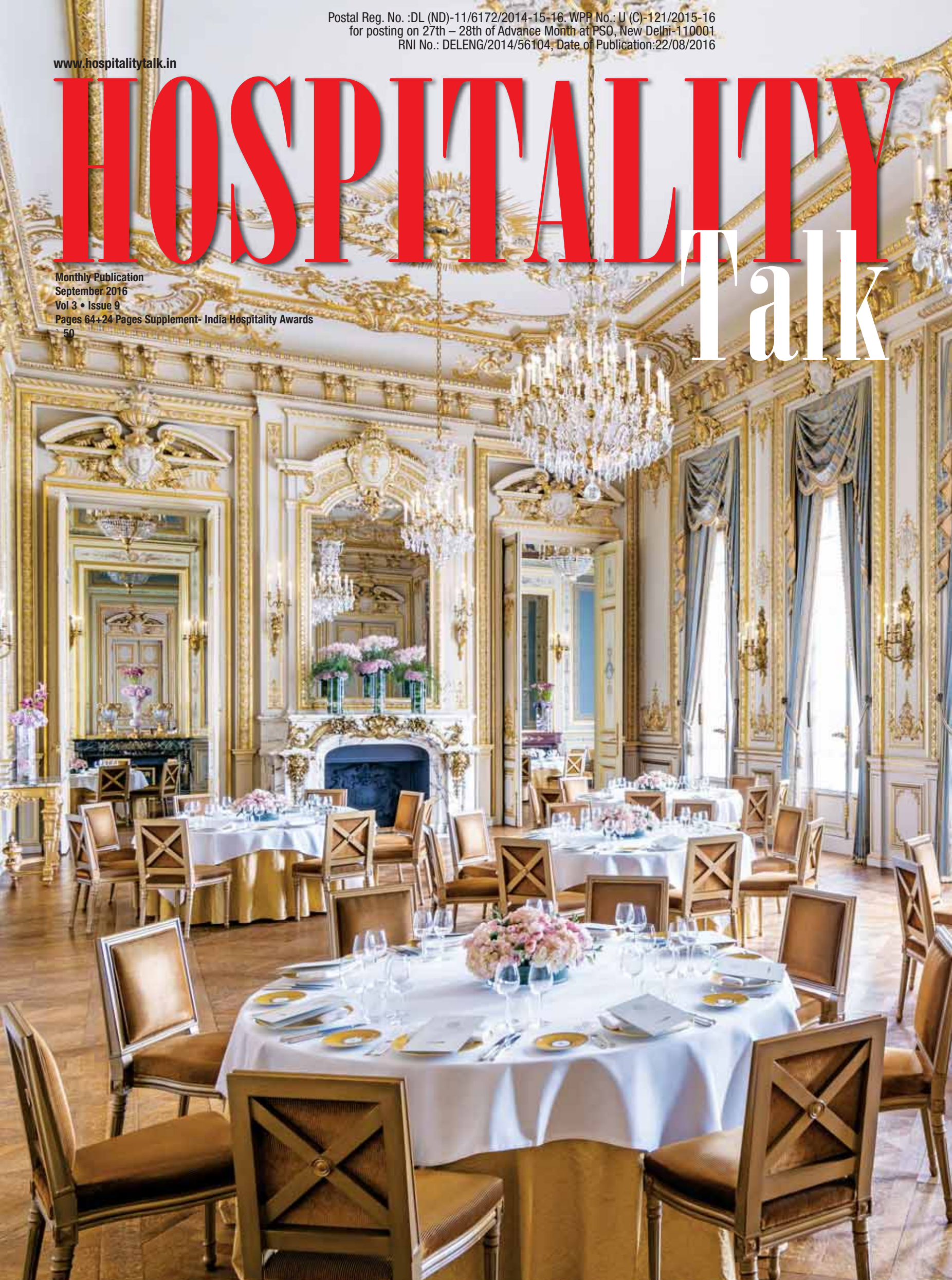


www.hospitalitytalk.in

HOSPITALITY Talk

Monthly Publication
September 2016
Vol 3 • Issue 9
Pages 64+24 Pages Supplement- India Hospitality Awards
50



FHRAI CONVENTION SPECIAL

CHECK-IN TO FIRST-CLASS SLEEP



USA 1870



The top names in hospitality share one common bedroom secret - Simmons. Hotel brands around the world trust only the top name in sleep to provide their discerning guests the premium rest they deserve for the ultimate rejuvenation.

For truly inspired indulgence and pampering, make Simmons your preferred bedding choice today
Visit : <http://www.simmons-india.com/hospitality-affiliate.html>

Our Hospitality Partners: Banyan Tree, Four Seasons, Fairfield Inn, ITC Group Hotels, Shangri-La, St. Regis, The Oberoi Group, Westin Hotels & Resorts, etc.

Corp. Office: Simmons Bedding & Furniture (India) Pvt. Ltd.

No - 208, 2nd Floor, Square one, Plot No. - C - 2, District Centre, Saket Place, Saket, New Delhi - 110017

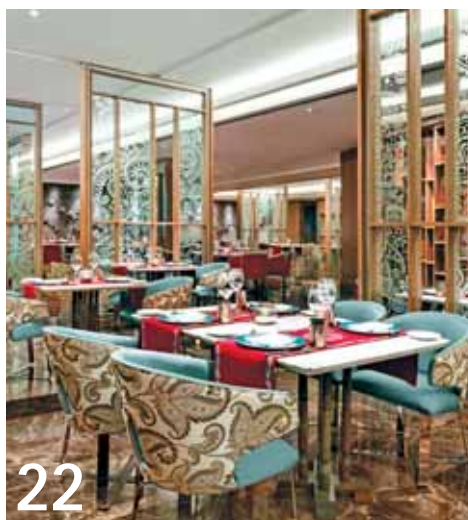
Call: 91-11-4171 7474, E-mail: hospitality@simmons-india.com, URL: www.simmons-india.com

Contents

- 20 **Hyatt's eyes on India**
Interview with Harleen Mehta
Vice President, Sales Operations,
South Asia - Hyatt Hotels
- 22 **The big MICE impression**
Interview with Jaideep Anand,
General Manager, The Leela Ambience
Convention Hotel, Delhi
- 30 **Supplier's outlook**
How the demands of hoteliers
have evolved over time
- 36 **Quintessential Chelsea**
Interview with Robert Housez,
General Manager, Chelsea Toronto
- 40 **Giving back to the society**
Hotels' initiatives for CSR



20



22



24



36



54

HANDICRAFTS INDIA YEAR BOOK

New Delhi: 72, Todarmal Road, New Delhi - 110 001
Phone No: +91 11 233 44179, Fax: +91-22-22070131
E-mail: hospitalitytalk@ddppl.com

Mumbai: 504 Marine Chambers, 43 New Marine Lines
Mumbai 400 020, India
Tel: +91-22-22070129, 22070130, Fax: +91-22-22070131
E-mail: mumbai@ddppl.com

UAE: P.O. Box: 9348, Sharjah, UAE
Tel: +971 6 5528954, Fax: +971 6 5528956
E-mail: uae@ddppl.com

Editor & Publisher
SanJeet

Managing Editor
peden@ddppl.com

Associate Editor
Kanchan.Nath@ddppl.com

Correspondent
Anupriya.Bishnoi@ddppl.com

Asst. Vice President
Gunjan@ddppl.com

Sr. General Manager
Anand.Dutt@ddppl.com

Advertising : Delhi
Kanika.Maheshwari@
hospitalitytalk.in
Jaspreet.Kaur@ddppl.com

Advertising : Mumbai
Harshal.Ashar@ddppl.com
Susan.Eapen@ddppl.com
Priyanshu@ddppl.com

Design
Raashi Ajmani Girdhar
Tushar Upadhyay

Advertisement Designer
Vikas Mandotia
Nitin Kumar

eCommerce
Ashish Chakraborty

Production Manager
Anil Kharbanda

Circulation Manager
Tarun Jain

Business Manager
Ashok Rana

Cover Image
Shangri-La Hotels
and Resorts

All information in **Hospitality Talk** is derived from sources, which we consider reliable. Information is passed on to our readers without any responsibility on our part. The contents of this publication contain views of authors and are not the views of **Hospitality Talk**. Similarly, opinions/views expressed by any party in abstract and/or in interviews are not necessarily shared/do not necessarily reflect any opinion of **Hospitality Talk**.
All rights reserved throughout the world. Reproduction

strictly prohibited. Material appearing in **Hospitality Talk** cannot be reproduced in whole or in part without prior written permission. The same rule applies when there is a copyright or the article is taken from another publication. Publications reproducing material either in part or in whole, without permission would face legal action.

Editorial enquiries:
(concerning reproduction of articles)
talk@ddppl.com

Advertising enquiries:
gunjan@ddppl.com

The publisher assumes no responsibility for returning unsolicited material nor is he responsible for material lost or damaged in transit. Any material submitted to **Hospitality Talk** will not be returned. The publisher reserves the rights to refuse, withdraw, amend or otherwise deal with all advertisements without explanation. All advertisements must comply with the Indian Advertisements Code as well as the

Advertisements Code of South Asia. The publisher will not be liable for any damage or loss caused by the late publication, error or failure or advertisement or editorial to appear.

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



Park Plaza adds Premium Rooms

Park Plaza Jodhpur brings in a new level of excellence in its accommodation facilities with the introduction of Premium Rooms. The beautifully crafted rooms offer guests an exclusive stay with plush décor, luxurious bed and a warm elegant ambience. With well-designed furnishings and stylish interiors, it allows an exuberant stay to guests. The price of these rooms starts at ₹ 12000 + tax for single occupancy and ₹ 13000 + tax for double occupancy.



AccorHotels partners with AITTC

AccorHotels has announced it has signed an agreement with the Australia India Travel & Tourism Council (AITTC) to further strengthen the opportunities for promoting tourism between Australia and India. AITTC will facilitate a service training programme to help AccorHotels staff better understand cultural practices and learn basic greetings.

HeyBnb enters India with a presence across 17 cities

HeyBnb (HeyBednBreakfast), a fast rising global company in the short stay accommodation space, has announced their entry into India with a key presence in cities like New Delhi, Bengaluru, Goa and Cochin. Headquartered in Singapore, the company works on the concept of shared economy of home sharing concept.



Club Mahindra opens 75-key resort near Saputara

Mahindra Holidays & Resorts has launched its new 75-room resort in Hatgad, Maharashtra, six kilometers from the hill station of Saputara, Gujarat. Spread over an area consisting of approximately three acres, 'Club Mahindra Hatgad' is located on the Nashik-Saputara road with views of the Saputara Hills as well as of the famed Hatgad Fort.





WHY PANASONIC COOKERS ARE THE **BEST CHOICE** FOR YOUR BUSINESS!



CONSISTENTLY GOOD PERFORMANCE



NO SHOCKS IN YOUR KITCHEN



NO SUPERVISION. NO MESS



OPEN UP ANYTIME



IDEAL FOR COUNTERS



SR-932DS



SR-942DS



SR-942DF



SR-972D



COMMERCIAL RICE COOKERS

The Panasonic Commercial Rice Cooker comes in various capacities which can cook from 2 Kgs to 4.5 Kgs of Rice. Due to their durability and attention to safety Panasonic has earned the certificate for **Electrical Equipment (IECEE) CB Scheme** for these Cookers.



