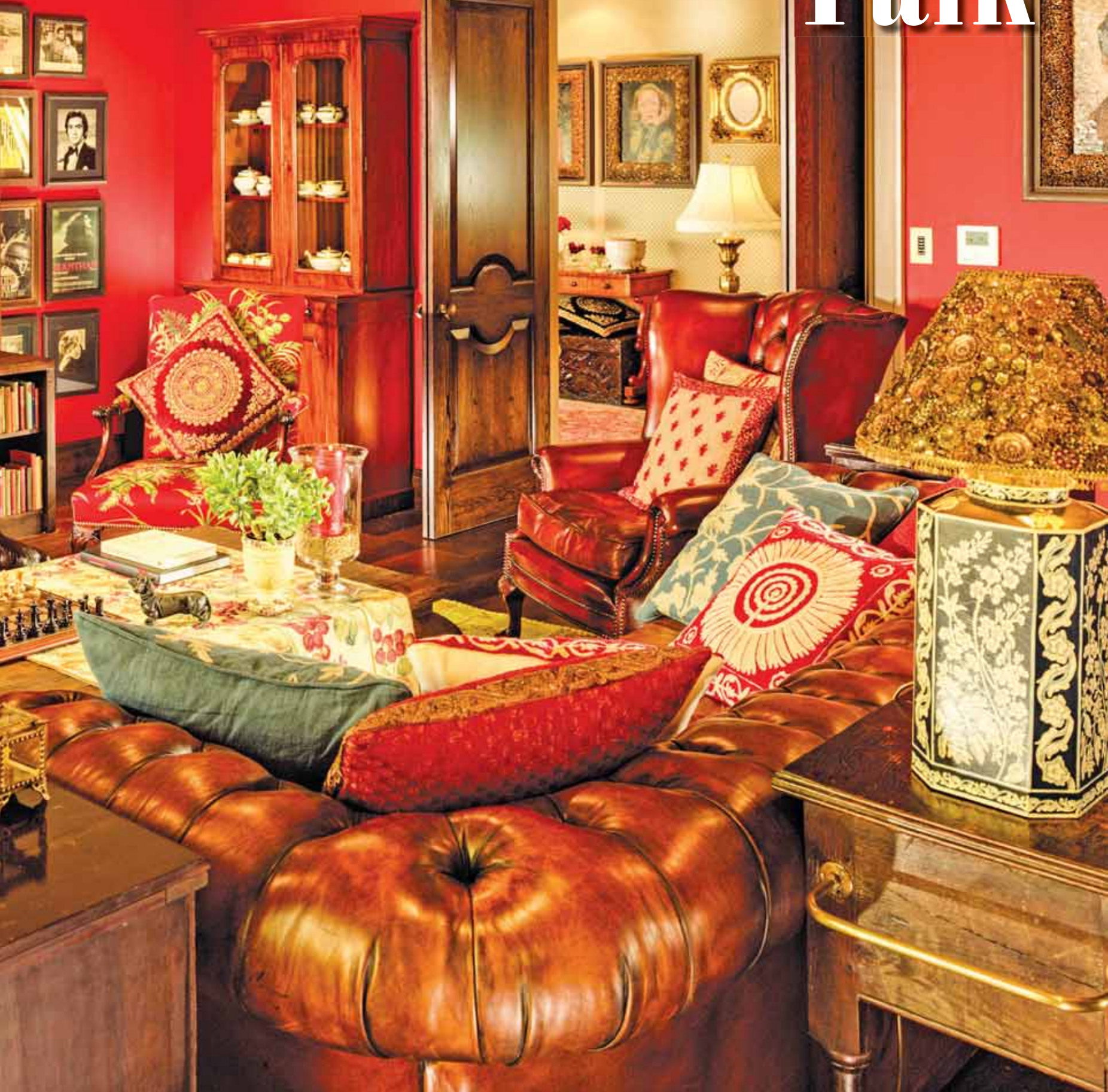


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ITC to open 3 new hotels in 2017

ITC Hotels is all set to open three new properties in 2017. Dipak Haksar, Chief Executive, ITC Hotels & Welcom Hotels, says, "ITC is a rapidly growing chain and we are building new hotels. In 2017, we'll have a second hotel in Hyderabad—ITC Kohinoor. We will also be coming up with a hotel in Coimbatore as well as in Amritsar. In 2018, we'll come up with a hotel in Kolkata. We are going through a very exciting phase."



India lived up the party at Mistura Food Fair, Lima, Peru

The ninth edition of the Mistura Food Fair, Lima's annual food festival and Latin America's largest food fair featuring traditional gastronomy from Peru was held from September 2-11, 2016. India was one of the countries of honour at the Food Fair this year and showcased its unique cuisines with exotic flavours, special aromas and colourful presentation. The visitors at the fair got the opportunity to taste the delicious and traditional dishes from different Indian regions, brought by Massala restaurant, and prepared by Chef Jitender Singh.

MakeMyTrip & ibibo Group announce merger

MakeMyTrip and ibibo, have agreed to pursue a transaction that will combine the two businesses under MakeMyTrip. The combination will bring together



a bouquet of leading consumer travel brands, including MakeMyTrip, goibibo, redBus, Ryde and Rightstay, which together processed

34.1 mm transactions during FY2016. Following the closing of the proposed transaction, Founder Deep Kalra will remain Group CEO and Executive Chairman of MakeMyTrip and Co-founder Rajesh Magow will continue to remain CEO India of MakeMyTrip.

Italian Sunday Brunch at Tre-Forni, Park Hyatt Hyderabad

Featuring the all new brunch extravaganza in a modern setting, Tre-Forni introduces a Sunday celebration with friends and families over exotic cocktails, world-class wines and beverages and a wholesome Italian spread. The all new Sunday Brunch's menu highlights include live cooking theatres with Tapas style appetisers, Panini station, Anti Pasti, international selection of grills and charcoal grilled breads with an array of tapenade and spreads to choose from.



OYO introduces Sunrise check-in from 6 AM

OYO has launched a much-needed solution assuring early check-in up to 7 days prior to booking. This is sharp disruption to the prevalent industry norm across the world, with each hotel having its own arbitrary check-in time (usually 12 noon), and guests left stranded and helpless. The new feature is the latest in the list of pioneering solutions introduced by OYO to deliver efficient, predictable and standardised stays to travellers.



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Ascott expands with three new serviced residences

The Ascott Limited (Ascott), announced that it has secured a contract with Sandhya Hotels to manage three new serviced residences in India. Two properties are in the major technology cities of Hyderabad and Bangalore and a third serviced residence is in Sri City, less than an hour's drive from Chennai.

Embassy Group strengthens partnership with Hilton

The Embassy Group, India's leading real estate developer, have announced the signing of a management agreement with Hilton for its second hospitality project – A 586-room dual-branded hotel within the Embassy Manyata Business Park that features a Hilton Hotels & Resorts and a Hilton Garden Inn brand hotel. This will be one of the largest dual-branded hotels in India. It will be developed and owned by the Embassy Group and managed by Hilton.



Park Plaza Noida observes Responsible Business Month

Park Plaza Noida organised various activities involving Corporate Social Responsibility initiatives throughout September. The hotel organised a Biodiversity Conservation Marathon to spread awareness regarding the cause. To mark Tree Plantation Drive initiative, over 80 saplings of different variety were planted in the vicinity of the hotel.

Sarovar launches its fourth property in Bengaluru with 86 rooms

Sarovar Hotels has announced the opening of RBD Sarovar Portico, Bengaluru. Strategically located close to the IT hub in Outer Ring Road and Whitefield, RBD Sarovar Portico Bengaluru is Sarovar's fourth hotel in the city which re-establishes its position in the major business travel destination of the country.



Ayana Fort Kochi to launch in November

Ayana Fort Kochi is all set for launch in November, 2016. Ayana Hospitality is a joint venture between the ICS Group (India) and Mantis Group (South Africa). Located in the heart of Fort Kochi, Ayana is a luxury boutique hotel, it celebrates the local architecture, culture and cuisine of this heritage island.





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FHRAI's 51st annual convention concludes in Indore

The three day annual convention hosted by the Federation of Hotel & Restaurant Associations of India (FHRAI) concluded in Indore on September 24. The concluding day also hosted an awards ceremony that conferred prestigious recognitions in various categories to hoteliers, restaurateurs, and several others that contribute to the hospitality sector.

The convention witnessed a marked rise in participation in the business sessions from various stakeholders of the sector on charting new

classification standards, maximising food & beverage revenue using technology, industry challenges concerning OTAs and Accessible India Campaign followed by an open house and convention resolutions. Deliberations on various serious issues that include GST, liquor policy for hospitality sector, FSSAI act, and investment opportunities were some of the key highlights of the Brand India convention. The Government acknowledged that tourism and hotels can bring economic prosperity and create employment, and has invited investors in the state assuring its full support.

StayWell Hospitality Group signs a Park Regis in Southern India

StayWell Hospitality Group is opening a 72-room Park Regis Sanpra Beach in Visakhapatnam in the first quarter of 2017. Opening in partnership with renowned Indian Infrastructure Company Sanpra Group, the property will be StayWell's third across the country and first in Southern India.



Quan Spa opens at Renaissance Hotel Mumbai

Renaissance Mumbai Convention Centre Hotel, Powai has opened its doors to their newly launched Quan Spa. The Quan Spa is known for its spacious and calming ambience which exudes an aura of tranquility and well-being. Keeping in tune with the name, the spa borrows from the natural elixir of life- 'water' to provide healing therapies and treatments.



Hotel Investment Forum India in Mumbai from Nov 16-17

Hotel Investment Forum India will be held from November 16-17 at JW Marriott Mumbai Sahar. It is the annual meeting place for the leaders in the Indian hotel and tourism industry to discuss important trends, network, identify new opportunities, and create deals through a combination of plenary sessions, breakout panels, and interactive workshops.



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Hyatt Place Celaya opens in Mexico's Bajío region

Hyatt Place Celaya has opened its door in Mexico. Hyatt Place Celaya is owned by a joint venture between affiliates of Hyatt and Grupo Hermosillo. Other joint ventures formed by affiliates of Hyatt and Grupo Hermosillo also own Hyatt Place Los Cabos and Hyatt Place Tijuana. The Hyatt Place brand is rooted in extensive consumer insights indicating that guests seek stylish, comfortable, seamless experiences that accommodate their lifestyles and familiar routines.



Ling Ling opens at Mandarin Oriental, Marrakech

Mandarin Oriental, Marrakech announced the opening of its new dining concept, Ling Ling, in partnership with Hakkasan Group. Open all year round, guests can discover an innovative cocktail list, small plates of beautifully prepared Cantonese dishes, and an eclectic and international soundtrack mastered by Hakkasan resident DJ in London, Pathaan.

Mastercard and InterContinental Hotels collaborate for exclusive dining perks

InterContinental Hotels & Resorts and Mastercard have formed a partnership for affluent cardholders in Asia Pacific encouraging them to re-connect with their family. As part of the Kids Dining Perks promotion, every child below the age of 12 can now enjoy complimentary dining with every paying adult when paying with a Platinum, World and World Elite Mastercard at 25 participating InterContinental Hotels & Resorts across Asia Pacific.

