ARRs?

We focus on bookings from travel agents, online portals, corporate guest, MICE, destination weddings, leisure individual travellers, group booking for boosting the ARR. We have always

been emphasising on providing exemplary guest experiences and facilities which automatically help us to grow our ARR.

Being in the Indian hotel space, what kind of challenges do you face and what are your expectations from the government?

The hotel industry is surely being given step motherly treatment and there is practically less assistance from the government. Taxes are extremely high in Maharashtra, nothing substantial is done for tourism in Nashik which can easily be highlighted for pilgrimage tourism since we have many religious places around Nashik like Trimbakeshwar, Shirdi.

What green practices does the guest find in the hotel?

Express Inn has awarded for 'Energy Conservation' in 2015 to help and protect the environment. Cutting back Heat, Light and Power (HLP) expenses is our agenda. We have a STP plant, we reuse water for gardening and flushing, rain water harvesting, bio gas, solar plants (75 KW). These help us to conserve and save the energy. We use 100 per cent LEDs, motion sensor in public areas which is very useful. Express inn is also playing a major role in 'Save Water Campaign' by putting note of save water in all the public areas to protect the environment. Our entire team is taking necessary efforts to follow green practices and keep the environment healthy.



Nashik being an industrial hub, we have targets on business, domestic as well as international travellers who are long stay guests





A good night's SLEEP

Kodaganur Achar, Business Commercial Director, Simmons Bedding & Furniture (India) shares the company's plans and strategies.

HT Bureau



Kodaganur Achar

Hotels world over try to create brand identity over their bedding solutions and promote the 'sleep programmes' for loyalty. How has this 'bed war' created opportunities for bedding solution providers?

In Y2000s, the trend of positioning sleep experiences in the hotel caught on. The trendsetter, Barry Sternlicht, Chairman and CEO of Starwood Hotels and Resorts, introduced the Westin Heavenly Bed to Starwood's Westin Hotels & Resorts. The bed was modelled after Sternlicht's bed in his Connecticut home. The Heavenly Bed became an instant hit with guests who wanted the same sleep experience in their homes to be replicated in the hotel rooms while they are away on business or leisure trips.

The Heavenly Bed is a custom-designed SIMMONS mattress. With this new trend, it created many new opportunities and excitement in the bedding industry. The launch of the Westin Heavenly Bed has seen an increased launch of signature beds that each hotel chain or group working with different bedding manufacturers such as Serta and Sealy so as to be on the same level playing field as SIMMONS. For hotels, to compete in the hospitality marketplace, they are going to have to do what they need to do to compete with the Heavenly Beds.

As the Heavenly Bed is an ensemble of a custom-designed SIMMONS mattress, three sheets with thread counts from 180 to 250, a down blanket, comforter, white duvet and five goose-down/goose-feather pillows, the uptrend of this demand also bring increased demand for the complementary businesses such as the linens and pillows providers. The sale of Heavenly Bed online adds to the greater awareness and demand for both bedding and bedding peripherals providers.

How is your company geared to provide customised solutions in line with the current standards?

Hospitality has been part of SIMMONS culture since 1925. Simmons' goal is to consistently deliver a product that is match up with the brand requirement and brand needs of the hotel. The Westin Heavenly Bed is an example that was developed by SIMMONS for Starwood's Westin Hotels & Resorts that became recognised as an important element of the hotel guests' experience.

Similarly, the provision of customised SIMMONS hotel beds to all the hotels at Resorts World Sentosa shows SIMMONS value proposition. It is not just product that we are focused on but also the approach to how we work with the hotels, to understand their position, needs and requirements.



We are focused on the approach of how we work with the hotels



Providing quality customer service is another of our value proposition. We want to make every attempt to ensure that delivery happens when they need it and the hotels are back in the business as soon as possible. One example is the delivery of beds to New World Makati Hotel.

How do you look at the transformation that is happening in the bedding space from a commodity to a lifestyle product and to a health agent?