SR-WA22H(S5)

- Ideal for Serving Idlis, Idiyappam, Momos, Steamed Vegetables etc in the Buffets.
- Double Steaming Basket
- Size 2.2 L



MK-MG1000/MK-MG1500

- High Grinding Performance
- 1000 Watts
- 1500 Watts



NC-GK1/NC-SK1

- Easy to see dual water window
- Available in 1.6 L & 1.7 L

PANASONIC APPLIANCES INDIA CO LTD., No.135, 1st Floor, Nagi Reddy Thottam, Thiru. Vi. Ka. Industrial Estate, Ekkattuthangal, Chennai 600032. Ph: 044-2225 8701/05, +91 9445194566

OUR HOSPITALITY CHANNEL PARTNER: BANGALORE: Crockery World - 9845025420 | Chennai: SSN S.Selladurai Nadar - Hotel & Catering World - 044-25356006 / 25331772 / 23456006 / 23456007 | Coimbatore: Chandran Steels - 8056993399 | Delhi: DKG Sales Pvt Limited - Jalaj Gandhi - 9999826782 | Hyderabad: Agromech Industries - 040-23700280 / 65552669 / 23811097 | Kerala: Cater Circle- 9895756211 Maharashtra: Janta Steel - 022-24111987 | Vijayawada: One Stop Shop - 8666641113

BRANCHES: Andhra Pradesh - Mr. Sreedhar: 9849011926 | Gujarat - Mr. Bhavesh: 9227947310 | Karnataka - Mr. Ramesh: 9880799063 Kerala - Mr. Shyju: 9995891707 | Kolkata - Mr. Arijit: 9830307233, Maharashtra - Mr. Rahul: 8655666867 | North - Mr. Vishal: 9871293394 North East - Mr. Manoj: 9864980610 | Orissa - Mr. Prashant: 9337560190 | Tamil Nadu - Mr. B S Ramesh: 9994054940



FOR MORE PRODUCT DETAILS SCAN/VISIT

www.21timesbetter.com



Park Inn Jaipur opens 'La Italia'

Park Inn Jaipur introduces a new Italian restaurant "La Italia". The rooftop restaurant offers authentic Italian food with a twist under the open sky along with an indoor dining experience with soothing Italian music. Adding the perfect accompaniment to a sumptuous meal is an exciting selection of international wines and beverages, especially from Italy.



Lemon Tree opens two new hotels in Gujarat

The Lemon Tree Hotel Company announced the formal opening of two new properties in Vadodara and Dahej besides the refreshed upscale property in Ahmedabad, signalling the group's focus on Gujarat, in their overall expansion plans across India.



Self-Realisation wellness programme by Ananda in the Himalayas

Ananda in the Himalayas, introduces a new 7-night Dhyana program – a process of self realisation aimed to allow guests to gain more control over their physical and mental faculties, balancing them emotionally as well as spiritually. Ananda in the Himalayas has been offering authentic Yoga, Meditation, Ayurveda and Vedanta programmes for 15 years and has introduced this programme for intermediate practitioners.



Keys Hotel now in Vishakhapatnam

Keys Hotels has announced the launch of its hotel in Vishakhapatnam. Strategically located in the heart of the city, Keys Hotel, Vishakhapatnam is an ideal choice for both business and leisure travelers. The hotel is located close to the famous tourist attractions of the city such as Visakha Museum, Submarine Museum, R K Beach and the Kailasa Giri.



Value delivered. Always

TAKING HOSPITALITY TO THE NEXT LEVEL



MAINI BUGGY

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



ZERO EMISSIONS



ELECTRICALLY POWERED



ECO FRIENDLY

MAINI BUGGY VARIANTS FOR HOSPITALITY



FRONT OFFICE BUGGY



HOUSEKEEPING BUGGY



F&B BUGGY



MAINTENANCE BUGGY



DISPOSER BUGGY



CARGO BUGGY

Ras Al Khaimah promotes MICE & luxury products at MILT Congress



The Ras Al Khaimah Tourism Development Authority (TDA) highlighted itself as a perfect MICE & Luxury destination at MICE India and Luxury Travel Congress (MILT) 2016, held in Mumbai. The event served as an excellent platform to market and boost awareness about the emirate's MICE and luxury offerings and to forge smart partnerships with potential buyers from India.



Hyderabad gets its first ibis in HITEC City

AccorHotels and InterGlobe Hotels announced the opening of ibis Hyderabad HITEC City, marking the debut of the in-demand economy brand in the city. With 178 well-appointed rooms, the hotel boasts of a contemporary design that offers unparalleled comfort and convenience with a range of in-room amenities at an affordable price.

Sands Resorts Cotai Strip Macao hosts gala dinner in New Delhi

Sands Resorts Cotai Strip Macao hosted a gala dinner in New Delhi to introduce the newest crown in the Resorts' portfolio – The Parisian Macao, which is due to open in mid-September 2016. In addition, the invited guests were treated to some highlights of the "Summer of Entertainment" campaign showcasing the upcoming theatrical shows to launch at the integrated resorts in summer.



Chandiwala Hospitality Ensemble from October 19 - 21



Banarsidas Chandiwala Institute of Hotel Management and Catering Technology, New Delhi will showcase the Culinary Skills and Hospitality Knowledge of the students from Hotel Management Colleges of India and Sub-Continent

during the three day "Chandiwala Hospitality Ensemble" (CHE 2016) from 19th to 21st October, 2016. This ensemble is planned with an objective to give practical experience to the budding hospitality personnel, and facilitate them to hone their skills.



ENERGY SAVING SOUP KETTLE

With thermal insulated material filled inside the housing, you can achieve the highest efficiency and energy saving.



Temperature can be set from 65°C to 95°C with division by 1°C



Soup cards and stand on the lid

FEATURES

- Thermal Insulation to Save Energy
- Digital Control
- Temperature regulation: 65°C to 95°C
- Dryheat Protection with Alarm
- Heat Resistant & Insulated Housing
- Capacity 8 Ltr.

We have more than 3000 + products range for Hospitality Industries visit our website www.kingmetal.com

Dealer in :

Mumbai, Delhi, Bangalore, Chennai, Kolkata, Hyderabad, Pune, Srinagar, Jaipur, Chandigarh, Patna, Ahmedabad, Kochi, Indore, Bhopal, Raipur, Goa, Visakhapatnam, Madurai, Guwahati, Lucknow, Surat, Kolhapur, Aurangabad, Vadodara

More Dealers are solicited all over country.



For More Information Contact us :

King Metal Works

Showroom : Unit No. 5, Steel Made Industrial Estate, Marol, Andheri (East), Mumbai - 400 059.

Tel. : 022-4027 5700 / 51 | Mob. : 099306 75752

Email : marketing@kingmetal.com / sales@kingmetal.com

Manufacturing Unit : Marol (Mumbai), Kashimira & Vasai (Dist. Thane).



Starwood to debut in The Republic of Palau

Sheraton Hotels & Resorts have signed an agreement with Palau Majesty Development to unveil Sheraton Palau Resort in Koror, the largest city in the Republic of Palau in March 2019. The new-build resort will become the first international hotel brand on the vibrant island.



Mandarin Oriental, Bangkok, opens its first spa studio



Mandarin Oriental, Bangkok launched the group's first spa studio featuring world renowned beauty treatments available for the first time. The spa studio is comprised of private and spacious rooms, luxuriously designed to create a calming environment.

Carlson partners with Accomable

Carlson Rezidor Hotel Group has joined hands for its Asia Pacific initiative with Accomable, a UK-based pioneering global platform that provides specialised information and listings on assisted travel, adapted hotels and vacation rentals for the disabled and elderly people.



Mandarin Oriental gets Sam Taylor-Johnson's art piece

Mandarin Oriental have appointed British award-winning filmmaker, photographer and visual artist Sam Taylor-Johnson, OBE, to create a bespoke piece of art to be showcased at the Hong Kong Star Ferry poster site from September 1-30, 2016.



Jaán awarded Michelin One Star

The award-winning modern French fine-dining restaurant JAAN at Swissotel Stamford has been awarded 1 Star at the inaugural Michelin Guide Singapore. The restaurant, helmed by Chef de Cuisine Kirk Westaway, is committed to serving the best seasonal produce-driven cuisine with the finest ingredients, executed with known finesse and sophistication.





All our clients are esteemed and equally important. This too is only an assurance to the quality of our products and services.

Ahmedabad: Formula 1, Royal Orchid | **Bangalore:** Taj Indore, SFO Hotels, Royal Orchid, Leela Palace, Formula 1, Chancery Hotel | **Chennai:** Leela Palace, Hotel Legia, Hotel Taj Connamara, Hotel Park Plaza, Hotel GRT Grand, Cosmopolitan Club | **Cochin:** Hotel Avenue Regent | **Delhi:** Leela Palace, Hotel 32, Milestone Ashok | **Goa:** Royal Orchid, Ramada Caravela Beach Resort, New Kenilworth, Leela Palace | **Hyderabad:** Westin, Park Hyatt, ITC, Hotel Park Hyatt | **Indore:** Fortjane Landmark | **Kodaikanal:** Mahindra Holidays | **Kolkata:** New Kenilworth | **Mumbai:** Taj Mahal Hotel, Ramada Inn, Leela Palace, ITC Grand Maratha Sharaton, Astoria Hotel, Airport Taj | **Noida:** Formula 1 | **Pondicherry:** Hotel Adithi | **Puri:** ITC Hotel | **Rajpur:** Le Roi | **Surat:** Grand Bhagwati | **Thiruvananthapuram:** Hotel Saj Lucia | **Udaipur:** Leela Palace, Le Roi

Few of those who have experienced our Hospitality Flooring Solutions



Laminate Floors | Engineered Wood Floors | Solid Wood Floors | Outdoor Wood Floors | Sports Floors | Vinyl Floors

Versatility: Squarefoot offers over 125 flooring options for rooms, suites, bars, restaurants, conference rooms, swimming pool areas, wood cladding, sports floors for gyms, health clubs, spas etc.

For an assured response time of 48 hours, call our toll-free no. 1800 226 211 or email at sales@squarefoot.co.in

HEAD OFFICE: Classic Floorings & Interiors (P) Ltd. Ground Floor, Raghuvanshi Mansion, Raghuvanshi Mills Compound, 9-11 Senapati Bapat Marg, Lower Parel, Mumbai - 400 013. Tel: +91 22 4047 6211 | www.squarefoot.co.in

COMPANY STORES: Ahmedabad +91 79 2685 3312 Bengaluru +91 80 4110 1012 Bhopal +91 75 5405 5703 Chennai +91 44 4550 8411 Goa +91 832 6511 422

Hyderabad +91 40 4003 7212 Kochi +91 484 4023 972 Kolkata +91 33 2455 4344 New Delhi +91 11 4050 4785 Pune +91 20 4129 4021

AREA REPRESENTATIVES: Bhubaneshwar +91 73810 50466 Coimbatore +91 90032 56718 Guwahati +91 96749 93005

Thiruvananthapuram +91 93882 15972 Visakhapatnam +91 95336 61616

INSTITUTIONAL SALE: projects@squarefoot.co.in

EXPERIENCE FLOORING
SQUARE
FOOT



54,000 new hotel rooms in the pipeline for UAE

There are 183 hotel projects and 54,000 hotel rooms in the pipeline for UAE, according to a new report. The hotel construction report by TOPHOTELPROJECTS prepared exclusively for The Hotel Show Dubai 2016 reveals that the majority of the new hotels are expected to open before 2020. The busiest years are forecast to be 2017 (56 project openings) and 2018 (58 project openings).



Jean-Gabriel Pérès is the new President and CEO of Kerzner International

Kerzner International has announced the appointment of Jean-Gabriel Pérès as its new President and Chief Executive Officer. As the outgoing CEO of Mövenpick Hotels & Resorts, Jean-Gabriel has overseen the daily operations of the 16,000-staff hotel management company for 17 years. His role was instrumental in driving the global expansion of the company into Europe, Africa, the Middle East, and Asia.



Sheraton Makkah Jabal Al Kaaba opens in Saudi Arabia

Starwood Hotels & Resorts has announced its further expansion in the Kingdom of Saudi Arabia with the signing of a new Sheraton in the holy city of Makkah. Owned by Altayyar Travel Group Holding Company, Sheraton Makkah Jabal Al Kaaba is scheduled to open by the end of the year.



IHG opens EVEN in Brooklyn

InterContinental Hotels Group has announced the opening of the EVEN Hotels brand's fourth hotel and second New York City location, the 202-room flagship EVEN Hotels Brooklyn. Located at 46 Nevins Street in Downtown Brooklyn, the hotel is also adjacent to IHG's Holiday Inn Brooklyn Downtown which opened in April.