The Ritz-Carlton to open first hotel in North West China in 2018

The Ritz-Carlton Hotel Company has signed a management agreement with Zhongda Zhongfanxin Proprietary Company, for The Ritz-Carlton, Xian, expected to open in 2018. Located in North West China, the city is one of China's Four Ancient Capitals, home to 13 imperial Chinese dynasties, which still serves as the capital of its province, Shaanxi.

Ras Al Khaimah Tourism hosts UAE World Tourism Day Conference

Ras Al Khaimah Tourism Development Authority hosted the annual UAE World Tourism Day conference for the second year. The half-day conference, held at the Al Marjan Island Convention Centre, saw keynote addresses from His Excellency Mohammad Al Muhairi, Undersecretary to UAE Minister of Economy, who spoke about the important contribution of tourism to Ras Al Khaimah and the UAE.



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Asia Pacific's first Novotel Suites in Hanoi

Novotel has introduced the Novotel Suites concept to Asia Pacific in Hanoi. Novotel Suites offer suite-type units that are spacious and functional, and can be adapted into a working or reception area. The rooms, which accommodate up to four people, come with a kitchenette and several amenities that cater to all types of guests and for all lengths of stays.



Weekend of Wellness at Emirates One&Only Wolgan Valley, Sydney

Australian skin care company, Sodashi, and its founder Megan Larsen, will be hosting a Weekend of Wellness at Emirates One&Only Wolgan Valley this November for those looking to restore, relax and rejuvenate in the spectacular setting of the Greater Blue Mountains. The Sodashi Weekend of Wellness will commence on November 25, 2016.



Asia to light up with Best Western's first GLō hotel

Best Western Hotels & Resorts has reached a major milestone in its Asian development, with the signing of the region's first ever GLō hotel. The new GLō Na Jomtien is being developed by Habitat Group with construction work due to commence in September 2017. Hyatt and R.C. Hedreen Company announced plans for a Hyatt Regency Hotel in Seattle. Expected to open in mid-2018, the hotel will be located in Seattle's Denny Triangle.



Six Senses announces first N. American property

Six Senses Hotels Resorts Spas is delighted to announce the brand's long-anticipated debut in the United States with the opening of, Six Senses New York, a luxury hotel being developed by HFZ Capital Group in New York City between Manhattan.



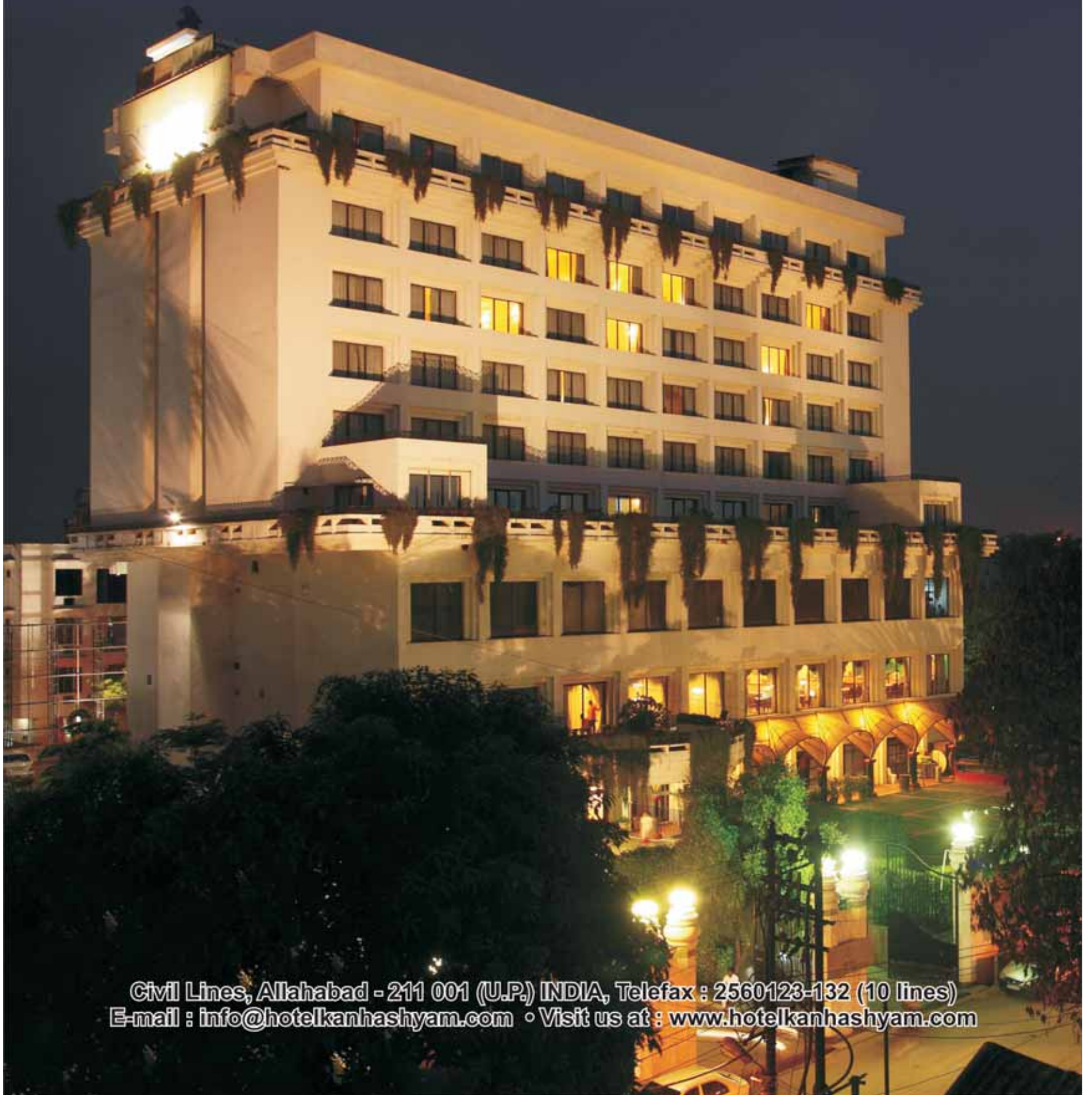


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Sheraton Grand Macao Hotel and The St. Regis Macao debut tech initiatives

Sheraton Grand Macao and The St. Regis Macao have launched eVent Portfolio, a mobile tool that streamlines the event-planning process and helps MICE planners go green. It's the first-of-its-kind application in Asia and only offered by Sheraton and The St. Regis in Macao. Also, soon to be launching are handy phones across 4,400 rooms at Sheraton Grand and 400 rooms at the St. Regis, which give guests the ability to make unlimited local / international calls, unlimited data access so they can stay connected.



Dar Ahlam joins Small Luxury Hotels Of The World

Small Luxury Hotels of the World has welcomed iconic Moroccan hotel Dar Ahlam into its collection of independently-owned hotels around the world. The hotel's desert isolation is central to its philosophy of peace & privacy.



Hyatt names Anne-Marie Law as Chief Human Resources Officer

Hyatt Hotels Corporation has announced it has selected Anne-Marie Law as the company's chief human resources officer. Law will assume the role on October 3 and report to Mark Hoplamazian, President and Chief Executive Officer.



Steigenberger Hotel Group is now Deutsche Hospitality

Steigenberger Hotels AG is a traditional company set for international growth. The company intends to tap into new markets and is changing its brand architecture and consolidating its three hotel brands into one umbrella brand: Deutsche Hospitality. A total of 116 hotels in 12 countries and on three continents are part of the Deutsche Hospitality umbrella brand.



Puneet Chatwal
CEO, Steigenberger Hotel Group



Michelin Swiss Chef extends nest to Badrutt's Palace Hotel

Andreas Caminada, the Swiss 3 Michelin starred chef and Badrutt's Palace Hotel team up in a new venture from Winter 2016/17. The brand IGNIV, Rhaeto-Romanic for "Nest", is opening on December 21, 2016 in Le Relais restaurant at Badrutt's Palace Hotel.

Cox & Kings-owned Meininger Hotels to open in Heidelberg

Cox and Kings-owned Meininger Hotels has signed a contract for a new hotel in Heidelberg. The hotel will be located at the Carl-Benz-street 4-6 close to the central station. The opening of the first MEININGER hotel in Heidelberg is planned for the beginning of 2019 with a lease term of 20 years. The new hotel will offer 336 beds in 100 rooms on five floors.



Mandarin Oriental Paris unveils rooftop veg garden

Mandarin Oriental, Paris has unveiled its new rooftop vegetable garden. The garden complements the hotel's rooftop beehive and will contribute to the existing year-round supply of fresh, organic produce for guests to enjoy.





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
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
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Shantha De Silva

Enchanting domestic & business TRAVELLER

Shantha De Silva, Head of South West Asia, IHG, opines about the aspects of growing demand of business and domestic travel within and outside the country and how IHG is striving to be the best in it.

Anupriya Bishnoi

How important India is as a market for IHG?

India is a very important market for us. The Indian economy is among the fastest growing economies in the world. The growth in economic activity is fueling growth in disposable incomes, and coupled with the spread of low-cost carriers, travel for both business and leisure is on the rise in India. Consistent growth in GDP and the government's initiatives to promote tourism is having a positive impact on India's hospitality industry which is anticipated to reach over US\$400 billion by 2022. We continue to be a key part of this development with our third largest pipeline of new hotels globally based in India after the US and China.

What are your plans for India?

Our strategy focuses on three main pillars including strengthening our preferred brands, growing through targeted hotel distribution, and driving revenue delivery through technology and loyalty. We are growing at pace here and remain committed to growing our right brands in the right locations according to demand. In India, domestic travellers and business travel account for the majority of demand, and to cater to this demand we are expanding our midscale brands Holiday Inn and Holiday Inn Express as well as our upscale brand Crowne Plaza. We're actively developing strategic partnerships in order to grow and we have partnered with Duet India Hotels Group to develop 19 Holiday Inn Express hotels, with Amrapali Group to develop two Holiday Inn hotels and four Holiday Inn Express hotels, with Brigade Group to develop 10 Holiday Inn Express hotels in South India; and with Jain Group to develop three Holiday Inn hotels in West Bengal.

“

Consistent growth in GDP, government's initiatives to promote tourism is having a positive impact on the hospitality industry

”



We are excited about our prospects of long term growth in India and are on track to have 150 hotels open or in the pipeline in India in the next 10-15 years. We currently have 28 hotels open in India across 12 cities and a further 41 hotels (7,800 rooms) in our pipeline which once open, will represent a growth of more than 200 per cent in the country and a presence in 11 additional cities.

What is your take on big international chains expanding to Tier-II and Tier-III cities?

We believe there is room for growth in the branded hotel market in Tier II and Tier III cities. In 2015, the middle class population in India grew to 23.6 million people so it's no surprise the midscale lodging segment continues to exhibit the strongest performance in India. We feel





“
”

We are on track to have 150 hotels open or in the pipeline in India in the next 10-15 years

our Holiday Inn and Holiday Inn Express brands are the perfect brands to meet the needs of these travellers and we have ambitious plans for the Holiday Inn brand family in India which form nearly 90 per cent of our current development pipeline.