The evolution of the mattress of today is one that is lifestyle and a health product. It is more than just a commodity. SIMMONS Beautyrest has led the industry in many breakthroughs-from removable mattress cover for hotels (for hygiene maintenance) to non-flip mattress (for ease of linen-changing task for housekeepers) to scented fabric mattresses (for better night's sleep). The results have shown, that is we are now in 18 of the top 20 hotel chains and in countless homes. SIMMONS has come a long way since we made our first wire-woven mattress since 1876. Ensuring hotel guests' good night's sleep is Simmons' goal so that hotel guests wake up feeling refreshed and recharged. A good night's sleep also translates to a healthier person as the body has uninterrupted rest to rejuvenate its body cells and recharge for the next working day.

Good night sleep is what every hotel brand's brand promise. How your products are geared to offer that good night's sleep?

With 145 years of heritage, SIMMONS is the forerunner in technological innovations which include the 1925 revolutionary Simmons Original Pocketed Coil. It delivers the signature Do-Not-Disturb benefit as each pocketed coil works independently, contouring to the curve of the body and preventing motion from being transferred from one side of the bed to the other. The result? An exceptional, reliable guest sleep experience. The ultimate unsurpassed support, maximum conformability and minimised motion transfer allows guests to sleep without interruption and wakes up feeling recharged and rejuvenated.

How does sleep help one stay healthy and the part Simmons Beautyrest plays in it

When one has lack of sleep or suffers from poor quality of sleep, the immediate results will be on one's face, that is our eyes that is window to our soul and how we feel (easily agitated, lack focus, memory lapses, cognitive impairment), show signs of lack of sleep.

Ideally, one should get seven to eight hours of uninterrupted sleep. This is because our body has this systematic body clock that works in rhythm with growth, restoration, immunity boosting, memory and learning.

Understanding the sleep architecture is important. Usually, we feel sleepy around 10 pm to 11 pm as that is when the melatonin is highest in our body. It is also a signal to us to go to bed for our body to start working in terms of cells regeneration to aid in growth and immunity boosting. It is during sleep that our body

cells rebuild and repair themselves. Lack of sleep, hence will impair this rejuvenation, hence making one more susceptible to fall sick.

Thus, it is important for one to have a good quality mattress that delivers the Do-Not-Disturb benefit so that one gets the necessary seven to eight hours of uninterrupted sleep to wake up looking fresh and beautiful. To have this beauty, one should only sleep on Beautyrest, as the name itself suggests beauty rest.

Establishing a sleep routine is also important in aiding one to look good and feel great. Thus, just as a good diet and daily exercise helps to look good and feel great, ensuring a sleep routine and having alternating cycles of deep sleep and REM sleep are as important to recharge and rejuvenate you. Start today to sleep well and make life great!

Incredible India



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Business To Government Meetings (B2G)



Business To Business Meetings (B2B)



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- Cruise & River Tourism
- Real Estate Developers / Mega Convention Centre
- Adventure Tourism
- Airport & Roadways Developers
- Amusement Park
- Sound & Light Shows organizers
- Film Studios
- Ayurveda & Wellness Centers
- Tech Backed Cab Services
- Sanitation & Civic Amenity developers
- Ropeways

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KOLKATA



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**Business World Hotelier
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Upscale Hotel of the Year