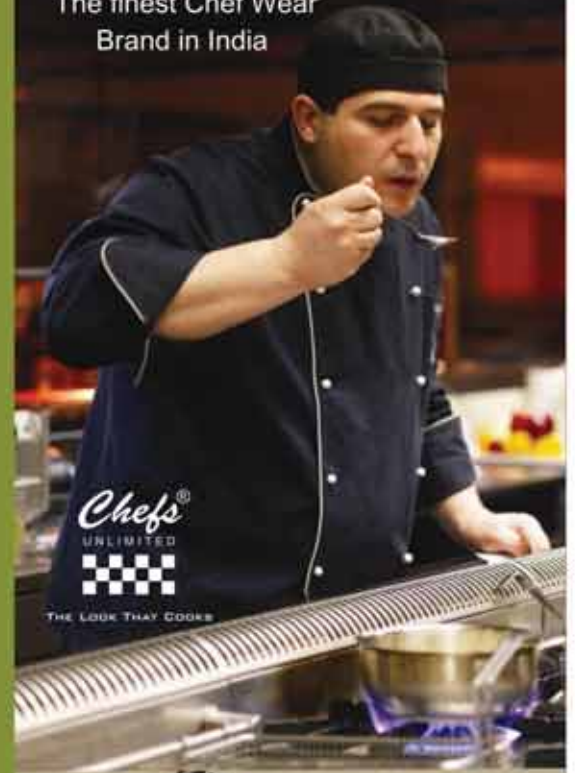


Hyatt Regency now in Xi'an, Northwest China

Hyatt Regency Xi'an opens in Xi'an, the capital of Shaanxi province in northwest China, and marks the return of the Hyatt Regency brand to one of China's oldest cities. The 298-room Hyatt Regency hotel fosters connections and serves as a dynamic, energizing place where guests can collaborate and find inspiration.



The finest Chef Wear
Brand in India



*Styling
Hospitality*

Enhance the image of your hotel with
designer Uniforms from
Dezenzia by Zubin Mehta

Visit Now
www.dezenzia.com

DEZENZIA
Art you can wear

by Zubin Mehta

Uniforms
Unlimited

Hospitality Uniforms • Chef Wear • Designer Uniforms

WEBSITE: UUINDIA.COM EMAIL: UNIFORMS@UUINDIA.COM DEZENZIA@UUINDIA.COM
MUMBAI T : +91-22-24921998 +91-22-24968482 DELHI CONTACT : +91-9990803123



W Seattle unveils completion of multi-phase renovation

W Hotels have completed its highly anticipated multi-million dollar renovation of W Seattle. Inspired by the hotel's dynamic Pacific Northwest location, all 415 guest rooms and nine stylish suites have been transformed, completing the multi-phase renovation that included the hotel's signature Living Room (the W brand's take on the traditional hotel lobby), Trace restaurant and state-of-the-art meeting spaces.



Sleeping under the stars at Soneva Jani Maldives

Inspired by the Sanskrit word for wisdom, Soneva Jani, the newest Soneva property to launch this October, will embody the brand's ethos of intelligent luxury. Inspiring a lifetime of rare experiences, Soneva Jani, set within a lagoon of crystal clear waters, fringed by pristine beaches and blanketed in lush tropical greenery, will allow guests to reconnect with nature.



Crowne Plaza Changi Airport, opens 10-storey extension with 243 rooms

Crowne Plaza Changi Airport has announced the opening of a new architecturally exceptional 10-storey extension, increasing its total capacity by over 75 percent. The extension features 243 Business Rooms in addition to the existing 320 rooms in the hotel, specially designed to suit the needs of today's busy travellers.



Moxy Hotels debuts in Eschborn, Frankfurt

Moxy Hotels, Marriott's bold lifestyle hotel brand, continues to shake up traditional hospitality with the opening of its brand new outpost in Eschborn, Frankfurt. Located in Eschborn, the 176 contemporary guest rooms are outfitted with sound-reducing walls, 42" LCD flat screen televisions, free Wi-Fi, comfortable bedding and deep-seated armchairs.

TRUST YOUR BUSINESS, WITH THE TASTE YOU LOVE!



For a healthy growing India

Adani Wilmar, one of the most trusted names in the FMCG segment prides itself on creating numerous successful brands in the industry.

The group offers a variety of high quality, trusted products amongst which are:

- ✓ **Fryola** - A low absorbing oil enriched with vitamins A & D which can be easily re-used
- ✓ **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.



TRITON/2016/AWL/027

Distributor queries PAN India are invited. Please contact:

Paresh Pathak : 9825065976 | paresh.pathak@adaniwilmar.in | Rampal Sharma : 9879595004 | rampal.sharma@adaniwilmar.in
Anand Gautam : 9873718339 | anand.gautam@adaniwilmar.in



51st FHRAI Convention to build “Brand India”

As the 51st FHRAI Convention is set to commemorate from September 22-24 in Indore, we ask few of its members about their expectations from the convention.

HT Bureau



Luv Malhotra

The 51st FHRAI Annual Convention is being held in Indore, Madhya Pradesh, from September 22-24, 2016. Indore, the convention city will charm people with its architecture grandeur, a melting point of diverse religion and languages. It has given a cosmopolitan nature to the city. The theme for this year's convention “Brand India” is inspired by the Prime Minister Narendra Modi's vision based on the 5 T's “Talent, Tradition, Tourism, Trade and Technology.” The convention logo brings together the symbol of a flaming torch and the welcome gesture of “Namaste”. Radisson Blu is the main convention hotel where all the business session on 23rd and 24th Sept. 2016 will 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 Centre. Besides the Radisson Blu the other hotels where arrangements have been made for the stay of delegates are: Fortune Landmark, Sayaji Hotel, Effotel, Shreemaya Celebrity, Somdeep, Waterlilly, Mangal City, AtithiSatkar, Golden Gate, Infinity, 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, Mrs. Sumitra Mahajan, Lok Sabha Speaker, Dr. Mahesh Sharma, Hon'ble Minister of State for Tourism and Culture (I/C) and Minister of State for Civil Aviation Mr. Shivraj Singh Chouhan, Hon'ble Chief Minister, M.P, Honorary Invitee, Digvijaya Singh.

As far as participation is concerned, Luv Malhotra, Vice President, FHRAI says, “We are expecting over 1,000 delegates from across the country. Getting GST at a low level for travel and tourism industry will be our motto. Also the focus would be to bring in more tourists into the country, not just for the next year but for the next few years.

“

Last convention was extremely successful so this year I am expecting a major growth

”

“
Tourism today is being recognised as the most important
economic activity
”

We are looking at good participation. Last convention was extremely successful and this year too I am expecting a major growth.” Also, according to Malhotra, there are some other issues which are faced by the industry which will be dealt with during the convention.

S.M. Shervani, E.C. Member, FHRAI says, “This is a great opportunity for the industry to get together and deliberate, exchange ideas and listen to the experts. As we are passing through a stage in India where we are at the verge of tourism being recognised as the most important economic activity, we need to leverage that with the government. Also, we need to be focussed upon what we want the government to do and what our industry’s contributions can be.” Urging everybody to be a part of this convention Shervani says, “I would rate this as one of the more important

conventions and would urge everybody to be there, to be a part of it. Whenever a convention is held in some region, the more participation is from that side. Like in the East, more people were there from the Eastern region, in the West, more people were present from the Western region. We would like this convention to be a pan India conference. Therefore, if the sessions will be such which concerns the entire nation, I am sure it will attract delegates from all over the world.”

Explaining about the participation, Param Kannampilly, Co-opted E.C. Member, FHRAI says, “Normally FHRAI convention is well participated. To my knowledge, the agenda is well designed. The conference will be educative as there will be discussions on technological advancements in the industry along with the recent trends.”



S.M. Shervani



Param Kannampilly

“
The conference will be educative as there will be discussions
on technological advancements
”



For the ultimate experience, Sealy Posturepedic mattresses continue the tradition of incorporating leading edge technology with luxurious comfort. Every Sealy Posturepedic mattress is engineered to provide orthopaedically correct support, built with exquisite craftsmanship and timeless aesthetic appeal. Experience how all parts of the Sealy Posturepedic mattress work together synergistically to provide an unprecedented level of superior comfort and unrivalled support. It is no wonder that Sealy Posturepedic is the preferred mattress supplier to renowned international hotel chains.

- Ritz Carlton
- JW Marriott
- Marriott
- Four Seasons
- Swissotel
- Fairmont Hotel
- ITC Luxury Collection
- Le Meridien
- Sheraton
- Four Points
- ALOFT
- TAJ Hotels
- Oberoi Hotels
- Trident
- Dusit International

Sealy now introduces the ‘*Comfort Series*’. Locally manufactured in India to Sealy’s precise quality standards, it can cater to the needs of hotels who want to provide their guests the very best nights sleep.

- PostureTouch Pocket Coil
- StayTrue Comfort Layers
- Foam Encasement
- No Sag Technology

With great flexibility offered by our local manufacturing capability, the Sealy Comfort Series can also be tailored to meet very specific needs of any property. You can also rest assured with the great Sealy quality and customer service.

Sealy are partners with some of the leading international hotel chains across the world. Four Seasons, Marriott, Starwood and many more. We have even partnered with iconic projects for instance, The Marina Bay Sands Singapore, Venetian Macao, Burj Al Arab Dubai, LVMH Resort Maldives.

In India Sealy is exclusive bedding partner with top hospitality brands like ITC Hotels, TAJ Group and The Oberoi Group. We have also supplied many international chains in India Four Seasons, Fairmont, J W Marriott, RitzCarlton, Le Meridien, Sheraton, Four Points, ALOFT, Oakwood, Swissotel etc.

For Sales Enquiries Please contact:

Mr. Vinod Khatri, National Manager - Contract Sales | Mobile: +91-9910103851 | Email: vinod.k@sealy.in



Posturepedic
Support you trust. Comfort you’ll love.™

SEALY INDIA
Sealy India Trading Pvt Ltd

1511, Level 15, Eros Corporate Tower, Nehru Place, New Delhi - 110019 (INDIA)
Website: www.sealy.in

FHRAI Annual Awards to get Horwath HTL stamp



Amitabh Devendra
Secretary General
FHRAI

The Federation of Hotel and Restaurant Associations of India (FHRAI) has entered into an arrangement with Horwath HTL for an unbiased, third party assessment of their highly anticipated prestigious FHRAI Annual Awards. The glittering ceremony of the Awards will take place on September 24, 2016 at Amber Convention Centre in Indore as part of the 51st FHRAI Annual Convention celebrations.

Instituted in the year 2000 this is the 16th year of the FHRAI Annual awards where achievers in the hospitality industry have been recognised, encouraged and felicitated. This year 247 applications have been received in some 16 categories vindicating the awards popularity, credibility and impartial assessment process. The awards recognise entrepreneurship, individual excellence in diverse areas of operations and management ranging from the best general manager to

best environmental practices pursued by hotels. Montu Saini – The Ashok, Delhi was 'Young Hotel Chef of the year'; Ankit Chona – Havmor Restaurants Private Limited was commended as 'Young Restaurant Entrepreneur of the year'.

Vivanta by Taj Surya, Coimbatore won the award of 'Environment Champion of the Year among Large Hotels'; Radisson Blu Resort Temple Bay won the award of 'Environment Champion of the Year among Small Hotels' were some of our past awardees/winners. This year Horwath HTL will assist in short listing two potential winners from each category from which the final winner will be selected on the day of the awards. FHRAI also welcomes Horwath HTL as its Knowledge Partner at the 51st FHRAI Annual convention; and supports Horwath HTL's - HiFi Annual convention to be held on November 16-17, 2016 at JW Marriott Hotel Sahar, Mumbai.



Flexible ! Powerful! Reliable POS!



XT-4015

- ▶ Bezel-free design
- ▶ Powerful Intel processor up to Core i7 3.9GHz (optional)
- ▶ New 7th generation foldable base that allows XT Series to be configured into different configurations
- ▶ Mini-PCle expansion slot
- ▶ Dual LAN ports
- ▶ VESA mounting for flexible deployment
- ▶ Suitable for Fine Dine Restaurants, QSR / Fast Food Chain



POSIFLEX Technology (India) Pvt. Ltd.,

985, 1st A Main, 4th Cross, New Thippasandra, Bangalore 560 075

Tel : +91 80 4078 2700 Email : sales@posiflexindia.com

Fax : +91 80 4153 6089 Http://www.posiflexindia.com



HYATT'S eyes on INDIA

India is one of the most important growth markets for Hyatt. **Harleen Mehta** Vice President, Sales Operations, South Asia - Hyatt Hotels speaks about the brand's plan for India and more.



Harleen Mehta

Anupriya Bishnoi

How important market is for Hyatt?

Hyatt's journey in India started with Hyatt Regency Delhi in 1983 and since then India has been among the top growth markets globally for Hyatt. We are very optimistic about the region's economic future and positive trends in guest demographics.

What are your plans for India?