The growing middle class coupled with initiatives by the Indian Government such as the Smart Cities Programme and state-wise ranking of 'Ease of Doing Business' which is attracting investments into Tier-II and Tier-III cities, is leading to demand for high quality branded hotels.

In technology front, what are IHG's new initiatives?

We are continually evolving our technology offering in

order to improve the guest experience, both in-room and across the guest-journey which we term dream, plan, book, stay and share. Among our recent innovations is the industry's first cloud-based Guest Reservation System (GRS) in partnership with Amadeus, which is set for roll out in 2017.

In addition, we have recently partnered with Alipay, China's leading third-party online payment solutions company, to enable guests to pay via Alipay through all of IHG's online and mobile channels.

This partnership will initially apply to IHG's existing estate of more than 270 hotels in Greater China, as well as a number of hotels around the world that participate in IHG's China Ready Programme, which offers a range of tailored services to Chinese travellers. The global rollout of Alipay will begin in 2017.

We're also currently trialling IHG Guest Request, a service that allows guests to make a request instantly through the IHG App when they are staying at an IHG hotel. The App then uses a platform which logs, assigns and tracks requests, making it clear to hotel staff what the current status is and who is responding. We're also piloting mobile room key technology in the Americas which allows guests to check-in and check-out through a mobile device.

What are you doing to increase ARRs?

We have well-recognised brands, backed up by our international scale and powerful systems and are focused on continually improving brand. One of the ways we do this is by driving guest loyalty.

We engage with our guests in a way that builds membership communities where members connect around their experience of a brand in a way that maximises both inclusiveness and individuality. With IHG Rewards Club, we're moving away from a transactional to an experiential experience in order to build lifetime relationships with our guests.

IF IT'S A BERRY, it has to be Cranberry

The US Cranberry Marketing Committee (CMC) organised a seminar in Mumbai on the versatility, availability and utilisation of America's Original Superfruit among industrial ingredient users in India.

Rich in Vitamin C, fiber and antioxidants, these tiny berries have been favourites among the healthy food lovers for some time now. Talking about the US cranberry industry and expansion plans in India, **Alyson Segawa**,

Manager, International Marketing Accounts at Bryant Christie said, "The Indian market offers enormous potential for US cranberries and is being considered as one of the most important export markets for the United States. This seminar is our



initiative to raise positive awareness of US cranberries among trade."

Sharing the Indian perspective, **Keith Sunderlal**, India representative, US Cranberry Marketing Committee (CMC) stated, "The increase

in demand of US cranberries among the Indian consumers is testimony to its growing popularity." The seminar agenda included discussions, and a cooking demonstration of fusion recipes with US cranberry as the main ingredient.

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Wiring it right

Tejinder Ahluwalia, who has worked as the Director of Engineering at Starwood Hotels and Resorts, enlightens on the concept of engineering the hotels optimally to enhance its well being and attain a sustainable environment as well.



Tejinder Ahluwalia

HARNESSING ECOLOGY

The hotel industry has joined the Global efforts to reduce carbon foot print and GHG emissions by addressing the sustainability issues.

The international hotel corporations are operating with a triple-bottom line approach (foundational efficiency measures, capital expenditures and product/technology innovation, to develop wide-ranging operational and systems initiatives that make economic sense). They are committed to finding innovative ways to do more with less in a manner that makes business sense for the owners and share holders.

They are helping to drive sustainability efforts and build resilience by thinking about the hotel building designs and business in a way that is agile and flexes with the changing needs of our guests, the environment and communities in which they are operating.

Many international hotel chains have already established the goals to address the global issues of environment protection by committing themselves to reduce GHS emissions by 30 per cent per built hotel room by the year 2020 where the year 2008 is the reference year for comparison.

The hotel corporations have established their SOPs (standard operating procedures) and provided resources to implement to reduce energy consumption by 30 per cent and water consumption by 20 per cent

per built hotel room by the year 2020 with respect to base line year 2008.

They measure progress against these goals at all their properties by asking all owned, managed and franchise hotels and corporate offices to report on their total energy and water consumption. The focus also goes beyond energy, water and emissions reduction. In their annual reporting survey, they gather information from their properties on their water risks, waste impact, environmental best practices and certifications.

The international hotel chains use global network of hotels, dedicated associates in implementing global initiatives to ensure that environmental and social standards are consistently upheld. They recognise that the most effective initiatives are those that are economically viable and exceed guests' expectations.

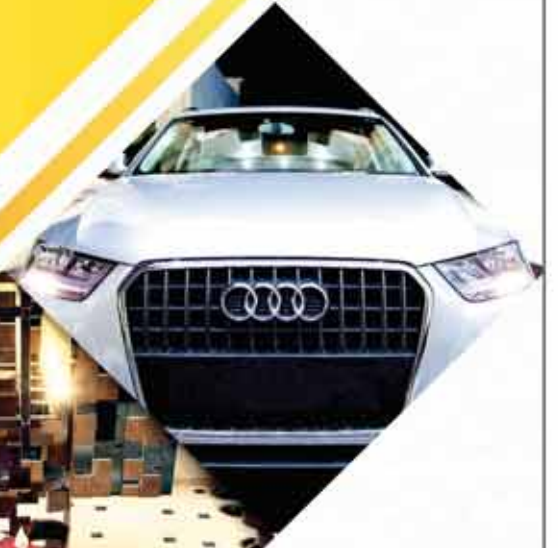
The associates learn how to focus on sustainable Food and Beverage, provide guests and meeting planners with their carbon foot print using the Hotel Carbon Measurement Initiative, view LEED and green building road maps and participate in waste minimising programmes.

These corporations and hotel chains are developing strategic partnerships to provide their hotels with renewable energy sources, biodiversity improvement projects and landfill diversion programmes.





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The international hotel chains use a global network of hotels for consistent environmental and social standards

All this because they believe that it is their responsibility to create a better world for our guests and associates plus the community at large.

ENABLING BACK-END WELL BEING

We are living in the age of social media and instant communications. The expectations of our guests are in line with the changing world and instant redemption. This has necessitated a thorough overhaul of engineering support for a successful hotel operation to meet the guest expectations (both internal and external

ABOUT THE AUTHOR

Tejinder Ahluwalia who has worked as the Director of Engineering at Starwood Hotels and Resorts and has recently relocated to India after working overseas with Starwood Hotels and Resorts for more than 20 years as Director of Engineering. He is Six Sigma Black belt and has been involved in pre-opening and commissioning of new hotel properties in EAME, CIS and Asia Pacific regions, like Westin Gurgaon. He has been awarded President's Awards by Starwood and was nominated for the Chief Engineer of the year 1994 Award while working with Oberoi Hotels Bombay as Director of Engineering.



guests) and to implement the global initiatives to address the environmental and sustainability issues.

Ideally, the role of engineering is to provide:

- The right level of comfort and service, with optimised consumptions in line with the global standards.
- To ensure good order and conditions in order to maintain building, plant, machinery and systems.
- To meet technical compliances to local regulations and corporate standards.
- To ensure fire life safety and security of the guests and associates.
- The engineering team plays a major role in sustainability and global efforts to address environment and carbon foot print reduction.

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Polishing the DIAMOND

Michel Rochat, CEO, EHL, highlights the need for a correct educational programme to polish the skill required for an industry like hospitality.



Michel Rochat



India's travel and tourism sector contributed \$136.3 billion to the country's GDP in 2015



IMPACTING SKILLED LABOUR

The EHL Group provides two distinct educational models, offering both a University-level programme and a vocational programme. Our University-level programme is offered at our campus in Lausanne, Switzerland, and includes a preparatory year followed by three years of Bachelor degree studies. This programme is accredited by the Swiss government (HES-SO) and the New England Association of Schools and Colleges (NEASC). Following their Bachelor studies, students are able to obtain a Master's degree or enroll in the Master's in Global Hospitality Business which is taught across three different continents, in Lausanne, Hong Kong and Houston.

The Swiss School of Tourism and Hospitality (SSTH) in Passug, Switzerland offers a vocational programme, where students can follow an advanced vocational education, meeting the highest standards in the hospitality industry. This programme provides students with the appropriate skills to excel in the tourism and hotel industries. Students who wish to pursue their career, further particularly in the area of business and management, are able to join EHL's University-level programme in Lausanne. As a result of the quality of our programmes, 96 per cent of our students find jobs upon graduation.

SURGING AHEAD

India's hospitality sector is growing exponentially. According to a recent report by India Brand Equity

Foundation, India's travel and tourism sector contributed \$136.3 billion to the country's GDP in 2015. This is forecast to increase to \$275.2 billion by 2025.

Growth brings increased opportunity, but also higher expectations on behalf of the traveller, further supporting the need for skilled labor in the local marketplace. We understand the international inbound leisure tourism sector in India to be seasonal, and the majority of the tourism activity in India to be driven by the domestic market. The human resource challenge in India for the hospitality sector is the availability of trained manpower.

TALENT REQUISITE

At the Ecole Hôtelière de Lausanne, where hospitality management education first began (the school was founded in 1893 and was the first of its kind in the world), we believe that it is the school's responsibility to "create" the talent that the hospitality industry requires. To produce the right kind of talent, hospitality schools need to evolve in line with hospitality industry.

ABOUT THE AUTHOR

The author is Michel Rochat, CEO of EHL. Before becoming CEO of the EHL Group, Michel Rochat was the General Director of Ecole hôtelière de Lausanne, a position which he had occupied since 2010. From 2003 on, he was also a member of EHL's Board of Governors.



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Chilling with CHILEAN WINES

In a bid to introduce Chilean wines in India, Aspri Spirits recently hosted a master class with **Nicolas Kowalski**, Asia Sales Director, Viña Ventisquero.

Hazel Jain



Nicolas Kowalski

VIÑA VENTISQUERO IN INDIA

Cabernet Sauvignon 2014:

Deep ruby in colour, fresh fruit nose with raspberries, strawberries, blueberries and blackcurrants intermingled with notes of vanilla and chocolate.

Carménère 2014- A deep cherry colour with aromas of black and red fruit, such as blueberries, blackberries, blackcurrants, strawberries and cherries, as well as spicy notes that blend harmoniously with hints of chocolate and vanilla. A great combination with Indian food.

Sauvignon Blanc 2015- A pale green wine in colour with a blend of citrus and tropical fruit aromas, such as lime, grapefruit, pineapple and pear, complemented by gentle herbal notes.

Are you meeting hotels to promote your wine?

The agenda is on the on-trade visits, training sessions and tasting events. On this visit, we are only focusing on Mumbai but our wines are available at premium On Trade and Off Trade outlets. We are in talks with new upcoming outlets across India. The Indian market is one of the youngest in the world for wines and quite tough to get into due to regulations. However, it is also one of the largest addressable markets with almost 20 million new drinkers every year, which makes it a very exciting market.

What are the other mediums through which you are planning to expand your presence here?

Firstly, both the trade and direct channels are important to us. We are also very keenly looking into duty-free outlets for some of our

rare wines. In terms of marketing, we are in the process of putting together ideas and strategy for social media platforms to improve our visibility.

What challenges have you faced so far?