**Asian Consumer
Engagement Forum (2016)**
Most Admired Hotel and
Residences



**Hotel Investors Forum
India (2015)**
Development of the Year -
Midscale Category



**India Travel Awards East
(2014)**
Best Debut and Best Design

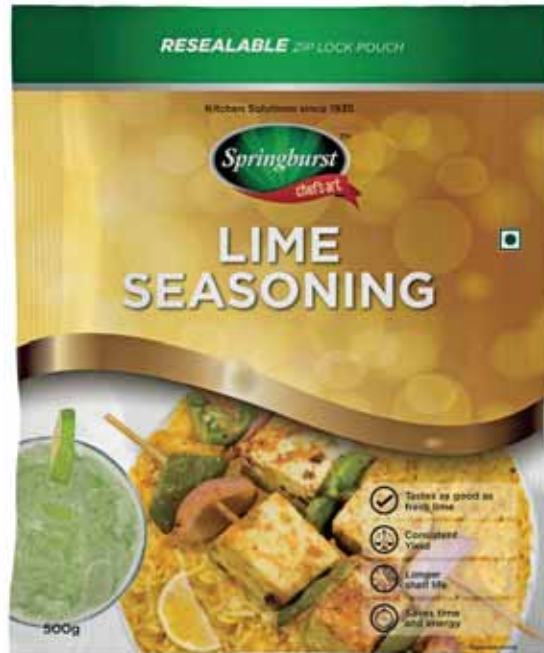
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Novotel Network: Ahmedabad, Bengaluru, Chennai OMR*, Chennai Sipcot, Goa, Hyderabad Airport, Hyderabad Convention Centre, Imagica Khopoli*, Kolkata, Lavasa*, Mumbai, New Delhi*, Pune and Visakhapatnam (*Opening Soon)

Get refreshed with Springburst Lime Seasoning

Springburst Lime Seasoning from VKL comes in a re-sealable zip lock pouch that retains freshness and longer shelf life of the product. The seasoning has smooth and strong tanginess and is consistent in quality and taste. It gives you the flexibility to use the product in either juice or seasoning form, making you save on time and energy.



Elanpro Launches Ice Machine Series

ELANPRO has announced the launch of ELANPRO ICE MACHINES Series (EIM). An affordable, hi-tech range, EIM (ELANPRO ICE MACHINE) Series combines productivity, reliability and ease-of-use with aesthetic appeal and quieter operation. The series has eight ice cube models ranging from 30 -1000 kgs and three models for flakers.

Water at the touch of a button

Hansgrohe Talis Select washbasin mixers come in various heights. This is practical, as it provides the right amount of clearance for individual, everyday use; it also ensures that the washbasin and mixer harmonize visually. A wide range of models allows users to find the perfect mixer for their own personal comfort zone. The mixer should also coordinate well with different washbasin types, for example, to prevent annoying splashing.



Designer Kiosks and Catering Counters

Rajkiran Kitchen Equipments' service equipments would add to the elegance of any banquet venue in hotels and restaurants. Other equipments the company provides include those for preparation and cooking, pre-preparation, refrigeration, washing, storage and miscellaneous. Their equipments can be ideally utilised for hotels, restaurants, hospitals, industrial and institutional canteens, bakeries, bars, fast-food, caterers, vegetable processing units and R&D centres.



Maini Buggy for the hospitality industry

Maini Group has a track record of forward-looking innovation, whether it was the first truly 'mass produced' green electric car – Reva or the only 'Made in India' - Electric Buggy. Maini Buggy is a new age drive that takes you towards a cleaner, greener and better tomorrow.



VIJAY AMRITRAJ RESERVE



COLLECTION by Grover Zampa Vineyards

Amidst the clink of wine glasses at Pling Bar in Pullman New Delhi Aerocity, Grover Zampa Vineyards celebrated the success of Vijay Amritraj Reserve Collection. The Collection is both in red and white variants. On why wine, Amritraj smiled that he has known the winemaker's family for years and that is the only drink he likes. It took over two years to create a wine reflective of Indian Terroir. The collection has won nine

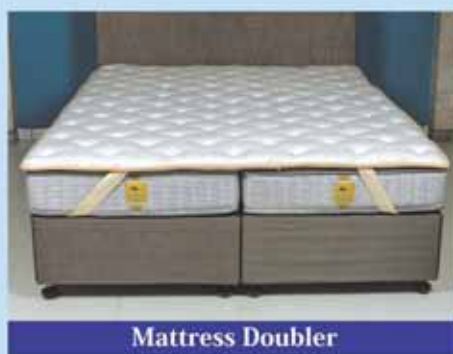
international awards in two years across North America, Europe and Asia. The Vijay Amritraj collection is distributed in India and key international markets such as USA, UK, Australia, France, Sri Lanka, Maldives and Singapore. The collection will be available in all major restaurants, hotels and outlets pan India, said Sumedh Mandla, CEO, Grover Zampa Vineyards, laying emphasis on the legacy of Grover Zampa and the legendary tennis player.