Currently we have a portfolio of 24 hotels in India, representing five brands (Park Hyatt, Grand Hyatt, Hyatt Regency, Hyatt and Hyatt Place). A sixth brand (Andaz) will enter India in latter part of 2016 with the opening of the Andaz Delhi. By end of this financial year, we aim to have 27 properties in India. Apart from the aforementioned Andaz Delhi – the thirteenth Andaz hotel in the world. For Hyatt India, 2016 began with the opening of Hyatt Regency Chandigarh - centrally located in the city and spread over five acres of land with capacity of 211 guest rooms including 25 suites. With a recent addition in Goa to the existing Hampi, Gurgaon

and Pune - our select service model – Hyatt Place is becoming very attractive and popular. We're aligning our growth to leverage new demand in domestic travel and expect to expand into several new markets. We are looking forward to opening Andaz Delhi in Q4/2016, and Grand Hyatt Kochi in 2017, as well as other Hyatt Place hotels in 2017.

We look forward to executing our focus on growing opportunities with our existing development partners, as well as attracting new partners through the leadership of our India development team. We also seek to attract and develop high-quality talent in India in order to drive future growth. India's culture of hospitality is an important underpinning for long-term success and one of the reasons Hyatt is so optimistic about the country.

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

Firstly, we operate in a dynamic and evolving industry. We have a number of strong competitors who are pursuing the strategies they think are right for them. At Hyatt, we are pursuing a strategy of growing with intent. We believe this will create value for our stakeholders, build long-term relationships with the highest-value



We are very optimistic about the region's economic future and positive trends in guest demographics



guests, and attract and retain the best colleagues in the industry. We aspire to be the most preferred and not the largest hospitality brand in India. Secondly, Hyatt Place Hampi and Hyatt Raipur are some of the examples of our footprints in Tier II cities. We feel that there is a big opportunity in select service hotels like Hyatt Place as urbanization increases in India. Tier-II cities will become growth centers.

Which of the Hyatt's brand is the biggest revenue generator and why is that?

Each brand has a unique target audience and is recognized well by them. As corporate policy, we cannot comment from a revenue perspective.

We are present across segments such as Luxury (Park Hyatt), Premium (Grand Hyatt, Hyatt Regency and Hyatt), Lifestyle (Andaz) and modern essential (Hyatt Place). And, this keeps us in the top of the mind recall of the guests.

According to you, what is the future of the Indian hospitality industry going to be like?

Which segment of the hotel will rise and which one will witness the downfall?

India's hotel industry is primarily driven by demand from business travellers. Government initiatives such as Make in India, Digital India and the e-visa scheme will further drive demand and lead to an enhancement in occupancies.

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

Hyatt is among the first hospitality marketers to offer guests the ability to stream content from their personal devices. In some parts of the world, we have joined forces with guest engagement platform Sonifi Solutions to power the full-property installation. While entertainment options for consumers' personal smartphones have been available on a slew of airlines, the concept is still relatively new for hotel chains, meaning brands that begin leveraging the strategy now will find themselves ahead of the pack.

With so many mergers happening, do you think this will shape the future of the hospitality? Is this a boon or bane?

Healthy competition will benefit every stakeholder. Mergers and acquisitions are strategic routes that organisations take when they think it is right for them. We are not too concerned about it being a boon or a bane.

At Hyatt, we are pursuing a strategy we believe will create value for us, build long-term relationships with the highest-value guests, and attract and retain the best employees in the industry. We are all about purposeful and meaningful growth, and we believe we will achieve it by having the right focus, right size, right structure and right people.

Best Solution For Your Kitchen / Food Waste



Sintex Biogas Plants

For Improving Economy And Ecology

Prefabricated, novel, ready-to-use, easy to install, relocatable and maintenance free "Sintex" biogas plants give you multiple benefits on economic and ecological fronts. Sintex biogas plants are a perfect solution to convert kitchen/food waste into several resources. Multiple benefits with these plants are:

No wonder, many hotels, restaurants, canteens, clubs, hospitals, resorts etc. are now installing "Sintex" biogas plants to help the nation in Swachh Bharat Abhiyan.

- Clean biogas to save cost of LPG and other fuels
- Saving of disposal/dumping charges
- High quality organic manure for use in gardens or for sale
- Waste management at source hence environmental improvement
- Saving of labour
- Payback period of less than two years
- Many sizes to treat 10 Kgs. to 500 Kgs. of food waste

Sintex

WE MAKE SENSE

For Distributorship Contact : 96876 67147 / 99099 80567

SINTEX INDUSTRIES LTD. PLASTIC DIVISION
Near Seven Garnala, KALOL - 382 721 (N.GUJARAT)
PH.: 02764-253500, Extn.: 3762 / 3278 (M) +91 96876 67147
E-MAIL: purifier@sintex.co.in | www.sintex-plastics.com



THE Big MICE IMPRESSION



Jaideep Anand

The Leela Ambience Convention Hotel, Delhi, is a game changer in the MICE industry. **Jaideep Anand**, General Manager talks about what makes his hotel unique and how the hotel is the leader in the MICE industry.

Anupriya Bishnoi

Enlighten us on the USP of hotel.

The Leela Ambience Convention Hotel, Delhi is the number one convention hotel in the country. There are not much competitors in this space. There are only one or two competitors in India who have similar convention capacity. Our hotel has two arrivals, two pre-arrivals, two concierges, two check-in counters and two buildings. In fact, we have 300 room tower and 180 room tower. Each of them have independent, not just pre arrival concierges, but their receptions are also separate. One section has about six-eight check-in counters; the other one has 12 check-in counters. Both the towers have separate gyms and pools. We can have 1,000 people coming in at the same time and not standing in the queue for check-ins, for using swimming pool or gym, its self-sufficient that way. The landscape of the hotel from ground floor till the third floor is all about conventions, the building separates into two only after the third

floor. We have 27,200 sq ft ball rooms. We do not have such kind of capacity in the country. We have around 22 other spaces. Grand Chola, Grand Hyatt Goa are our competitors in a way. The fact why Las Vegas became a convention destination is because they have the capacity to host so many people apart from having big ballroom spaces. No one has to take buses or coaches from one hotel to another.

Apart from this, If you see the construction of this hotel, the facility in the kitchen and the accesses are designed in such a way that the guests are not disturbed during conferences as there are individual tunnels running in between the corridors. There are no food smells whatsoever. We spent around 50 lakhs on improving the F&B and the banqueting infrastructure. Also, we are the closest hotel from Agra. Old Delhi is just a flyover away; we have Connaught Place about 20-30 minutes away.

“

There are not much competitors as far as convention facilities are concerned in the country. There are only one or two competitors in India who have similar capacity

”



Tell us something about the major events happened in the hotel?

We have done some 14-15 major events but Sri Sri's main convention happened in the hotel. We had 14 head of the states and nine Prime Ministers staying with us. Sony's National meet, which again was for 2,000 people, was conducted in our hotel; we also conducted Microsoft's conference. We hosted Asian Paints' conference, where 465 rooms for six days were occupied and where approx 1,800 people were having breakfast, lunch and dinner in the hotel. Also, whenever something large happens at Pragati Maidan or Auto Expo in Noida, we host the guests. We also have conferences from the brands like Deloitte, Tupperware coming up in the next few months. We also do theatre and fashion shows. The Delhi part of Miss India Pageant was conducted in our hotel.

How much business are you garnering out of MICE?

We are making approx 60-62 per cent business from MICE.

What are the trends in MICE you see for the coming year?

People are becoming smarter these days. Everyone, today, wants bespoke services. Guests today, have themes for their conference and we have to render them everything around that theme. Microsoft had the theme of 'Digithon', where the entire conference was about Marathon of digitalisation and how do we succeed in long run in a digital world. So the entire conference was designed around it, whether it was their ar-

rival kit or the evening cocktails. The other thing is, people now understand that the large convention centres of the world are not in the city centre. We are helping people in understanding this. We are trying to woo people who are coming from far away. This whole thing about us very far from the airport or from the city centre is not true. As long as you can give experiences to people and as long as you are smart about arrival and departure of the guests, things can work in your favour. Also, I think, people are now ready to pay for the quality which is a good upswing.

Aerocity properties get transit travellers, what about you?

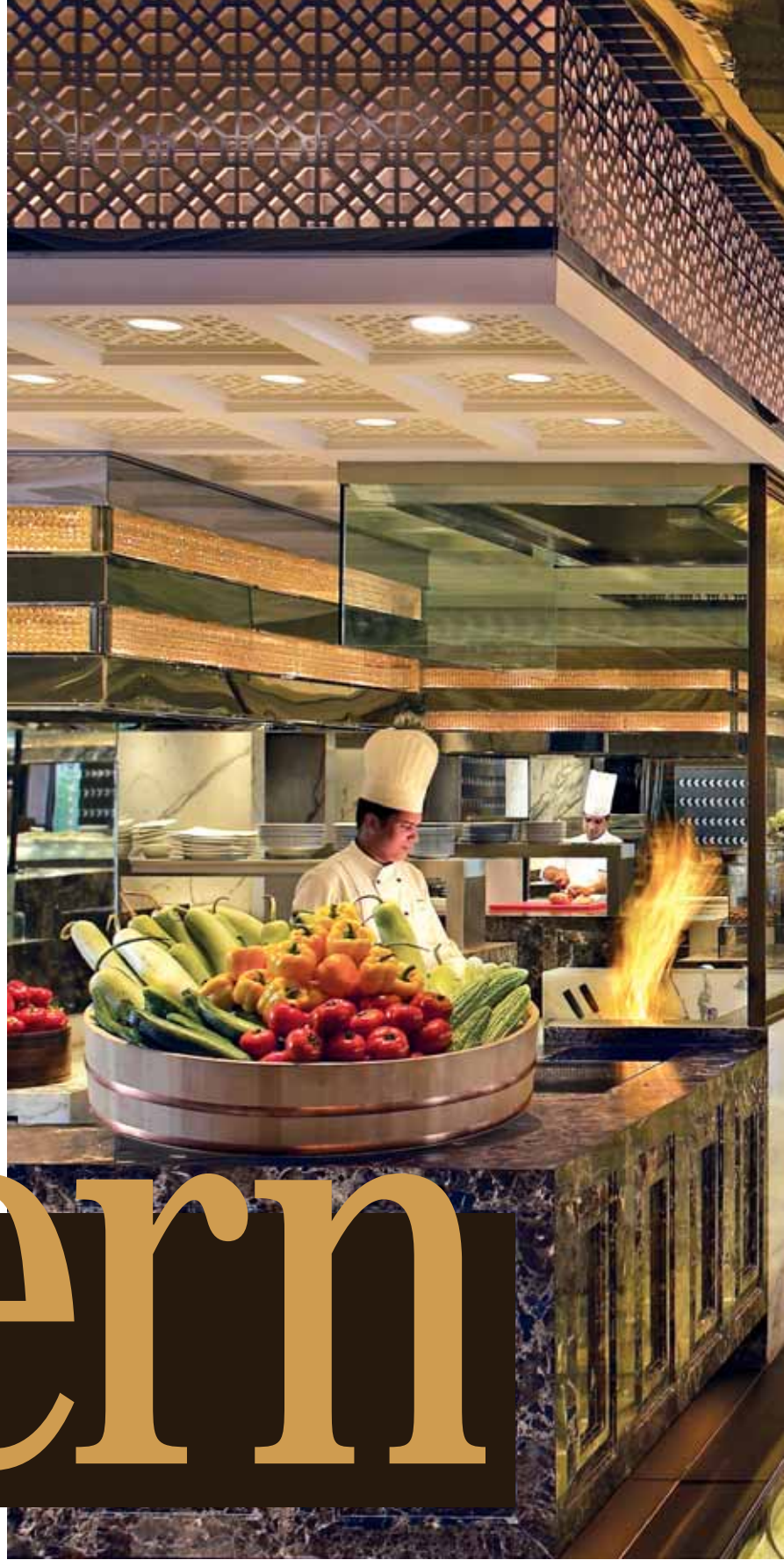
Aerocity hotels are a great transit destination and I can never compete with them. But where are the convention facilities and if there is ball room space where is the inventory?



Earlier, we spoke extensively about how often a menu should be revamped and why it is imperative. The latest edition of HospitalityTalk, talks about suitable time to renovate a restaurant and the deciding factors to initiate it.