Heavy taxation in India means that entry level wines are the norm here. This is where we are looking to build and then explore other channels to introduce our premium offering. We entered the market and it took a while because of registration. Also, deadlines for registrations have not allowed us to enter New Delhi yet. However, this will be solved in the near future and the outlook is bright.

With many international spirits available in Indian market, what sets your brand apart?

Working at Ventisquero and visiting

Chile has been an eye-opener for me in terms of new terroirs.

Chile is a rather small category within the Indian wine market. Australia is the king and we are the only winery in Chile to work with an icon of the Australian wine world. His name is John Duval and he was Chief winemaker at Penfold's for 29 years.

He joined us in making our wines back in early 2000's. Our style of wine is fruit forward, fresh and exciting. Also, we have the unique grape variety called Carmeneré available for our house wine proposition. This is pretty unique against other Chilean wine producers. Ventisquero owns its own vineyards in Chile's principal wine producing areas: Coastal Maipo, Casablanca, Colchagua, Leyda and Huasco.

“

Heavy taxation in India means that entry level wines are the norm here. This is where we are looking to build and then explore...

”






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Tickling the PALATE with finesse

With millennials experimenting in different genres of F&B, companies are pushing themselves to offer products that serve finesse while retaining its uniqueness.

HT Bureau



Akshay Bector

Akshay Bector
Chairman and Managing Director
Cremica Food Industries

COMPANY OFFERINGS

Cremica is one of the largest manufacturers and suppliers of liquid condiments and specialty snacks in India. Some of the key products are Mayonnaise, Flavoured Mayo, traditional sauces, hot sauces, speciality sauces, bakery condiments, Opera and French Fries.

STANDING OUT

The foundation of the business has always been innovation and high quality which helps us stand out from our competitors. With a vast and diversified experience of three decades, we understand constant change in the taste and preferences of the Indian palate. We are trying to offer as innovative and tasty products as possible to our customers. Cremica

launched India's first Vegetarian Mayonnaise. Similarly, our recent launch of Indian flavoured sandwich Mayo's is proving to be a huge hit in the market. Opera kettle chips have been highly successful and are already available in premium outlets in most metro cities in the country. The offerings are likely to penetrate at a rapid pace and addresses the needs a highly differentiated customer. We will continue this process in time ahead.

INDUSTRY TAKE

The food service has been growing at the rate of 35% annually. Our penetration and increase in retail and food service sales is expected to be pre-nominal in the coming years.



S.K. Maratha
President
FSIPL

COMPANY OFFERINGS

VKL has been creating Food and Beverage solutions for the leading Food-service companies since 1935. With their core building blocks of innovation, quality, service and value, they provide standardised services to the HoReCa customers in India and export food and beverage solutions to over 25 countries.

They have specialised food service distribution partners across India and abroad who provide best last mile services to the HoReCa customers.

The portfolio includes-

1. Chef's Art: It is a range of menu solutions products
2. Springburst: It is a range of kitchen solutions designed to help the chef enhance the dishes.
3. Sunbay: It is a recently launched brand offering a range of gravies and sauce bases that promise perfect taste and texture and are convenient to use.
4. Spicefield: Complete range of blended, ground and whole spices exclusively made for HoReCa chefs in India.
5. Marimbula: It is a range of gourmet

Syrups created to cater the need of the consumer to try out exotic international taste, along with authentic Indian taste with desire to try out the NEW".

CREATING A NICHE

With an impressive offering of sauces and bases for chefs, VKL carries a legacy that quantifies its significance and retains its innovative heritage through optimum quality and service.

F&B INDUSTRY

Consumer has more disposable income, out-of-home eating is beating in home consumption: - GDP, education, women workforce, the F&B industry is gearing up to live up to the challenges and satisfy demands.





Komal Anand
Head, Retail Sales & Marketing and
Supply Chain
McCain Foods India



COMPANY OFFERINGS

McCain Foods India is leading the fast emerging market in India for frozen snacks. Our retail products are most popular and are available across modern supermarkets as well as traditional kirana/grocery stores. McCain's versatile and highly convenient products are also used by leading international and domestic Quick Service Restaurants (QSRs) as well as consumed by hotels/restaurants, caterers and canteens in India to create variety of signature dishes for serving to their customers.

McCain range of products available in India includes international range of frozen products like French Fries, Super Wedges, Smiles, Indian ethnic specialties like Aloo Tikki, Chilli Garlic Potato Bites, Veggie Nuggets, Veggie Burger Patties and Cheese appetizers such as Potato Cheese Shotz.

Established in 1998, McCain Foods India Pvt. Ltd (McCain Foods India) is a 100 per cent subsidiary of McCain Foods Ltd, Canada. We have been engaged in laying the foundation for a sustainable potato supply source through investment in an extensive agronomy programme in partnership with potato farmers in India. The company has set up its potato processing plant in Mehsana district of Gujarat in 2007. We have long term ambitions for the Indian market.

MAKING A MARK

Many brands have entered the Indian market offering a host of products across various processed food categories. There is increasing market penetration and entry of more players and products and it has only worked to our advantage in terms of category development. New market developments have forced modern retail chains and standalone grocery stores to focus on quality offerings where McCain stands out as benchmark of standards.

Competition in the F&B space has only furthered our leadership in the frozen vegetarian ready to cook food space.

To capitalise upon our ground work and market leadership in space, we have continued with a two pronged marketing approach. As the category is relatively nascent, we have persisted with our efforts to build cold chain infrastructure by investing in freezers in the market place and also by collaborating with partners through the entire cold chain in ensuring last mile product quality is delivered. Secondly, given the positive demographic dividend of India and the rapidly evolving lifestyle of consumers we see a faster consumer adoption to convenience lifestyle alternatives. These products offer many advantages over snacks that are made from scratch and we therefore see potential for continued positive momentum. Lot of our learnings and understanding about consumer preferences have come from the food services sector and we have in turn enabled the industry to serve fresh, delicious, snacks with consistency in taste and texture.

THE SECTOR TODAY

Indian consumer is evolving fast and today the F&B industry caters to buyers who like to savour local flavours but from the house of international brands. Riding on the consumer openness to experiment new cuisines and their increasing brand awareness, the Food and Beverage industry in India has seen an unprecedented growth in the past few years and continues to grow rapidly. The Indian market has become uninhibited and there are exponential opportunities for QSR players. Today, the QSR industry is curating cuisines inspired from global palate and indigenising it for local consumer. Globalising the Indian taste and localising the global cuisine is a smart move by F&B players that caters to the evolving need of modern Indian consumers. A lot of global players are setting foot in India as a result of the willingness to experiment on part of the Indian consumer. Given the growth numbers of burger chains, pizza chains, it is easy to observe that the market is ripe for such phenomena.







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Elizabeth Lowrey

Recreating SPACES

Elizabeth Lowrey, Principal and Director of Interior Architecture, Elkus Manfredi Architects shares insights on creating optimal spaces for hotels, its dynamic nature, the scope and upcoming projects with **HospitalityTalk**.

Anupriya Bishnoi



Tell us something about the projects you have worked on.

Three of Elkus Manfredi's recent hospitality projects represent three very different challenges.

The Verb Hotel – The Verb is a two-story, 93-room boutique hotel that plays an important community-building role in the renewal of Boston's Fenway neighborhood. Elkus Manfredi's design involved the restoration of the 1959 motel that now houses The Verb.

The LINQ Hotel and Casinos – Manfredi re-invented Caesars Entertainment Corporation's venerable 2,500-room Imperial Palace hotel property in Las Vegas, creating The LINQ Hotel and Casinos, an entirely new experience that appeals to the next generation of Las Vegas guests, the millennials.

Aloft and Element Hotels – The new 330-room Aloft and 180-room Element hotels are next to both the Boston Convention and Exhibition Center and the popular outdoor event venue, Lawn on D. Both hotels are operated by Starwood Hotels and Resorts Worldwide Inc.

What remains your inspiration while designing a hotel?

We focus on two major elements for inspiration:

Creating an experience for the guest: The days of treating any project as a roll-out of a consistent design concept are over. Every project needs to be fresh and special – customised to its

customer and to its neighborhood. The bottom line? Satisfying that customer emotionally.

Context: The hotel can be the anchor or glue for a community, an urban resort that becomes the living room for the community. Elkus Manfredi is known for our ability to knit together urban neighborhoods and create vibrant mixed-use environments that unite and enliven their surroundings.

Can you tell us something about the global trends in hotel designs these days?

- We see urbanisation as a huge shift. All kinds of silos are being broken down as cities, become more welcoming to business. More and more people are flocking to urban centers, where the culture and connectivity of the city itself are the magnets.
- Urban resorts are repositioning hotels as offering much more than simply a place to stay with a variety of venues and activities.
- Another important factor is what we talk about as "bleasure," which means the blending of professional and social lives. The world is now working in social environments and socialising/collaborating in work environments.
- Hospitality is also, of course, fashion-forward, so staying ahead of that curve will be critical.
- Technology has created a huge shift in how people interact with each other and their environment. Today, hospitality spaces are all about connectivity – connection to technology



“Luxury is no longer only about lavish materials and furnishings, but about connectivity”

and to people, and we see that becoming more and more important to our hospitality clients, who want to attract the savvy guest and keep that person as a loyal customer.

- Luxury is no longer only about lavish materials and furnishings, but about connectivity. Hotel design will incorporate a customised digital experience of recognition and personal service. It will be a place where the customer can curate his or her own experience on the spot, where technological connection is the gold standard, where guest rooms are “Command Central,” making everything digitally accessible.
- This approach takes branding to a completely

new level. It’s not just another visual; it’s experiential, a way to dive much deeper into a brand, an opportunity to create enormous brand loyalty, because every time a customer interfaces with that brand, the experience is remembered and increasingly customised.

- All over the world, Airbnb, Be.Mate, and others like them are appealing to a younger demographic, who are likely to be more adventurous. Mainstream hotel design is attempting to supply the adventure, the “bespoke” experience, and the more curated, intimate setting that these venues provide.
- In a city like New York, the name of the game

is renovation. In areas that don’t have enough supply of hotel rooms, building new hotel venues is prevalent.

Today when hotels are turning green, how are you bringing efficiency with your designs?

As millennials have more income to spend and as Gen-Zers come along, their philosophy of acceptance, blending work and play, healthy living, social responsibility, and diversity will change everything. One way these values will affect hospitality design: universal design will become the norm. Whether required by regulation or not, universal design will be incorporated by any savvy hospitality venue. No barriers, easy access and flow for everyone — young or old, in a wheelchair or on a skateboard. Materials will be sustainable and healthy to be around. The venue’s carbon footprint will be minimal — guests want to know they are part of the change, not part of the problem. And often, sustainability is the story, with health and wellness front and center as the strategic narrative of the hotel.

What kind of challenges do you face?

I’d love to have more time and budget to work with local “makers” — artists doing work that is site-specific, a product of the local environment.

We see public gathering spaces — the common “living room” — as continuing to be a critical element of hospitality design. If anything, we see the guest room becoming even smaller, while still providing everything the guest needs. The focus here will be on efficient, crisp, contemporary design, using upscale materials with personality and “smart hotel” technology, all carefully composed in increasingly less square footage. Retail in rooms will become bigger as hotels differentiate and become more curated and unique. We already see this trend as hotels market the soft goods and beds of their rooms.