Mattress Comfort Enhancer

- ▶ Instantly enhance & improve the comfort of existing mattress and quality of sleep.
- ▶ Rejuvenate your old mattress at fractional cost of a new mattress.
- ▶ **Mattress Doubler!** You can quickly combine two independent twin mattresses into one double-size mattress. The middle area where the two mattress meet is padded thus providing a "seamless" double size sleeping surface. The Corner Anchor Straps and Centre Tuck-In Flaps, ensures the two mattress do not drift apart and stay together.



- Available with 4 types of internal filling - Regular P U foam or Memory Foam or Gel or Polyester Fibre
- Available in 3 thicknesses, 1 inch, 2 inch, 3 inch
- Top Fabric is soft & supple KNIT which is Ultra Deep Quilted in strategic "Tuft-Pattern" which provides a resiliency that lasts for years and the inner filling does not move or lose its shape or support over time.
- Custom manufactured to fit existing mattress size



Internal Filling Types			
PU Foam	Memory Foam	Gel	Fibre Fill

Thick size	Filling Choices available			
	Fibre Fill	PU Foam	Memory Foam + PU Foam	Gel+ Memory Foam + PU Foam
1 inch	✓	✓	✗	✗
2 inch	✓	✓	✓	✗
3 inch	✓	✓	✓	✓



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MOVEMENTS

SCOTT MCCONNELL

Director, Global Sales – Leisure
Asia Pacific

Carlson Rezidor Hotel Group

Carlson Rezidor Hotel Group has announced the appointment of Scott McConnell as Director, Global Sales – Leisure, Asia Pacific. He will spearhead the global sales for the leisure segment. McConnell will be responsible for key account management and the acquisition of new accounts, working in tandem with the Asia Pacific Commercial team. A seasoned industry professional with over 18 years' experience, McConnell was most recently the global account director with Langham Hospitality Group where he was responsible for the management of the leisure, travel, MICE and entertainment markets for their global portfolio.



VISHAL SINGH

General Manager
Hyatt Regency Pune

Vishal Singh is the newly appointed General Manager for Hyatt Regency Pune. Singh stepped into the hospitality industry in 1996 and has passed several milestones along the past twenty years. Astute, responsible and result oriented, he has a deep understanding of the hospitality industry after having worked at different hotels across India. He has worked at premium hotels in New Delhi, Mumbai, Chennai and Goa, before moving to Pune.



GAGANDEEP SINGH HANJRA

Director of Revenue Management
Novotel Hyderabad Convention
Centre & HICC

Novotel Hyderabad Convention Centre and HICC has announced the appointment of Gagandeep Singh Hanjra as the new Director of Revenue Management of AccorHotels first flagship property in India. Over the past 10 years, Novotel Hyderabad Convention Centre and HICC has become not only a prominent MICE destination in the city, but is favoured by leisure travellers as well from both domestic and international markets.



SHOBHIT SAWHNEY

General Manager
Park Hyatt Goa Resort and Spa

Shobhit Sawhney is the new General Manager at the award-winning Park Hyatt Goa Resort and Spa. An industry veteran with over 16 enriching years across brands and countries, Sawhney was earlier handling the role of Hotel Manager at Grand Hyatt Mumbai, a flagship hotel of the brand. In his new role, he will be heading the luxurious Park Hyatt Goa Resort and Spa - the first Park Hyatt Hotel in India and the only resort property of the brand in the country. Sawhney graduated from IHM Mumbai and was working in the United Kingdom with international hotel chains till Hyatt brought him back home.





SUBRATA BANERJEE

General Manager
Marasa Sarovar Premier, Tirupati

Subrata Banerjee has joined the Marasa Sarovar Premier as the General Manager. His forte is and always has been in running some of the best hotels in India. A promising general manager indeed, he is known for increasing revenues and streamlining costs of the hotel. Banerjee was previously affiliated with renowned properties like the Inter – continental Hotels (IHG), The Taj Group, Carlson Hotels and Jaypee Hotels.