HT Bureau

Refurbishing a Tavern





Rohit Srivastava

Rohit Srivastava
Assistant Director-Food
& Beverage
Hyatt Regency

Hotel restaurants don't need time-to-time renovation. In my opinion, it is important to maintain a standard product and give a memorable to the patrons. For instance, TK's Oriental Grill and La Pizza has been in the city for more than 10 and 20 years respectively with only soft renovation occasionally but with the same setup and service standards.



Dinesh Varma

Dinesh Varma
EAM F&B
The Leela Ambience
Gurgaon Hotel &
Residences says

Hotel restaurants are not renovated very often but continuous soft refurbishments need to be carried out to make sure restaurant is in good shape and small changes in display should be done from time to time. Artifacts always give a different look and approach to a restaurant.



Parvez Sheikh

Parvez Sheikh
F&B Manager
Hotel Marine Plaza

Due to the neck-to-neck competition, various options are available to the guests. Therefore, in a smart world where there is tremendous development in technology, it is imperative for the hotel restaurant to do the changes as and when it is necessary in terms of ambience, look, menu, service style etc. In today's world, restaurants have to work as per the need of the hour to make sure it is not empty and gives a fruitful gross operating profit.



Ashish Bagul

Ashish Bagul
Executive Chef
Novotel Kolkata Hotel
& Residences

Hotel restaurants involve a lot of capital investments when built. If the returns are right then renovation might not be needed. It all depends on how the guests perceive the restaurant. In all probability and accounting all factors, it might happen that the restaurant remains the way it was designed for decades. However, on an average the life span of a restaurant is usually not more than a decade.



CROWNE PLAZA
PUNE CITY CENTRE



**BE INSPIRED. BE ENTERTAINED. BE AT THE CENTRE OF IT ALL.
CROWNE PLAZA PUNE CITY CENTRE IS NOW OPEN.**

Crowne Plaza Pune City Centre is ideally located to help you enjoy the perfect combination of comfort and convenience. Because making your stay a success matters in every way.

Head to the new Crowne Plaza Pune City Centre today.

CROWNEPLAZA.COM

C.T.S. No. 37 & 37/1, Next to Jehangir Hospital,
Bund Garden Road, Sangamvadi, Pune - 411001, India

020 6724 8181



Rajneesh Maller

Rajneesh Maller
F&B Manager
ITC Rajputana

Hotel restaurants certainly need to be kept in a prime condition for the discerning guests. For the legacy brands, we do not change the décor. The restaurant is always maintained as new.



Harleen Singh Rawal

Harleen Singh Rawal
Director
Food and Beverage
Le Meridien Gurgaon

Doing up interiors are extremely time and cost consuming. Usually, five star hotels will not change their interiors for a long time; they do a lot of planning and take into account good designers who have a foresight of designs which will not get obsolete in a short span of time. For example; we had a French-Italian restaurant called Le Riviera. It was an amazing restaurant coupled with the best kitchen, amazing crockery and cutlery and talented chefs. Somehow, I personally felt people used to think it was a fine-dining restaurant and was more formal rather than a casual diner. Now after a lot of introspection, we have decided to change the interiors of the restaurants as the masses used to suggest. It's now becoming only Italian restaurant from French-Italian. Now we have added private dining rooms, fireplace, we have added small lounges and seating has done in such a way that it doesn't really look informal. So I guess, if it is required a hotel should go for a revamp.





Chef Alessandro

Chef Alessandro
Chef de cuisine
Grand Hyatt Mumbai

Renovating a restaurant is time consuming and expensive to perform a complete overhaul. However, adding customised touches from time-to-time helps add a fresh perspective and maintain customer loyalty. Renovation is inversely proportional to maintenance, which goes a long way in maintaining the quality of service.





Frozen
DIMSUM,
SPRING ROLL
SAMOSA,
MEDU VADA &
Shredded
COCONUT

 **Veg Supreme Dimsum**
Ginger Spiced Greens Dimsum
Steamed Paneer Dumpling Dimsum
Wheat Momo Veg Hot Garlic Dimsum
Spicy Mushroom and Baby Corn Dimsum
Veg Spring Roll

 **Chicken Kothe Dimsum**
Chicken Hot Garlic Dimsum
Chicken Suimai Dimsum
Wheat Chilli Chicken Dimsum
Chicken Spring Roll

Untouched by Hands
No Preservatives
Chilli Garlic Sauce served
free with Dimsum

OUR NEWLY INTRODUCED PRODUCTS
Cocktail Samosa
Medu Vada
Shredded Coconut

www.yumyumdimsum.com

Pan India Enquiries
UNITAS FOODS PVT. LTD.
 139, Khasra No. 294/3, Ghitorni, MG Road, New Delhi 110030
 Ph: +91-9999227006 / 9811028533 / 9711133111
 Email: unitasfoods@gmail.com, orders@yumyumdimsum.com

South India Distributor
Heylands Exports P. Ltd.
Mr. V Sudhakar, 09840990510
 Email: heylandsexports@gmail.com



Supplier's Outlook

Hospitality Talk gets in a conversation with few suppliers to understand how the needs of the customers and hoteliers have evolved.



Renu Mishra
Managing Director
Grohe

HT Bureau

GROHE

How do you perceive the growth of GROHE products in India, especially for the hospitality sector?

India is perceived as a highly lucrative and a fast growing market for premium sanitary ware products. The design features of bathrooms, spa facilities and sanitary installations are particularly significant in the hospitality industry. When guests visit a hotel, they expect a standard beyond that of a normal domestic bathroom. Surveys have shown that the majority of guests inspect the bathroom in the hotel room immediately upon arrival. In a place of leisure and relaxation, they expect a luxurious, comfortable and harmonious atmosphere, as well as impeccable levels of hygiene.

What are the latest trends in design for bathroom and sanitary fittings across hotels?

As per our studies, the dominant trends will focus on faucets and fittings that are high on luxury and sophistication. The one or two head mixer taps are the most frequently bought varieties as of now. Earlier, pillar taps were purchased the most but now the buying patterns have altered tremendously. Concealed plastic cisterns, framed concealed cisterns and vanity washbasins are areas that have seen limited scope till now because of their high price but the demand for them is burgeoning everyday as emphasis on world-class, luxurious bathrooms grows in Indian commercial

properties. As far as water closets go, the wall-hung type is getting a preference over standing models. They are being favoured on the basis of their superior aesthetics, design value and also for their compact sizes which allow for easy housekeeping.

Shower cubicles will surpass bathtubs in both economy and luxury segments for the hospitality sector in particular. Many hotels are opting for smart showers because they not only promote reduced water consumption and space utilisation but are also preferred by most business travellers who often don't have the time for long leisurely baths.

Have you taken any new initiatives in technology of late?

Some of the latest additions made by Grohe include 'Eurodisc Joystick'. The super-slim, wall-mounted washbasin mixer offers smooth and long-lasting fingertip control. The GROHE SmartControl push button technology takes the idea of comfortable showering to a new level. The newly designed push button integrates both the on-off function and volume control. The push button has an intuitive symbol for the head shower spray pattern or the hand spray, whichever the user prefers. Our Eurosmart new faucet features a solid metal handle and forward-leaning dynamics. It is the perfect mix of smart looks, technology and price.





Winner of the India Hospitality Award 2016
for the Best Tableware Brand (West and South India)

Wilmax England offers a truly vast and diverse range.
Now present your global and Indian cuisines in accentuating settings.

Fine Porcelain | Durable Porcelain | Crystalline Glassware | Stainless Steel Cutlery | Bamboo | Slate

0484 2305555 info@wilmaxindia.com www.wilmaxindia.com  /wilmaxindia



Abhishek Saraf
Joint Managing Director
Square Foot

SQUARE FOOT

Please explain your company's portfolio.

Square Foot product portfolio mainly comprises- Laminate, Engineered & Solid wood flooring.

Laminate flooring allows you to enjoy a wood-like floor without the actual use of any solid wood in its construction, allowing it to be more environment-friendly. It is made up of 4 primary layers bonded together under high pressure. A moisture resistant layer under a layer of HDF (high density fiberboard) ensures better life for of products. This is topped with a high resolution photographic image of natural wood flooring. It is then finished with an extremely hard, clear coating made from special resin-coated cellulose to protect the laminate floor.

Engineered wood floor represents all the traditional aesthetics of solid hardwood, with an innovation of design that makes it even more versatile! Comprising of several layers, the top layer being a species of real hardwood, engineered hardwood flooring is a robust flooring option that allows you to install your chosen color, cut, finish and surface texture in areas where solid hardwood is not recommended. The core layer of engineered hardwood is made up of pine and spruce woods, which allows the engineered flooring to expand and contract with changing temperature and moisture levels without affecting your floor, the way a solid hardwood floor would be affected. Available in colors ranging from dark chocolate brown color and walnut, the product allows easy maintenance and is ideally suited for a house and office.

Solid wood floor represents a homogeneous construction of wood. The product expands 30% more than engineered wood and therefore it is seasoned well to allow for such expansion. Solid wood flooring comes with seven coats of formaldehyde-free acrylic lacquer which is uv-cured so that the product does not get dusty. Having unique features such as stain and scratch resistance, solid wood floors provides natural warmth. Easy

to maintain and clean, this type of flooring comes with feather touch that provides comfort of bare foot walking.

Tell us something about different kinds of flooring used in various parts of the hotel?

We generally use high end range of solid wood floors for special rooms/ suites and engineered or laminate wood for regular rooms, public areas, F&B courts, etc. We customise size of the planks and change the lacquer as needed for different areas. For rooms and suites, we use an aluminum oxide ant scratch lacquer. For restaurants, we need to use an additional tougher floor to take the wear and tear of the restaurant. Merbau and walnut are safe bets for lobby areas as these shades easily blend in with the ambience.

Tell us something about the new launches that are planned this year or next year?

Herringbone planks from Laminate and solid wood are the latest from our collection this season. They come in Walnut, Honey Oak and Oak Wenge variants. The HERRINGBONE collection is a set of rectangular blocks so named for its fancied resemblance to the skeleton of a fish. It is a weave like solid oak parquet blocks that helps to achieve a floor that will be remarked upon for years to come. Now the same parquetry is available in a laminate collection allowing you to have the look of wood with the ease of use of laminate flooring. Product Inspiration is Churches/ Congregation halls in medieval Europe. It is long lasting, no need for waxing, polishing, detergent or abrasive based cleansing, easy to install. It comes in laminate and solid wood. In laminate floor, which is environment-friendly, the product is made of 4 primary layers bonded together under high pressure. A moisture resistant layer under a layer of HDF (high density fiberboard) ensures durability. Te top layer has a high resolution photographic image of natural wood flooring. It is then finished with an extremely hard, clear coating made from special resin-coated cellulose for protection.



THERE'S ONLY YOU

Whether you're seeking a culinary adventure, or a relaxing evening drink – there is now a place, that makes you feel like it was designed solely with you in mind.

With five of the city's finest restaurants, a stunning rooftop lounge, exquisite rooms and a range of amazing facilities, here there is the warmest of welcomes, to make you feel like there is only you.




Shangri-La hotel


BENGALURU

No. 56-6B, Palace Road, Bengaluru - 560052, India, Tel : (91 80) 4512 6100

 Shangri-La Hotel, Bengaluru

 @ShangriLaBLR

 @shangrilabl

 www.shangri-la.com/bengaluru

Uniform or Couture?



Zubin Mehta
MD & CEO
Uniforms Unlimited

Amidst other things which are mandatory to run a hotel, attractive and smart uniforms remain one of the most important deciding factors in a hotel's success. One such brand—Uniforms Unlimited, offers the best in uniforms for each department in a hotel, keeping in mind the latest trends in the industry.



Today, there is a growing trend of designer uniforms for the hospitality and corporate sector. A stylish yet practical uniform adds value and unifies the complete experience of hospitality. Most hotels, corporates and institutions do have uniforms but there is so much richness in our culture that a designer with a holistic approach can offer much more. Zubin Mehta, MD & CEO, Uniforms Unlimited, heads designer brand "Dezenzia" and is one such designer with a holistic approach towards uniform design.

Besides being well known for his manufacturing skills, Zubin has also made a mark in the hospitality world by delivering stunning concepts of uniforms for niche hotels, resorts and corporates. His uniforms are now adorned by the clients as their brand differentiator.

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



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



IF ELEGANCE HAD TO BE CELEBRATED

Our extra spacious ballroom & well trained staff will surely make your event a total success, with a flexibility of changing dimensions and design into miniature ballrooms based on the party's convenience. High-stakes business event or an attractive wedding, we have got you covered.