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HospitalityTalk speaks to various hotels on how the right kind of uniform plays a vital role in enhancing guest experience and how to choose the right uniform for each department.

HT Bureau



Subhabrata Roy
General Manager
Four Points by Sheraton
Navi Mumbai, Vashi

Right code and conduct are the biggest mandates in the hospitality industry. Staying true to the brand identity, hotels in India have geared up to depict their brand fairly via various means; one of which is an apt uniform.

According to **Subhabrata Roy**, General Manager at Four Points by Sheraton Navi Mumbai, Vashi, there is a lot of thought processes that go into selecting uniforms. "The basics depend on the hotel category, for example, a resort hotel's uniform design would be completely

different from a business hotel. The climatic conditions of the city the hotel is located in, brand positioning etc. comes into the picture as well. But the most important factor

For **Nitin Tanwar**, Executive Housekeeper, The Leela Ambience Gurgaon, the uniform of any hotel is a very important part as it makes the team look presentable and pro-



“

Uniforms should be aligned with your hotel's service model and offerings

”



while selecting uniforms for your hotel or various departments is that the uniforms should be aligned with your hotel's service model and offerings. "A full service luxury hotel's restaurant uniform would differ from a mid-segment hotel. Comfortable uniforms are designed for the departments which involve more physical activities than a department that entails more desk job work. The look for the front of house should be different from the back area operational departments," he adds.

fessional. "There are certain factors kept in mind before deciding uniforms for different departments like what kind of work team has to do, working condition - indoor / outdoor, is it for front of the house or back of the house, is there guest interaction, colours soothing to the eye, texture of fabric etc.," she quips.

Shilpi Khanna, Director of Services, JW Marriott Mumbai Sahar also believes that uniform should be as per the brand that the employee represents. She says, "The uniform in a



Shilpi Khanna
Director of Services
JW Marriott Mumbai Sahar

resort location would be different than for a business hotel. Uniform needs to be crisp, well ironed and well maintained at all times.”

Apart from this comfort is another prime factor that should be considered while deciding uniform for various departments.

“An employee ends up wearing the uniform for several hours. Hence the fabric and the design should be decided keeping that in mind. For example, people in housekeeping works for long hours and needs something which is airy and looks smart at the same time. It is imperative for people at the front desk



Nitin Tanwar
Executive Housekeeper
The Leela Ambience Gurgaon



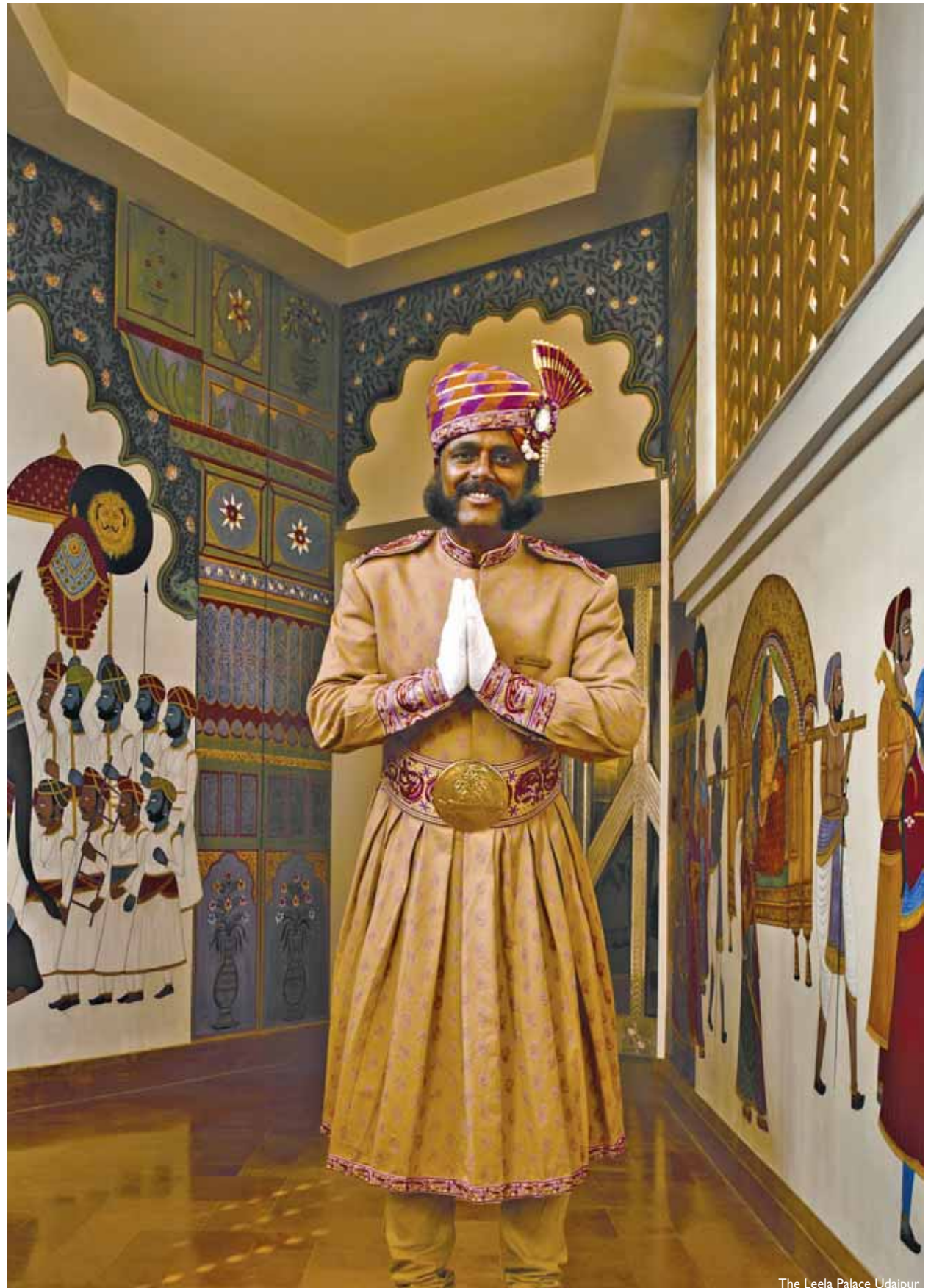
The uniform is a very important part as it makes the team look presentable



“ Housekeeping works for long hours and needs something which is airy and looks smart at the same time ”

to look smart as they are the first point of contact with the guests. A doorman in a crisp sherwaani has a lasting impression on most guests and a chef in a white chef coat

master chef. The uniform for a bell desk associate should allow him to freely carry luggage and a t-shirt is recommended for a laundry associate where ambient temperatures are usually on the higher side,” she adds.



The Leela Palace Udaipur



Firuza Sharma
Director of Sales and Marketing
Radisson Blu Paschim Vihar

“
The uniform
should be
something which
gels with the
theme of the outlet
”



Firuza Sharma, Director of Sales and Marketing, Radisson Blu Paschim Vihar believes that there are various factors which are kept in mind while deciding uniforms for the various departments. She says, “The uniform should be something which gels with the theme of the outlet or the part of the hotel they are made for. Different colour combination help determine easily which department works where and how are they dressed. Also, the uniform should be appealing to the eyes of the guests not making it too bright which looks odd.”

“There are various factors that determine the pattern of uniforms for

ence of the hotel. Other factors include the weather and other local conditions which may play a role in deciding the type of uniform. Having decided on the above, we need to come up with the style and the pattern for each department.”

“The ethos of the brand also needs to be incorporated while designing the uniforms. For example- In Shangri-la hotels worldwide, red is the colour of the uniform for the airport representative,” he adds.

Suchitra Naidu, Director House-keeping and Group Coordination for The Park Hotels and for Zone by The Park says, “We see how comfortable

Stroke of colours

Roy says, “Colours play a very vital role. Front of house like front desk or restaurants uniforms are a little more colourful or vibrant than the housekeeping or maintenance uniforms. However, comfort and quality are of utmost priority for all departmental uniforms.”

For Tanwar, colour of the uniform is very important while planning / designing a uniform.

“There are certain formal colours which are generally used a lot in the hotels like black, dark gray and dark blue,” she adds.

Khanna says, “We have clear brand guidelines about the colour schemes to follow which is a representation of the brand image. For example in JW, the acceptable colours are black, gray and white and all our uniforms are designed around this palette.”

For Sharma, colours of uniforms are chosen on the basis of décor or the theme of the company/property.

“This helps determine different departments for the guests as well as employees so that there are no communication drop outs, and the stay of the guest can be as pleasing as we want.”

“The colour patterns depend on the type of interior design in the public and other spaces in the hotel. Choose a uniform colour, fit and pattern which will complement your business,” Streiber explains.

For Naidu colours are a very important factor to create a positive frame of mind. “We keep in mind



different departments,” says **Andreas Streiber**, General Manager, Shangri-La Hotels, Bengaluru.

“To begin with the format and location of the property is important, whether it is in the city or a resort and the interior design and ambi-

the uniform is in accordance to the nature of the job and work. Like for housekeeping, the uniform is loose keeping in mind the physical work, Front Office uniform is nicely fitted as it requires least physical work, engineering uniform comes with lot of pockets to carry the tools.”



Andreas Streiber
General Manager
Shangri-La Hotels, Bengaluru



Ethos of the brand needs to be incorporated while designing the uniform



the factor of local conditions and people along with the concept, element, design and interior of the hotel and work," she quips.

Grooming it right

Hotels professionals are trained for different skills before they join any hotel and grooming is one of the most important parts of that professional training which they learn. They are required wear clean, crisp and well fitted uniform at all times during duty hours and one has to look smart and professional inside the premises all the time. That's how the hospitality industry functions.

Roy says, "A well stitched and proper uniform goes a long way. It gives the employees confidence and enhances the complete persona of the team to our guest."

For Tanwar, smart crisp design and well fitted uniform will make any one look professional. According to Khanna, uniforms definitely create a lasting impression on both the guests as well as the employee.

Sharma says, "A sense of responsibility is also generated in the employees if they are wearing a properly stitched uniform, thus also helping increase the shelf life of the uniform itself."

For Streiber, well fitted and smart uniforms bring a lot of confidence in the staff that wears it with a lot of pride. According to Naidu, a uniform gives first impression to the guest as it is the part of the decor and interior. A nicely stitched and proper uniform gives pride and confidence.



Suchitra Naidu
Director Housekeeping and Group
Coordination for The Park Hotels
and for Zone by The Park



Comfort, quality are of utmost priority for uniforms of all depts



Smaller cities, BIG POTENTIAL

India is experiencing a growth trajectory fuelled by rapid urbanisation and infrastructure development. Such landscape makes hoteliers invest in Tier-II and Tier-III, ensuring a uniform growth. **HospitalityTalk**, gets in conversation with spokespersons of some prominent hotel brands to know about the evolution of these cities.

Anupriya Bishnoi

The internet has brought the world closer, made places accessible and increased the capacity of tourism to a large extent. Most Tier-II and III cities have reasonably good infrastructure and in many states the government is subsidising costs for investors to boost tourism in their respective states.