RUPESH KUMAR SINGH

General Manager
Hotel Kanha Shyam, Allahabad

Hotel Kanha Shyam Allahabad has announced the appointment of Rupesh Kumar Singh as General Manager of its property in Allahabad. Singh brings with him 12 years of experience in the hospitality industry with specialisation in hotel operations. He has an avid interest in front office. He holds a diploma in Hotel Management. In his last assignment was the General Manager of Lemon Tree Hotel - Pune.



MAVERIK MUKERJI

General Manager Delegate
Novotel Bengaluru Techpark & Ibis Bengaluru Techpark

Maverik Mukerji has been appointed as the General Manager Delegate, Ibis & Novotel Bengaluru Techpark. Mukerji comes with over 20 years of experience, of which 14 years have been with AccorHotels across a range of brands. He came aboard AccorHotels India in 2008 as pre-opening General Manager for Ibis Pune. After a successful stint, Mukerji took on the role of pre-opening General Manager of the Ibis Navi Mumbai in 2012 with the added responsibility of being the Area General Manager for Ibis Hotels in Maharashtra spanning an inventory of 4 hotels and 640 rooms.



NAMIT BHAVSAR

Director of Sales & Marketing
Novotel Imagica Khopoli

AccorHotels has announced the appointment of Namit Bhavsar as the new Director of Sales and Marketing for Novotel Imagica Khopoli. In his role, Bhavsar will be responsible for leading and further improving all aspects of the sales, social and digital marketing communications, promoting brand strategies and providing the best of Novotel Imagica hospitality experience to the guests. Bhavsar has been in the hospitality industry for over eight years. Prior to joining AccorHotels, Bhavsar was the Associate Director of Sales at The St. Regis, Mumbai.

MOVEMENTS

MAVERIK MUKERJI

General Manager-Delegate
Ibis & Novotel Bengaluru
Techpark



I am passionate about off-roading and on free weekends take my jeep over rocks”

What can be the best way to de-stress oneself other than playing with your pets and spending time with the family. I have eight dogs and they are quite a handful when I get back home every day. I am passionate about off-roading and during free weekends I like to take my jeep over a few rocks or some mud. Having lived in New Zealand for many years I try to get back there every year to reconnect with old friends and spend some time in Wellington city for its music, art and life. I enjoy food and love traditional favourites like 'rajma-chawal' and 'butter chicken' as much as I would love a great homemade pizza.

IMIT ARORA

General Manager
The Lalit Chandigarh



Burning out those extra calories at the gym acts as a catalyst in bringing back my peace of mind”

In a busy hospitality industry that runs 24/7 around the year, it is really challenging to spare leisure time for family or even your own self. However, when it's less busy I do get to spend some quality time with friends and family. Also, playing with my daughter and listening to her sweet stories is what really brings back the child in me. Besides training at the gym in moderation acts as a catalyst to strengthen my body and help it to sustain through the hectic schedule.

DHANANJAY KUMAR

General Manager
The Suryaa



I can't resist Chinese food and often indulge in Cantonese and Sichuan cuisines”

My love for hills takes me to beautiful hill stations around India. I have travelled a lot but my all-time favourite destinations are Kodaikanal and Shimla. I also like to sing and drive when my schedule allows. I believe in helping the ones in need and try to do so often. Although I'm not a big foodie but can't resist Chinese food and often indulge in Cantonese and Sichuan cuisines. One of my favourite outlets is China Chowk and visit it often. I also love a well done egg omelette on multigrain toast.

JAYAKRISHNAN SUDHAKARAN

Director of Sales & Marketing
Novotel Goa Resorts
& Spa and Novotel Goa
Shrem Hotel



I have always been inclined towards art, illustrations and sketching”

I have always been inclined towards art, illustrations and sketching and in my leisure time I enjoy honing my painting skills. In addition to that I love to spend some quality time playing with my cheerful two-year-old son. I like to travel to my home town Kerala since it invokes a profound sense of nostalgia. Singapore is one of my favourite international destinations. It has offerings for all—shopping malls, adventure attractions, night safari, a zoo, lush botanical gardens, Universal Studios, Sentosa Island, underwater aquarium—it is truly enchanting. As a food connoisseur, I love trying out varied cuisines.



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