Please contact our Event Specialist at :
E-mail : convention.hyderabad@westin.com
Phone no : +9140 67676810

THE WESTIN
HYDERABAD
MINDSPACE



Quintessential Chelsea

As Canada's largest hotel with 1,590 rooms, the Chelsea Hotel, Toronto, is centrally located, just steps away from the city's attractions. Hospitality Talk speaks with **Robert Housez**, General Manager, Chelsea Toronto on what makes them stand out in the face of stiff competition.



Robert Housez

Anupriya Bishnoi from Toronto

Tell us about the USP of the hotel?

We believe our unique selling point of the hotel is the Family Fun Zone – includes the only indoor waterslide in downtown Toronto. Our Indian Curry Buffet which is served Monday to Friday year-round in T|bar has been going on for over 20 years. We are Canada's largest hotel with 1,590 guestrooms, from standard to suites with full kitchens.

How many Indian guests do you get in a year and do you provide any tailor-made services to them?

For May 2016, arrivals from India to Canada shows an increase of 7.6 per cent to STLY (same time last year) with a yearly increase of 6.3 per cent. Direct air capacity has increased with new nonstop AC route YYZ-DEL YTD 2016. Two percent of our total demographics of our guests are from the Indian market.

EVENT ROOMS

Churchill Ballroom: Measuring at 5,200ft² with the capacity to fit 550 guests in a reception setting.

Mountbatten Salon: The hotel's second biggest ballroom spans 4,260ft² and can host up to 320 guests for a sit-down banquet or 70 colleagues in a boardroom setting.

The Carlyle Room: At 1,200ft² seating up to 100 guests, The Carlyle Room can be configured into a theatre style setting or an intimate sit-down dinner.

The Baker Room: At 832ft², it can seat up to 50 people for dinner or 26 people in a boardroom style.

The Wren Room: Available for an evening gathering or social function, this large meeting space spans 1,400ft² and can seat up to 120 people in a theatre styled arrangement.

Leverage RezNext's specialised revenue enhancing services

Improve hotel profitability, increase average daily rate

At RezNext, our revenue specialists work with industry-leading technology automation tools to deliver the best recommendations for your property



It is no longer heads in beds. What counts is the price point they came in at.



Recognise the true cost of your booking acquisition.



What strategy should you follow to arrive at the magical number-your price point? BAR, open pricing, seasonal rates?



Target segments should be definable, accessible, and give you a better margin on your price point.



Identify your short term and long term goals.



The quality of the output from an analytics tool depends on what you feed into it.



Adopt a dynamic pricing strategy for improved profitability.

TALK TO OUR REVENUE EXPERTS TODAY.



Toronto's economy is strong and as a result, the tourism industry is doing very well with strong occupancies and healthy average rates



TYPES OF ROOMS

Chelsea Room: Starting from a generous 275ft², many of the 670 Chelsea rooms include balcony space.

Deluxe Room: A total of 765 Deluxe rooms represent 315ft² of contemporary comfort. Most Deluxe accommodations include a private balcony.

Club Room: Measuring in at a spacious 315ft², there are 70 Club rooms which include privileges such as nightly turndown service and access to private lounge.

Studio Kitchenette: There are 44 Kitchenette rooms that provide 353ft² of exceptional space. These rooms are equipped with fridges, stoves and microwaves.

One-bedroom Suite: Comprising a separate living area and bedroom, each beautifully designed suite includes a private balcony.

Family Fun Suite: These two-bedroom suites are perfect for families looking for an all-in-one accommodation. The suite includes a kids' creative corner, DVD and Xbox with free access to video games and movies. Kids also have access to the Family Fun Zone on the second floor, catering to toddlers and teens. This includes a family pool showing off a 130ft indoor "Corkscrew" waterslide, Kid Centre and Club 33 Teen Lounge.

Business Suite: A total of nine business suites are available at the Chelsea designed specifically for corporate gatherings of up to 10 colleagues. Each business suite is available for a minimum of four hours per day and can be extended for overnight stays.



Along with other big hotels in the vicinity, how does Chelsea stand out?

Our hotel offers excellent value at an affordable price point. The hotel is landmark in downtown Toronto and celebrated its 40th anniversary in 2015. We are among the best with our industry standards.

What about the ARRs and the occupancy of the hotel?

The average room rate for the hotel is \$180 and the occupancy is 75 per cent - one of the best performing hotels in the city.

Tell us something about the hospitality industry of Toronto.

Toronto's economy is strong and as a result, the tourism industry is doing very well with strong occupancies and healthy average rates. The city features a variety of excellent hotels ensuring there's a hotel that will be a perfect fit for any tourist needs.



16-17 November 2016

JW Marriott Hotel Mumbai Sahar
Mumbai, India

THE GATEWAY
TO HOTEL INVESTMENT IN INDIA

Patrons

Al Marjan Island
Hyatt Hotels and Resorts
JW Marriott Hotel Mumbai Sahar

Platinum Partners

AccorHotels
Best Western Hotels & Resorts
Carlson Rezidor Hotel Group
Economic Laws Practice
Fortune Park Hotels Ltd
Goa
Hilton Worldwide
Khaitan & Co
MBD Steigenberger Hotels and Resorts
STR
Taj Hotels Resorts & Palaces
The Oberoi Group
Wyndham Hotel Group

Media Partners

Asian Hotel & Catering Times
DDP Publications – Hospitality Talk
Global Destinations
GlobalHotelNetwork.com
Hammer Publishers Pvt. Ltd.
Hospitality Biz, Saffron Synergies Pvt Ltd
Hotel Analyst
ITP Publishing India Pvt. Ltd.
TODAY'S TRAVELLER
Traveltechie.com

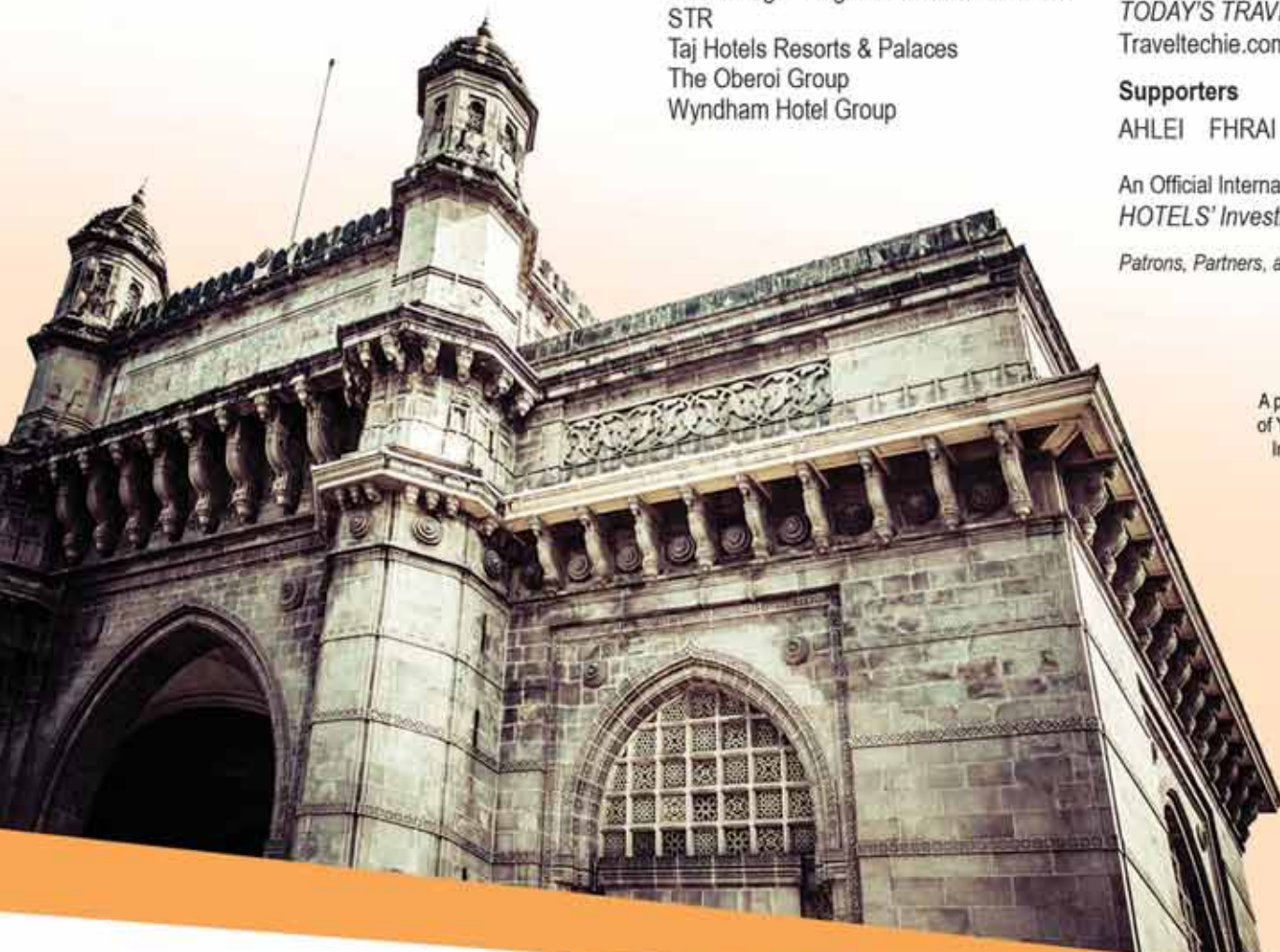
Supporters

AHLEI FHRAI HAI IFC ISHC ITP

An Official International Publication of BHN
HOTELS' Investment Outlook

Patrons, Partners, and Supporters as of 2 August 2016

A proud partner
of Youth Career
Initiative India



Hosted by:



Hotel, Tourism and Leisure

www.HIFI-India.com

Giving back to the Society

Hoteliers talk about the pertinent social and ethical issues that are plaguing society. They also share initiatives being taken to give back to society through Corporate Social Responsibility (CSR).

Kanchan Nath



Aradhana Lal
Vice President
Sustainable Initiatives, The Lemon Tree
Hotel Company

The Differently-abled

Census 2011 has revealed that over 26.8 million people in India are Persons With Disability (PwD). This is equivalent to 2.1% of the population. The disability rate (number of disabled per 100,000) for the country is 2,130. Lemon Tree have focused our efforts on creating a socially inclusive work environment which seeks to bring in people of different backgrounds, abilities and ethnicities and offer them work as a unified team with a common goal.

Mainstreaming deprived citizens

Persons with disabilities must be provided the same opportunities as others to realise their potential and live with dignity. By creating a supportive environment in the organisation that allows them to deliver their best, we are able to play a part, however small, in social inclusiveness, opportunity/livelihood creation and therefore nation building. Lemon Tree has defined the goal as mainstreaming 'Opportunity Deprived Indians' i.e. ODIs into its workforce.



Jai Kishan
General Manager
Novotel Kolkata Hotel and
Residences



Labour and gender inequality

The pertinent social and ethical issues in Kolkata are largely concern labour and gender inequality.

Keeping a WATCH

Novotel Kolkata Hotel and Residences supports a number of NGOs at the local level, like HOPE foundation (for kids), Sanchar, Shuktara Cakes (run for and by people with disabilities) and other local communities and missionaries. All AccorHotels, including Novotel Kolkata Hotel and Residences, as part of their commitment to child protection, run a WATCH (We Act Together for Children) programme to end child prostitution and child trafficking.



Neil Paterson
General Manager
Novotel Hyderabad Convention
Centre and Hyderabad International
Convention Centre



Insufficient sanitation, HIV

Lack of basic sanitation and hygiene maintenance is an issue of profound significance, as a lot of other social issues spawn because of this. It is putting the health of our nation, especially women and children, to risk. The spread of HIV is another issue that is becoming a concern in the state, which is extremely important to arrest within the next few years.

Scope for hope

Handwashing with soap is one of the most effective and inexpensive ways to prevent diarrheal and respiratory diseases in developing countries. The hotel is working along with Sealed Air Corporation to produce and distribute recycled soaps to the lesser privileged communities. Through the commendable 'Soap for Hope' initiative, we are delivering hand-soaps that are made from leftover soaps in the hotel, which are collected, sanitised and reprocessed with state-of-the-art yet eco-friendly infrastructure. This allows us to encourage recycling, as well as makes sanitation more accessible to the beneficiaries of this initiative.