Investing it right

According to **Raj Rana**, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group, "India has historically been a country with relatively lower hotel supply. In the mid-2000s, there was tremendous hotel activity in the

most Tier-I markets. Today land costs in Tier-I markets supplemented with an increasingly competitive market, have resulted in longer return tenures. In contrast, feasibility studies justify a quicker return on investment in Tier-II and III cities, due to lower land cost and competition. Improved connectivity and infrastructure are creating demand in these cities which allow investors to meet their investment criteria."

AccorHotels sees tremendous developmental potential in the Tier-II and III cities and views them as growth engines of the future. **Jean-Michel Cassé**, Senior Vice



President, Operations, AccorHotels, India says, "We believe that these cities represent largely untapped assets due to availability and demand gap. Favourable factors of production and reasonable land costs are other factors prompting hospitality players to expand their presence in these cities. With efforts to ease off pressure on the metro cities due to space and time constraints with underdeveloped infrastructures, growth in Tier-II and III cities reflect a positive change for India."

AccorHotels in India has diversified its strategy to commit a level of investment expansion across all segments with a more homogenous



Raj Rana
Chief Executive Officer, South Asia,
Carlson Rezidor Hotel Group



Each market has its demand and supply dynamics which define the rate



network and diverse brand portfolio. "Our strategy is multi-pronged depending on the market outlook and where our guests want to be. We are targeting the midscale segment and in-demand economy segment with a strategic view and the idea to drive top down, so we have significant anchors in great locations across all key cities. We are now moving to Tier-II and III cities so we can offer our customers the entire distribution network in India," explains Cassé.

India's tier-II and III cities are moving towards some major changes. Many of these cities are already working towards improved infrastructure and connectivity. Explaining this further, **Ajay Bakaya**, Executive Director, Sarovar Hotels, says, "As one witnesses saturation in the growth and construction opportunities in the major cities of India, concurrently a good rate of growth is being seen in Tier-II and III cities in the few past years. Also in emerging

markets, there are growing numbers of consumers with more disposable income who want access to more quality and superior hotels. In Tier-II cities, compared to Tier-I cities, there is a bigger demand because these are still developing markets and quality hospitality just emerging there."

Furthermore, Bakaya also believes that, limited hotel inventory available has opened up frontiers for

Experiences beyond luxury








Travel









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Rishi Puri
Vice President
Lords Hotels & Resorts

hotel chains to build up properties in these designated towns with favourable factors of production and reasonable land costs acting as benefactors in its rapid expansion.

Rishi Puri, Vice President, Lords Hotels & Resorts, "Today, a decade and half later, the scenario with holidaying has changed dramatically. With the rising disposable incomes, the middle-class is touring more than ever and this coupled with the impetus on tourism in the country, India has become a place to be explored more than ever.



Lesser known, quaint little towns and villages and other relatively unexplored areas are being sought for travelling



Even within India, it's no longer just Kashmir or Kerala that attracts tourists but the lesser known, quaint little towns and villages and other relatively unexplored areas are being sought for travelling."

ARRs and occupancy

According to Rana, larger metropolitan cities typically have higher average rate and occupancy, although there are exceptions to that norm. He says, "Each market has its demand and supply dynamics which define the rate. Additionally, they are also dependent on the market segment in which the hotel operates in, with luxury and upper-upscale hotels yielding a higher average rate than midscale ones. There is a clear trend of higher



average rates in key gateway and metropolitan cities in comparison to secondary and tertiary cities at the same occupancy levels. This is likely influenced by higher corporate per diem in larger cities.”

Casse believes that Tier II and III cities offer similar and sometimes, even higher, ARR and occupancy rates when compared to metropolitan peers. “2016 started on a high note with occupancy ratios hitting



Jean-Michel Cassé
Senior Vice President, Operations,
AccorHotels, India



Growth in Tier-II and III cities reflect a positive change for India



a five-year high in India. According to a report by Delhi-based hotel research company HVS, India's five-star deluxe segment closed last year

with an occupancy rate of 61.4 per cent, the highest since 2009-10. In addition, the overall average occupancy across all segments stood at 60.3 per cent, the highest since 2010-11. If we look at some of the Tier-II & III cities, the trend was mirrored.”

Explaining further he says, “Ahmedabad, which has witnessed steady demand growth over the past three years, saw a rise in occu-

pancy growth in 2014-15 despite a double-digit increase in supply. This increase was attributed to the steady commercial demand from the peripheral industrial areas and MICE demand, which was boosted by events such as Vibrant Gujarat. Finally, if we look at a more leisure-centric hub like Jaipur, we see similar growth. The city, known to be an important tourist destination for domestic and international travellers and is one of the preferred

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Ajay Bakaya
Executive Director, Sarovar Hotels

“
The most
important thing
when expanding
is placing the
right brand
”

MICE destinations in the famous Golden Triangle circuit that has seen a double digit growth in supply and a surge in demand.”

According to Bakaya, there is a variance in the ARR of hotels in metropolitan cities and other cities in Tier-II and III segment. “Price is determined by the city dynamics and guests propensity to pay for the hotel accommodation in smaller cities. Corporate travellers don’t have similar entitlements when compared with metropolitan cities and hence lower ARR,” he explains.

Puri says, “A huge chunk of the room occupancies in the metros is contributed by business travellers and it makes a considerable difference to the ARR. In this context the numbers are not comparable however, in Tier-II and III cities the market is more inclined to cater to the mid-market segment of tourists.”



Hiccups

According to Rana, typically, challenges are from 3 fronts; Regulatory, Financial and Talent. “Each state in India has specific policies and laws pertaining to licenses and development norms of hotels. A single window clearance can expedite this regulatory aspect. Currently, the hospitality sector does not have a policy as an industry standard yet, as

cost of borrowing and tenure remain as challenges. Hence, investors need to have a longer investment horizon. Skilled manpower and the right job fit continues to be a challenge as the supply of hotels continue to grow.”

Hotels looking to expand in Tier-II and III cities are faced by various challenges such as the lack of infrastructure developments and

skilled manpower. “The hotels also face challenges that include delays by contractors, lack of quality food government regulations, ability to manage changes and pricing strategies. The most important thing to consider when expanding is placing the right brand in the right location depends very much upon the consumer demographics that are driving the business in that particular market,” explains Casse.

Puri believes that, “For a hotel chain like Lords, we have to tread the line between costs and services and ensure that there is no way that a guest feels like they have been underserved in any respect.”

Connecting the dots

The key drivers for stronger investment returns in Tier-II and III cities are predominantly attributed to lower land costs and overall development costs. Puri believes that, India is at the brink of becoming the biggest tourism destination with the support of the government. “If only, the GST for the hospitality sector is reconsidered at five per cent as is the case for many of our neighbouring tourist countries. It is an interesting time for the sector and we are positive that investors in this sector will come out winners by the turn of the decade.”



Experience luxury at Hotel KANHA SHYAM, ALLAHABAD

Exhibiting grandeur of luxury, Kanha Shyam offers plethora of modern facilities for all the occasions and travellers.



Rupesh Kumar Singh

Hotel Kanha Shyam is a unit of Shyam Group, a testament to unparalleled grandeur in Allahabad (UP). The hotel's entrance and the lobby are grand and impressive. The lobby's royal interior is as crystal clear as the chandelier hanging overhead. Hotel Kanha Shyam offers a choice of well appointed, spacious and luxurious rooms as well as all the modern amenities and comforts.

All rooms are equipped with direct dial telephone, central air conditioning, hot/cold water, Wi-Fi, hotel mode LCD TV, an executive writing desk with chair, hair dryer, tea/coffee makers.

Rupesh Kumar Singh, Hotel General Manager, Hotel Kanha Shyam, explained that 24 coffee shop – The Patio, Jannat – an international Indian restaurant and celebrity bar offers a wide varieties of liquor and wines and is proud to offer fine delicacies designed by their experienced chefs to cater to every palate.

Hotel Kanha Shyam is an ideal place to accommodate any size and style of gatherings, like business meetings,

conferences, weddings or private parties.

The fully equipped conference hall includes a large screen projector and Wi-Fi facility. A wedding at Hotel Kanha Shyam ensures beautiful designs and concept for each ceremony, selective choices for indoor and outdoor banquet arrangements, luxurious accommodation for guests and expert catering team that thrives on making every detail of the event-extravagant, elegant and lively.



Retaining the TALENTED

Facing the crunch of manpower in the hospitality industry, industry leaders talk about the ways to deal with it.

Nisha Verma



Piyush Tiwari

Director (Commercial & Marketing)
India Tourism Development Corporation (ITDC)

The Indian hospitality industry is short of skilled manpower. In recent times, the spreading of tourism employment has witnessed a steady growth, and a corresponding expansion in the number of trained and skilled manpower.

Students and professionals today have more academic options in hospitality sector and thus, a much better understanding of the career path. Even the government now has launched skill India initiative that will help solve the problem of lack of skilled manpower in hospitality sector to a large extent. Many institutes, both government and private and state bodies offer short term courses for training and management. Government's Hunar se Rozgar Tak scheme is also an example of improving time and quality of hospitality training scenario.

Looking at the future requirement and huge gap in the demand and supply



of trained manpower in the hospitality industry, AIHTM is focusing more on job-orientated short term courses. Apart from imparting skill development training in areas of food production, F&B services, accommodation operations at front office, it aims to

work towards making a difference to the academic culture for the students by offering a globally competitive curriculum and infrastructure; and eventually on contributing significantly to the supply of trained manpower in the hospitality industry.



Dipak Haksar

Chief Executive
ITC Hotels & Welcom Hotels

While some institutes are very good, others are not. We certainly need more institutes of the right standard, which can give the right certification, are recognised by the government, have the right faculty, are able to impart the right education and are connected to the hospitality industry.

While we hire from institutes like IHMs, which are premier institutes, we also have our own hotel management school in Manipal called Welcomgroup Graduate School of Hotel Administration, which is one of the best in the country. We also have our own training programmes, where we take students, who've

passed class 12. We enrol them in a 4-4.5 year programme. We train, educate and provide them the skills and convert them into hoteliers of tomorrow. We also take people from the armed forces and war widows for our training programmes. We are constantly supplementing our pipeline because we are growing as a chain.





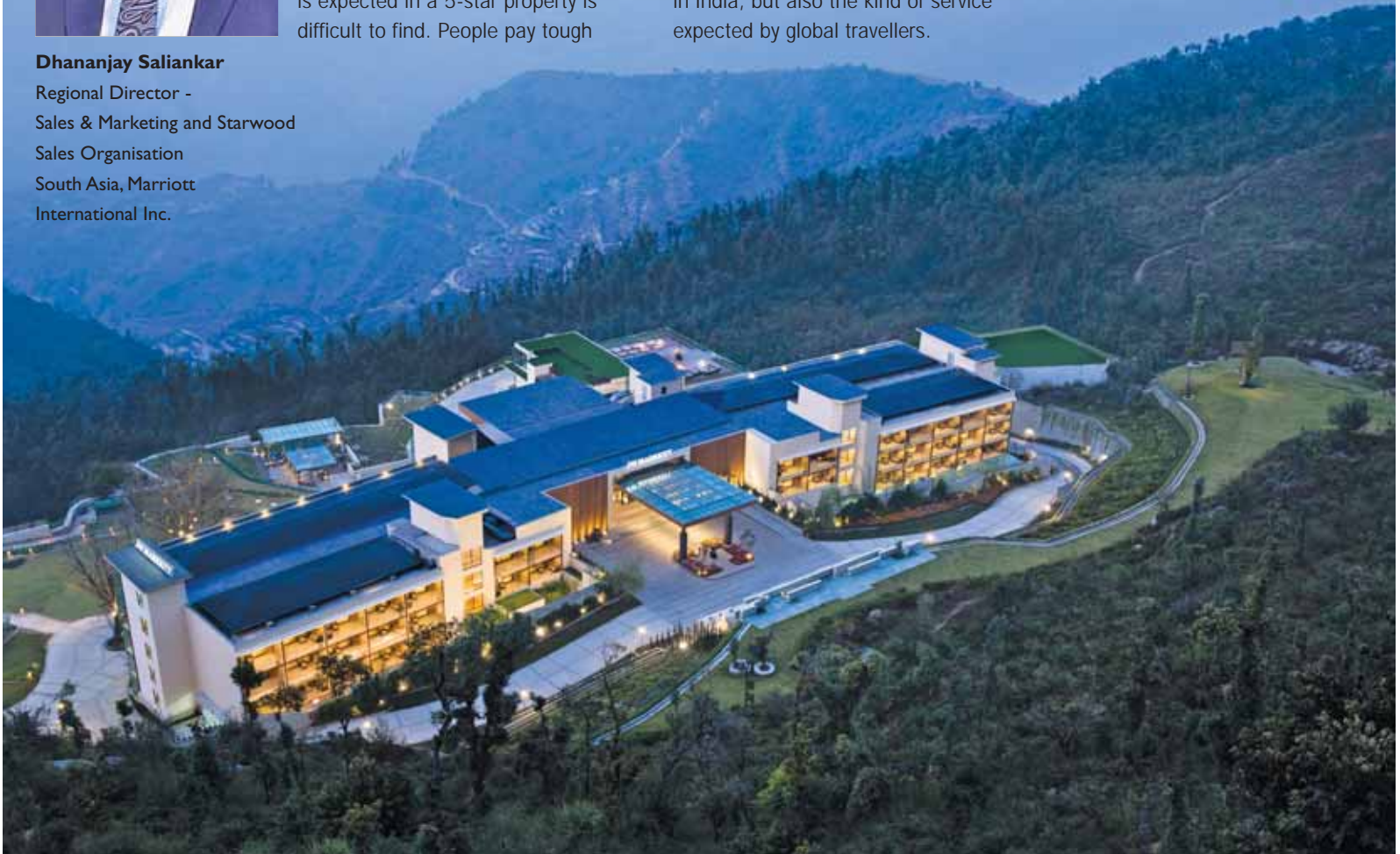
Dhananjay Saliankar
Regional Director -
Sales & Marketing and Starwood
Sales Organisation
South Asia, Marriott
International Inc.

While the manpower is available, getting the trained well groomed individuals is still a challenge. There is a shortage of talent with the right finesse.

Institutes are churning out manpower, but the real polished individual, who can come to the level of what is expected in a 5-star property is difficult to find. People pay tough

dollars not only for the destination, but also to have an exceptional experience, service and people.

Foreign universities can join hands with hospitality training institutes in the country, so that the students not only can learn about the culture and emotion associated with hospitality in India, but also the kind of service expected by global travellers.



Dhananjay Kumar
General Manager
The Suryaa, New Delhi

There are a huge number of hospitality colleges in India, which are coming up at every nook and corner. We shouldn't just depend on colleges, because they produce volumes

The quality has gone down. The consistency and quality of the professionals is very important.

Our hiring philosophy is that people learn basics in the college; we hire them for attitude; and train them for skills. If they have the right attitude, one can mould them the way you want. That is the attitude that an organisation should have. We have technical training, which is done by department heads and the behavioural training, which is done by training with the in-house local manager.





Neeraj Rawoot

Serving it with a Twist

Neeraj Rawoot the Executive Chef of The Leela Ambience Gurgaon Hotel & Residences, tells us about the new experiences he will be bringing to the table.



What are the new things you are going to bring to the table?

Our last Executive Chef, Ramon Salto was from Spain and South American food was his forte. That's why whatever we used to do was more or less around that food. His food was fantastic but since I come from an Indian background and have worked in Thailand, so I know Asian cuisine very well and that remains my forte. Also, promoting Asian food would be my new strategy.

How are you creating a niche for yourself amongst such mushrooming of restaurants?

Maintaining the quality is very important for us. There are many restaurants in Delhi/NCR who are doing fancy stuff in terms of presentation etc, but they are not able to maintain the quality. The kind of imported products and ingredients that we use in our kitchen are not even close to what they use.

That's where we stand out. Also, we are not really competing with the standalone restaurants. We are the food connoisseurs of this part of the city and that always will remain a fact. The luxury and finesse that you get in a five star cannot be compared to what you get in a standalone restaurant. So that's why our focus is not to slash the prices and get into the trade, our focus is to give an experience.

Also, we push our chefs to go to the individual tables and take the feedback which is not a regular practice with the standalones.

What kind of clients do you get more, walk-in or in-house?

Breakfasts are completely in-house but during lunches and dinner we see most of walk-in guests. Also, our brunches are the talk of the



Promoting Asian food would be my new strategy



town and there we also observe lot of outsiders. Also, the kind of variety we serve is massive. So a guest doesn't have to keep looking for various options, he can just walk-in and experience a plethora of options under one roof.

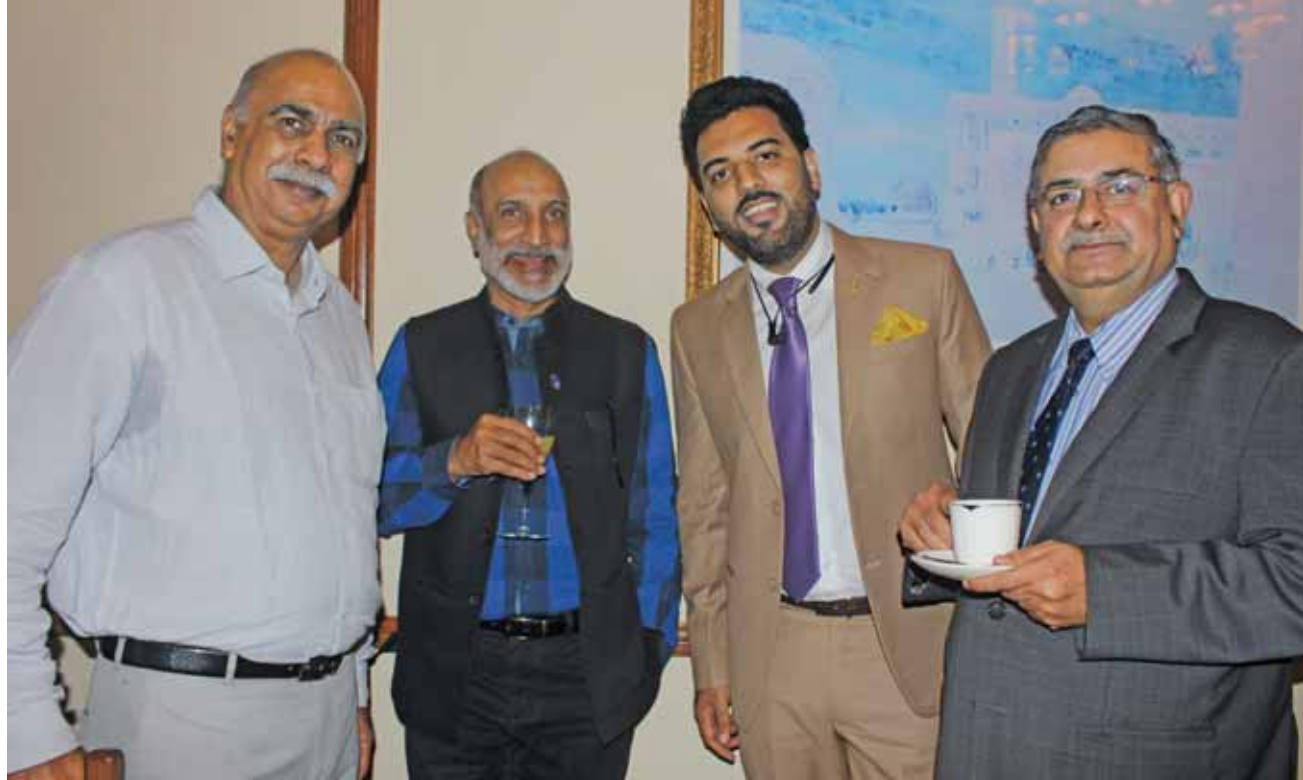
How are you going to carry the legacy of Leela with you?

While I was working with Chef Ramon, I learnt a lot of things. For someone who is new to the property, might take some time in adjusting and to understand the brand ethics but I have worked with the ex executive chef of this hotel and that remains one of the biggest positive point for me in terms of taking the brand values forward. I understood what is expected out of me, the work culture, what people like, etc.

What role does technology plays in the kitchen?

These days, technology plays a huge role in the kitchen. For example, now there are mixer grinders which are temperature regulated. So while grinding you can regulate the temperature of the ingredient and the chutney will not turn dark. Then we have hob where you just have to put your mixer grinder on it and it will start working without any wire.

Similarly, if you put a pan on it, it will start cooking. So technology, has taken a leap inside the kitchen of the five star hotels and the work has become more efficient than ever.



FROM MARTS TO MEHALS

The Indian Heritage Hotels Association (IHHA), is planning to host a B2B 'The Incredible India Heritage Festival and Mart.' The tentative dates for the same are slated to be from April 8 to 21, 2017.

Kanchan Nath

The idea evolved from giving the buyers an actual experience of living in a heritage monument and experiencing the culture of the region. **HH Maharaja Gajsinghji** of Jodhpur, President, IHHA, says, "It's been a long journey for Heritage Hotels association of 25 years. We now have more than 290 members and more than half of which are in Rajasthan. Rajasthan being a pioneer state, the first 12 founder members were from Rajasthan, we started the concept and then made it into a national association." Elaborating about the event, he adds, "It's not just about filling rooms, not just tourism but much more. In our own properties, we have been doing culture, working with artisans, craftsmen, and with people around, whether the inherited properties are in villages, or big cities. It has helped the economy of those villages. We have been discussing the idea to have a heritage mart. We wanted to do something different so we said why not let the buyers go to the properties. We want to celebrate India's culture, heritage and skills."

He adds, "For a long time we have been talking about having a specific mart only for Heritage Hotels. Then one of our members, Abhay Mangaldas came up with an idea, as to why we have to do something everybody else is doing. Why not have a travelling mart? Instead of us coming to a place, and to sell our wares, let the buyers come to the hotels."

Abhay Mangaldas, Chief Executive, The House of MG, adds, "In a sense, the owner of a heritage property is the custodian of the legacy of that region, because tangible heritage is a place where all the intangibles takes place whether it is culture, heritage, traditions, and cuisine. To

“

It is the experience that we are offering, we are talking about immersive tourism. A FAM trip combined with an idea of a mart

”

expect that buyers should experience it only in a mart is a bit farfetched, but it's a template that has been set. It is convenient for the buyer to go around the mart for a couple of hours."