We have tied up with Nireekshana ACET, an NGO focused specifically on the needs of HIV affected individuals, families and communities, while being committed to creating awareness and preventing the spread of HIV.

The ideal platform is no more a puzzle
We'll help you find the right answers

Give your brand the focus it deserves



For further details, please contact:

Delhi:
Kanika: +91 9650196520, kanika.maheshwari@hospitalitytalk.in

Mumbai:
Harshal: +91 9619499167, harshal@ddppl.com
Priyanshu: +91 9619499170, priyanshu@ddppl.com



Sulabh Suri
Director Human Resources
Hyatt Regency Mumbai

Skilled yet unemployed youth

The areas of concerns in our region are: opportunities for girl children to thrive, quality of health and hygiene, environmental quality and development of skilled youth who are employment ready.

Empowering societal cause

We have partnered with Youth Career Initiative since its inception in India five years ago, wherein we offer a 6 month program educating the slum dwellers of Kherwadi & Bandra East with work and life skills. We have partnered with Red Cross Society to organise a blood donation camp every year. This drive is aimed to help Thalassemia patients in the city. To empower girl children and provide them with the tools



and learning we have partnered with St. Catherine's Home. In our commitment to improve health & hygiene for those in need,

we have tied up with Sundara Home to recycle used soaps and provide them to the under privileged families.



Ajay K. Bakaya
Executive Director
Sarovar Hotels



Helping the less fortunate

We undertake plantation drive for area beautification around the hotels. Many of our hotels have also associated with NGO's based in those locations and serving the needy in those areas by providing food, clothes etc. Our hotel in Tirupati, Marasa Sarovar Premiere, has recently partnered with NGO Abhayakshetram to help the less fortunate. Through this, Marasa Sarovar Premiere aims to support the NGO's efforts of providing food, shelter and education to people with special needs. Sarovar is also directly supporting Lotus Petal Foundation, Gurgaon, for the education of the underprivileged.



Chandrashekhar Joshi
General Manager
JW Marriott Mussoorie Walnut
Grove Resort and Spa

Promoting girl education

Education of natives, especially girl child, is an issue in the interiors of Gharwal region. It is our constant endeavour to promote education in the villages surrounding the resort.

Empowering women

We have adopted a girl child from the local village and we sponsor the education for her. She studies at Garhwal English Medium School and is amongst the toppers of her batch.

Blood Donation Camp in association with Indian Medical Association,



Dehradun, was organised at JW Marriott Mussoorie where 113 units of blood was donated.

We engaged one of the local lady from Kempty village, she has a family of four, which includes her husband and two school going children.

She is the only bread earner in her family. Being uneducated and specially-abled she was striving to get work to earn living for her family, we involved her in taking good care of the staff accommodation.



Shantha de Silva
Head of South West Asia
InterContinental Hotels Group (IHG)

Supporting society

We are committed to making a difference in communities where we operate, by creating career opportunities, stimulating local economic development and raising community resilience through skills building. We have created the IHG® Academy programme to provide hospitality related education and skills training, and thereafter opportunities for a career in the hospitality sector including at IHG hotels. Our IHG Academy programme also supports the national Skill India campaign to grow tourism in India. We embrace diversity across our hotels and offer fair recruitment opportunities to everyone wishing to join the IHG family, including those with special needs.

We also support disaster relief, taking further our long and proud history of helping local communities and our colleagues in times of need. Our disaster relief programme provides financial support, vital supplies, accommodation and in-kind support around the world to communities impacted by natural and manmade disasters. In 2015 we provided assistance to those affected by the earthquake in Kathmandu and floods in Chennai, we activated our disaster relief fund 27 times across 17 countries in 2015.

We launched the IHG® Foundation in February 2016, as an independent charity with a focus on activities in four key areas – helping communities to develop skills in hospitality, providing support for those impacted by disasters, facilitating local community investment and protecting the environment.



Travel

EXPERIENTIAL SHOW

Experience travel beyond luxury
October 22-23, 2016 | Le Méridien, Gurgaon

This specialised event helps to identify and drive trends in the experiential travel sector, and in turn attracts highly sought-after, difficult-to-reach clients.
True to its name, it's an immersive experience driven by a highly experienced team resulting in real business for the clients.

Brought to you by:

Interested Exhibitors and Buyers, please contact:
Punam Singh: punam@travelshow.world, +91 98111 58785
Sarika Bhambhani Rawal: sarika@travelshow.world +91 98101 91852

Travel BUSINESS SHOW

Travel WEDDING SHOW



Nalin Mandiratta
General Manager
Crowne Plaza Gurgaon



Cleanliness a concern

Issues plaguing our society range from poverty, to education, to unemployment to cleanliness. Within our immediate area, cleanliness is definitely a big concern,

out regular activities related to Swacch Bharat Abhiyan. Further we also conduct donation drives to donate clothes, stationary and groceries to underprivileged children of our community.

followed by education and basic facilities for the under privileged.

Community building

IHG has a global CSR Initiative named IHG Foundation, which is our disaster relief program. Our CSR activities and initiatives are aligned with this global programme. Corporate responsibility is extremely important for us, since we are responsible for the community we operate in. Apart from the activities conducted for shelter in a storm, currently, we carry



Ajit Sharma
Jt. President (Operations)
Jaypee Vasant Continental



Helping the needy

We are associated with various NGOs like 'Chetna – Sapno ki Duniya' & Muskaan. We try to participate and make special days like Children's Day, Christmas, Diwali memorable for the kids. We have been supporting the charitable organisations by sharing food with them on a regular basis. Apart from these, regular clothes donation drives are undertaken, like we always participate in 'Ezee – Raahat Ek Abhiyaan' during winters by donating warm clothes and footwear. As a result of the environment-friendly initiatives that have been undertaken, we share 1 lakh liters of treated water to SDMC every day for horticulture free of cost.

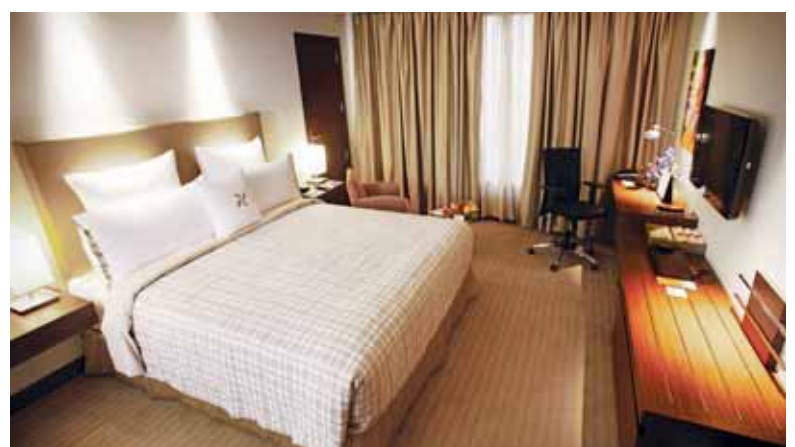


Subhabrata Roy
General Manager
Four Points by Sheraton
Navi Mumbai

Power of giving

We are associated with a few NGO's and undertake various CSR initiatives for their benefit. We believe diligently in the 'Power of Giving' and hence, and constantly work towards the social and economic development of the communities in which we operate.

We recently launched a special donation drive to help an NGO named Girija Balmandir, a charitable trust which uplifts poor, homeless and less privileged children. All the associates of the hotel supported



the cause by donating generous amounts of clothes, books, non-perishable food items etc. In the

past, we have organised activities for World Autism Day to create awareness on the disorder.



IBIS
NASHIK

GREAT MINDS COME TOGETHER AT IBIS

ibis Nashik is the perfect venue for all your social get-togethers, corporate gatherings or business events.

- 123 contemporary rooms • Friendly & cooperative staff
- Divisible meeting room - iMeet

BOOK NOW!



Plot No.9 - Trimbakeshwar Road - Satpur MIDC - Nashik - Maharashtra - 422 007
For information, call +91 (253) 6635 555 / 86000 12148 or email h7347-sh@accor.com
Connect with us on

Bengaluru | Chennai | Delhi | Gurgaon | Hyderabad | Jaipur | Kochi | Mumbai | Nashik | Navi Mumbai | Pune



Winning new investors to give fillip to the industry

The Tourism Investors Meet (TIM) 2016, organised by FICCI from July 28-29, discussed about the investment happening in the tourism and the hospitality industry.

Ankita Saxena

At the 2nd edition of Tourism Investors Meet (TIM), 72 buyers as against 55 buyers in 2015 and seven states namely Rajasthan, Karnataka, Delhi, Chhattisgarh, Punjab, Madhya Pradesh and Telangana, came together at one platform to discuss investments to develop projects in the states to improve tourism facilities. The investors from various tourism sectors like amusement parks, sound and light, real estate and mega convention centre, ropeways, heli and air services, cruises, sanitation and civic amenities, adventure tourism, technology backed cab services, hotels and resorts, ayurveda and wellness etc. interacted in 623 pre-fixed meetings over two days as against 352 meetings last year.

India's appeal in the global tourism market is determined by its capacity to offer world-class infrastructure facilities. Government recognises this need and has introduced series of schemes such as PRASAD, HRIDAY and Swadesh Darshan amongst others to improve linkages between key tourist locations which will provide much needed impetus to the tourism infrastructure of the country.

The FICCI-YES Bank knowledge paper on 'Investment in Tourism Infrastructure: Unleashing the Growth Potential' was released at the event. Vinod Zutshi, Secretary-Tourism, Ministry of Tourism, Government of India, Suman Billa, Joint Secretary, Ministry of Tourism, Government of India, Ramesh Abhishek, Secretary, DIPP, Government of India, Dr. Didar Singh, Secretary General, FICCI and Rahul Chakravarty, Director and Head-Tourism, FICCI, were also present at the event.



Dr. Jyotsna Suri
Chairperson
FICCI Tourism Committee

FICCI has been playing a catalyst to bring in infrastructure development in tourism for the last four years. We wish to work with the government to make India a world class tourism destination not only through our contribution with our flagship event, The Great Indian

Travel Bazaar but several other initiatives like TIM. At TIM, the states will be presenting their investible projects to the investors seeking support in various ways.

The challenge lies in building the world class infrastructure, rationalise cost of land procurement and simplify licenses of land towards creating 'Brand India'. In order to achieve this, government, industry and institutions must make collaborative efforts.

“ We wish to work with the government to make India a world class tourism destination ”

A SPACE THAT FEELS LIKE HOME

LUXURY THAT PAMPERS YOU

FINE DINING, JUST THE WAY YOU LIKE IT

COME HOME TO THE APARTMENT



Banqueting meets elegance at The Apartment in Park Hyatt Chennai. From meetings to any special occasion, we take care of every detail ensuring a memorable day in your new personal address in the city.

39 Velachery Road, Near Raj Bhavan, Chennai 600032, India.
For reservations or more information, call +91 44 7177 1234 or e-mail us at chennai.park@hyatt.com

Follow us on [facebook.com/ParkHyattChennai](https://www.facebook.com/ParkHyattChennai) or [twitter.com/PH_Chennai](https://www.twitter.com/PH_Chennai)
and explore your definition of luxury.

PARK HYATT CHENNAI™

luxury is personal

The trademarks HYATT™, PARK HYATT™ and related marks are trademarks of Hyatt International Corporation. © 2016 Hyatt International Corporation. All rights reserved.



Vinod Zutshi
Secretary Tourism
Government of India

Tourism in India is facing exponential growth but the infrastructure needs to be amped up to be at par. We need to focus on core infrastructure and the ministry has charted this out in four ways. The accessibility for tourists via air, rail road and waterways is being improved.

According to WTTC Report 2015, this sector's contribution to GDP is estimated at ₹ 8,304 bn corresponding to 6.3 per cent of National GDP. For

“

Tourism in India is facing exponential growth but the infrastructure needs to be amped up at par

”

each segment, Ministry of Tourism is working in collaboration with other ministries. 50 new airstrips will be developed, 24 railway stations will be upgraded, glass coaches are being introduced, connectivity through highways is being improved and port of call will be developed at Kochi while a task force has been set up to improve cruise tourism. An Investment Desk will be set up by the Department of Industrial Policy & Promotion (DIPP) and Invest India to facilitate investment for tourism.