He adds, "In reality it is the experience that we are offering, we are talking about immersive tourism all the time. A FAM trip combined with an idea of a mart. The owners became the hosts of the buyers, owners of the travel trade, of media, the diplomatic community."

He adds, "It is a B2B event curated by IHHA members, it is designed for global buyers, media and cultural emissaries, vice counsels, ambassadors with their spouses. We want them to come to our properties, with their spouses and spend a little bit of time."

These will be trips spread over 15 days. Each trip will be for three to four days, running parallel as well as serially. You can jump in at any time. You can choose from 16, immersive itineraries pan India. One can do 3 to 4 trips. The logistics of the trips are still being worked out. If there are 3 to 4 properties in one city, you could probably stay at one, eat at another and go for a cultural programme at a third."

He adds, "People can have different entry and exit points for the festival. Our target is to get about 250 people, all the senior decision makers including 100 foreign buyers and media. It is also tentatively planned that there will be an opening, mid and closing event in Jodhpur, Baroda and Udaipur. This would give an opportunity for all to get together at one place as well as meet with the royalty."

He concludes, "We are opening this to non members, but the criteria is that they must have a heritage property, so we are hoping that groups like The Leela, Taj, Oberoi, ITC, will also participate with the heritage properties."





Goosebumps introduces aftermeal products

Goosebumps Pickles, a home-made online pickle company, has launched their exotic aftermeal products. From kiwis and cranberries to mangoes and oranges, dried and splashed with delicious masala. Every pack is infused with rich flavour.

Franke launches Fraganite Sinks

Franke launched Fraganite Sinks that tackles the humble cleaning problem associated with composite sinks. The revolutionary new Fraganite+ technology is now available on all Franke Fraganite and Silk Sheen Fraganite sinks, which now enjoy ultra-smooth surfaces that are exceptionally easy to keep clean.



Typhoo's Organic Infusions range

Typhoo - the British tea brand has perfect blend of organic brews with their organic specialty tea range. Infused with natural and caffeine free ingredients, these 100 per cent organic infusions are grown using the most nature-friendly practices to ensure their purity. The refreshing organic range consists of two invigorating flavours of Peppermint and Chamomile.



Aspri Spirits launches Patrón XO Cafe Incendio

Patrón XO Cafe Incendio combines the spicy, distinctive flavour of Mexican arbol chile with the rich, decadent essence of Criollo chocolate, brought together with the crisp, smooth taste of Patrón Silver tequila. Patrón XO Cafe Incendio is an intense, fiery hot chile chocolate liqueur handcrafted with the same attention to quality as ultra-premium Patrón tequilas and Patrón XO Cafe coffee liqueurs.



Grover Zampa Vineyards launches Insignia

Grover Zampa Vineyards has unveiled its signature limited edition wine, Insignia. The signature wine is barrel fermented and aged in French oak barrels for 24 months and in magnum bottle for over six months, thus intensifying the richness of handpicked Shiraz grapes all from a single vineyard and is estate bottled. Insignia is a dry wine with medium body with layers of complexity leading to a meandering trail of fruit-berries, coffee and chocolate, with a hint of black pepper.

FAPL launches Cake Margarine

Frigorifico Allana Pvt Ltd (FAPL) rolled out Alfa Cake Margarine which equals the best in bakery margarine India today. FAPL launched a comprehensive range of high quality margarines. The newly launched product, Alfa Cake Margarine is a premium speciality cake margarine which has been specifically developed for bar cakes, Muffins & Cupcakes. Using Alfa Cake Margarine, one can produce sponge cakes with fine texture, rich mouth feel and an excellent taste. It also gives greater volume to the batter which results into more number of cakes. Alfa Cake Margarine also increases the shelf life for all types of cakes.



FSIPL launches complete range of spices

Food Service India, a part of VKL Food solution enterprise, announces the launch of a complete range of spices exclusively made for HoReCa chefs in India. The spices are launched under two brands - Spicefield and Chef's Art, to help



chefs cater to different taste profiles of their customers. Every product passes through stringent 40+ quality checks using technology that retains high Volatile oil and aroma of spice. The spices can be completely traced from Farm to Fork.

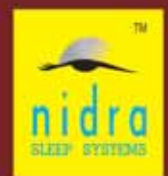
Add zing with Cremica's Chutneys



Cremica brings to you delicious Chutneys to spice up your favourite snacks. Living up the munchies table with the taste of Cremica Pudina Chataka and Cremica Imli Sonth Chataka, two easy add-ons that make every meal a delicious feast. It kicks in once the day has decided to unwind, as your fingers start itching to find a little snack!



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Premium Roll Away Bed with Off Center Folding Mattress

Premium Roll Away Bed with Folding Mattress

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MOVEMENTS

DEEPAK ARORA

New Director for India
The Leading Hotels of the World

The Leading Hotels of the World has appointed Deepak Arora as the new director for its regional office in India. Arora will lead the regional team to increase the awareness for the iconic and legendary properties in the Leading Hotels portfolio in the Indian market. Arora comes with a wealth of experience in luxury hotel sales and marketing. He joined The Leading Hotels of the World in September 2010 as director of sales for North India. He has previously held various senior executive positions with Hyatt in India.



NARENDRA PRABHU

General Manager
Brigade Orchards' Signature
Club Resort

Signature Club Resort announced the appointment of Narendra Prabhu as General Manager. The club resort by BCV Developers Pvt. Ltd., a joint venture of Brigade Enterprises with Classic Group and Valmark is managed by Brigade Hospitality. A passionate hotelier with over 18 years' experience in the hospitality industry, Prabhu joins Signature Club Resort with expertise in national and international hotel operations.



NIMESH WAGHELA

Head, Materials and Procurement
Berggruen's Keys Hotel

Keys Hotels, a brand by Berggruen hotels funded by Berggruen Holdings, a New York-headquartered proprietary fund, announced the appointment of Nimesh Waghela as Head – materials and procurement. Based in Mumbai, Waghela will oversee all activities related to materials, procurement & annual contracts which will include standardisation of procurement policy, forecasting and supply chain management, budgetary controls, central contracts and institutional tie-ups, in accordance with applicable state laws.

RAJNEESH KUMAR

Director of Operations
Jaipur Marriott Hotel

With over a decade's experience as a hospitality professional in luxury and business hotels, Rajneesh Kumar has recently been appointed as the Director of Operations at Jaipur Marriott Hotel. He has expertise in revenue management, cost management control and operation management. Kumar possesses fine leadership skills and a vibrant energy, which he has gained through his experience at various positions across varied properties.





RAJESH KUMAR DUDI

Director of Sales
Novotel Visakhapatnam Varun Beach

Rajesh Kumar Dudi is the new Director of Sales at Novotel Visakhapatnam Varun Beach. He holds an MBA in travel and tourism from Hyderabad and has over 11 years of experience in the hotel industry. Dudi started his career with the Hyatt International in F&B operation in 2005 and moved on to Starwood Hotels from 2007-2016. His last assignment was as Associate Director of Sales at The Westin Hyderabad Mindspace.



INDU KHATRI

Associate Director of Sales
Crowne Plaza Jaipur Tonk Road

Indu Khatri has been appointed as the Associate Director of Sales, Crowne Plaza Jaipur Tonk Road. Khatri is a dynamic professional who impacted organisation profitability through effective strategic and tactical management decisions and new business development skills. Her most recent position was Associate Director of Sales, The Leela Palaces, Hotels and Resorts. She also has been the part of the Pre-opening team for Leela Palace, New Delhi.



THAYANITHY

Sous Chef
Brigade Orchards' Signature Club Resort Bangalore

Signature Club Resort has announced the appointment of Thayanithy as Sous Chef. With close to 14 years' experience in the hospitality industry, Thayanithy joins Signature Club Resort with expertise in working on many different culinary roles and settings, and cooking healthy and well-exhibited delicacies. Beginning his career with leading hotels, Chef Thayanithy has been associated with some of the leading hotels. His tenure has given him varied responsibilities.



AGNIMITRA SHARMA

Executive Chef
Vivanta by Taj – Yeshwantpur, Bangalore

Vivanta by Taj – Yeshwantpur, Bangalore appoints Agnimitra Sharma as their new Executive Chef, passing on the baton from former Executive Chef Uddipan Chakravarthy. With a wealth of 19 years of experience in operational projects, pre-openings, current world trends and guest relations, chef's culinary journey certainly paves the way for innovative dining experiences. Chef Agnimitra is passionate about culinary art, and experimenting with new flavours, yet retaining simplicity.



MOVEMENTS

DAVID HOPCROFT

General Manager
Le Meridien Gurgaon



Dining at the Tetsuyas, Sydney was a big gastronomic & service experience”

I love to travel and explore new destinations whenever I am able to take a brief break from work. I am also a big foodie, so travelling and experiencing cuisines from different parts of the world is extremely exciting for me. Talking of my recent experiences, dining at Tetsuyas in Sydney which was a big gastronomic and service experience has remained an unmatched experience for me till date. Another memorable destination is Bhutan which is an amazing country with an amazing culture, friendly people with a great sense.

SHRIKANT WAKHARKAR

General Manager
The Westin Chennai Velachery



I like traveling in Europe and within India; it's definitely Goa and the Himalayas”

I love running and have always enjoyed it hence I am usually training for marathons in my free time. This is one of the reasons why I relate and enjoy working so much with brand Westin as it emphasises on wellness and wellbeing. My hobbies include reading, running, hiking and experimenting different cuisines. Internationally I like traveling in Europe and within India; it's definitely Goa and the Himalayas.

AJI NAIR

Chief Operating Officer
F&B Division
Mirah Hospitality



One thing I am most passionate about is cooking. That's my first love!”

I do not generally get stressed but once in a while when I do, I watch a movie. It helps me get refreshed and get back to work with a new and infused vigour. One thing I am most passionate about is cooking. That's my first love! In fact, not many people know that I am a good cook and an extremely good one at that! If I were a spice it would be turmeric. It is a native Indian spice and one of the most used and powerful spices. My most memorable holiday moment would be my first Dubai vacation with my family. Goa is another favourite holiday destination.

ALOK CHAKRAVARTY

Director of Sales and Marketing
Shangri-La's - Eros Hotel, New Delhi



I love travelling to North East Indian states, as I believe this is a paradise unexplored”

After a long day at work, I like spending time with my family and kids. It de-stresses and rejuvenates me. An early morning walk is very important for me as the wee hours of the morning can be an amazingly productive time. I am a music lover and jazz music tops my list. I love travelling to North East Indian states, as I believe this is a paradise unexplored and for its celestial beauty.



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- ✓ **Fortune Besan** - Made from 100% pure and highest quality Chana Dal
- ✓ **Fortune Perfect 3 Seasons Basmati Rice** - Nurtured and perfected through systematic harvesting over 3 seasons

Reaching consumers through an extensive distribution network and catering to varying tastes and demand patterns, these are some of Adani Wilmar's highly successful and popular brands across India.



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