Navjot P. S. Randhawa
Director- Tourism, Cultural Affairs,
Archeology, Museums and Archives,
Government of Punjab

Punjab witnessed 35.2 per cent increase in domestic tourists from 2013-15 while 68.5 per cent increase was seen in foreign tourists during the same period. In Punjab, tourism has been declared as an industry.

So, all investors who put in money in developing the state, tourism facilities are provided with various benefits. We have made provisions for land allotment on easy terms for developing hotels on selective basis and concessions are offered through

“

We have made provisions for land allotment on easy terms for developing hotels on selective basis

”

stamp duty exemption up to 100 per cent. Punjab ranked 16th in terms of ease of doing business and we have established single window clearance system under Punjab Industrial Facilitation Act to approve investment proposals in a time bound manner.

Under the tourism policy of the state, Punjab offers special incentives like VAT and CST exemption up to 75 per cent, electricity duty exemption of 100 per cent, property tax exemption of 100 per cent 5 per cent extra VAT and CST incentive for green hotels etc.

We are looking at investments for various projects to develop tourism infrastructure including hotels and resorts; develop tourism circuits like farm tourism, 'Heritage Village', religious tourism, heritage tourism, eco-tourism; develop last mile connectivity and wayside amenities in the state to increase the number of tourists both domestic and international.

We are also looking to harness the potential of water sports tourism in the state at Ranjit Sagar Dam where the plan is to develop two three island on PPP mode to add a new element for visitors to enjoy.



Pawan Jain
Joint Director-Investments
Rajasthan Tourism

Rajasthan tourism contributes significantly to the GDP of the country. In 2013 the state had 48,000 rooms which increased to 50,400 rooms in 2015 which shows that investment is pouring into the state. Rajasthan has 75 per cent of the heritage hotels in India. We have come out with Heritage Guidelines which allows properties made before 1950 additional benefits to operate despite bylaws. During Resurgent Rajasthan 2015, we signed 470 MoUs worth ₹ 3.38 crores out of which 220 MoUs were signed for tourism, the highest in number, generating employment for 40,000 people. The Rajasthan Tourism Unit Policy launched in 2015 offers attractive incentives and

“

Rajasthan has 75 per cent of the heritage hotels in India

”

institutional support to promote investment in tourism in the state. Government owned properties and land banks have been earmarked in various parts of the state for development of Tourism Projects. Concessions on stamp duty, registration fee, conversion and development fee on land transaction are some benefits of the policy. Also, from now the license for operating a hotel had been made for 10 years as against the renewable process annually. Facility for online application for approval of projects with self declaration instead of undertaking process has been initiated. The investors can go on the website to find information on government land banks, private investible projects and private lands. 16 types of tourism units have been identified by the state tourism department where in any investor can suggest tourism projects for the state. The average growth is 3,000 rooms per year but we want to make it better by approaching the investors directly and resolve their issues. We also work as a nodal department to assist investors in clearances, permissions from other departments etc. The investible projects in the state include development of adventure sports, golf resorts and convention centers; summer tourism, eco-tourism, seven Kosi Parikrama; Jaisamand Lake and Sambhar Lake; protected forts and palaces for tourism units and protected properties for conservation and upkeep.

STEP INTO

L U X U R Y



Explore flavourful Asia right on your table



A grand Indian Meal



RAMEE GRAND HOTEL, PUNE

With a clientele as varied as its services, Ramee Grand is a distinguished boutique hotel in **Pune**. Boasting of business centres that'll meet all your needs, it also promises a comfort with its wellappointed rooms and renewing spa therapies.

Centrally located in the city, our hotel endeavors for flawless stays where your comfort is a priority at every step of your stay.

Book now from the hotel website for the best deals!

oriental fusion
EAT AROUND THE FAREAST



88

well-furnished elegant rooms for your comfort

 /RameeHotelIndia

 @RameeIndia

 @Ramee_India

Locations: Mumbai (Juhu, Dadar, Khar), Pune, Bangalore, Tirupati, NCR, Surat

Phone: +91-9930-252-229 | Email: gm.pune@rameehotels.com
Bapusaheb Gupte Marg, Shivajinagar, Pune, Maharashtra, India-411004



Gurleen Kaur
Vice President
Infrastructure Development
Corporation (Karnataka)

The Government of Karnataka has been taking various initiatives to boost the tourism industry in the state. For a state to promote tourism, the range of initiatives typically involves establishing a regulatory framework, visitor experience development, community involvement and industry engagement. This requires an array of activities to create a seamless experience for the visitor. These activities could be in terms of interventions such as destination developments and provision of basic tourist infrastructure – both soft and hard components. At the same time, extensive marketing, promotion & ensuring service excellence is critical for success of tourism industry in the state.

The institutional framework for tourism development in Karnataka comprises of four major agencies - Department of Tourism (DoT), Jungle Lodges and Resorts (JLR), Karnataka State Tourism Development Corporation (KSTDC) and Karnataka Exhibition Authority (KEA). Karnataka has nearly 319 tourist destinations, spread across the state with immense tourism potential. These destinations are further classified into about 1,200 tourist spots, hence establishing



We have made provisions for land allotment on easy terms for developing hotels on selective basis



Karnataka as one of the states to offer varied experience to its visitors, which is incomparable to any other state.

The Karnataka Tourism Policy 2015-20 is probably one of the best tourism policies drafted in the country. The policy provides a roadmap to accelerate and facilitate private investments and promote entrepreneurship in the tourism sector. It encourages entities from various segments of the society to come forward and contribute towards development of tourism. Under the Tourism Policy 2015-20, about 20 innovative tourism products have been identified. These products includes hotels and resorts, homestays, caravan parks, museums and galleries, eco-tourism project, rural tourism projects, MICE tourism and golf tourism to name a few.

The policy is been structured to be extremely investor's friendly and a detailed operative guidelines and procedures are framed along with the policy to streamline the process of availing incentives and concessions from the government. Our government is in the process of developing a Tourism Dashboard, wherein the entrepreneur can apply online for availing benefits of the policy. Another novel concept adopted by Government of Karnataka is the empanelment of four SEBI Registered Rating agencies for the rating of tourism products and facilities, identified under the policy. These rating agencies are provided with pre-defined parameters to rate the tourism products, to ensure that a quality experience is delivered to the visitor. This is an extremely scientific process, wherein the rating is provided based on quantified technical parameters, and is not qualitative in nature, which normally depends on the specific experience of an individual (say Trip Advisor Rating). The rating received by the entity (say a hotel or a homestay) is made available on the website of the Tourism Department. This gives immense visibility to that entity and is likely to give visitors a lot of comfort while making their bookings.



A.K. Rajoria
Director Tourism Promotion Unit
Madhya Pradesh Tourism

Madhya Pradesh is endowed with niche tourism products-wildlife, adventure,



The state has estimated an investment of ~ 1,300 crore on tourism infrastructure including developing room inventory



medical, wellness, sports, MICE, eco-tourism, film tourism, rural tourism and religious tourism. We have launched an investor centric tourism policy focused on facilitating and promoting investments through incentives and effective implementation mechanisms. Amendment has been made to policy for land allotment to facilitate tourism projects. Concessions are provided on stamp duty, registration fees, diversion fee on land transaction related to tourism products. Special incentives have been proposed including tax waiver on luxury tax, entertainment tax, VAT/GST, concessions such as capital and interest subsidy, electricity duty exemption, rebate on license to encourage investments in developing infrastructure. The state has estimated an investment of ~ 1,300 crore on tourism infrastructure including developing room inventory, wayside amenities, MICE destination etc. We are looking for investments to develop hotels and resorts, village, wellness, water, MICE, film, eco and religious tourism.

Sanjay Singh
General Manager
Chhattisgarh Tourism Board

We are looking for people creating world class infrastructure in eco-ethno areas as Chhattisgarh is densely forested area. Almost 45 per cent of the area is under forest. There are remote locations. People are scared to go to those areas but those are beautiful areas. These areas have its peculiar beauty. If you look from tourism angle, we want to create something on the lines of tree houses, something what Coorg has. We are trying to build infrastructures in the remote areas of the state. We



We are trying to build infrastructures in the remote areas of the state



have a tribal circuit approved by the Government of India which is a 100 crore project. We have an incentive policy which has to be redone now; we are looking at giving incentives for ten years as far as luxury tax, sales tax and entertainment tax are concerned. We want to exempt this for ten years. While this is in the process, we also want to increase the capital subsidy. Earlier, the limit was upto 25 lakhs, which is being considered to the tune of crore.



◀ TRICHY



MADURAI
▼
Currently under
UPGRADATION
&
WILL OPEN SOON
to serve you
better as
The Finest Hotel
MADURAI

Sangam
Hotels

TRICHY • THANJAVUR • MADURAI • CHETTINAD

*Hallmark of Elegance
& Simplicity*

E: info@hotelsangam.com, W: www.sangamhotels.com

▲
THANJAVUR
▼



CHETTINAD

◀

CHIDAMBARA VILAS
A Luxury Heritage Resort from
Sangam
Hotels



Trichy: Collector's Office Road, Trichy - 62001
T: 0431 4244555, F: 0431 2415779

Thanjavur: Trichy Road, Thanjavur - 613 007
T: 04362 239451, F: 04362 236695

Madurai: Alagarkoil Road, Madurai - 625 002
T: 0452 4244555, F: 0452 2537537



TSK House, Ramachandrapuram Kadiapatti
Off Thirumayam Fort, Near Karaikudi
Pudukkottai District, Tamil Nadu 622 505
T: 04333 267070/71
E: chidambaravilas@hotelsangam.com
W: www.chidambaravilas.com



Infusing Diverse cuisine

Sunil Soni, Master Chef, Clarks Inn Group of Hotels, shares his insight on the diversity of the Indian palate and the offering of the food and beverages at Clarks Inn.



Sunil Soni

HT Bureau

In terms of F&B how strong is your hotel?

Our hotels are known for excellent quality of food and services as they are in sync with the client tastes and preferences. The Bridge, our multi-cuisine restaurant, a Clarks Inn Impression fine dining restaurant, is designed to cater to a wide section of the guests preferences. However, we do emphasis on North Indian cuisines which has been our speciality. We are flexible in our approach towards guest servicing in banquets as we feel guest demands define the standards of a hotel, and formulate strategies based on the same. Hence, most of our hotels are known for its F&B.

With your new appointment, what new initiatives are you going to take?

My endeavour in the company is to bring in the concept of fusion foods with an emphasis on North West Frontier cuisines and a special focus on live cooking.

I am looking at bridging the gap between modern living and the era of sumptuous and healthy foods during the Mughal era. The Emperors and the Maharajas of yesteryears had what I would like to call it, 'A taste of eating'. In today's time, we have no time to such preparations and prefer to consume food on the move. I would like to create concepts in fusion foods to reduce this gap. We shall do this not only through staff training but also create awareness through food promotions, conducting cooking classes, live cooking concepts, among many more.

How important F&B is in garnering revenue for the hotel?

A few years back, increased occupancies in the rooms

defined the success of the food and beverage outlets as they would supplement the F&B business. But in today's time, if a hotel is focusing on their F&B, the room occupancies is bound to improve. Today, the restaurant and banqueting footfalls are supplementing the room business. So, the trend is changing.

According to you, how has the palate of Indian diners evolved over the years?

Over the period of last two decades, the palate of an average Indian has changed because people are travelling and they sample food from different cuisines. They have begin to savor multi-cuisines and also fusion cuisines. With these expectations the clients are looking for similar experiences which they had elsewhere outside the city, state or for that matter even country. Moreover, today the guests are well informed with the advent of social media and they are aware, hence, they would love to experiment with the foods.

Tell us about your signature dishes?

Some of my signature dishes include Bhutte aur Mawa ke Seekh, Nargisi Malai Kofta, Lazeez Tikka Masala, Lamb Chop Bhuna, Pudeena Machli, Kahri ki Daal, Cottage Cheese stuffed with Apricot, and more.

What initiatives are you going to take to beckon more clients?

New dishes, live cooking, modern fusion and value for money. I will bring in new recipes, fusion of exotic dishes and modern tastes that people will relish and match them with appropriate drinks and beverages. Variety is the spice of life so more variety brings in more clients.





*Creating landmarks.
Setting standards.
Building relationship.*

UK's
RESORT, KHOPOLI

The Break you deserve

Ashtvinayak Mahad Phata, Old Mumbai - Pune Highway (Nh4),
Khopoli, Dist. Raigad - 410 203.

Tel-Fax: 02192-268333 • Cell: +91-98220 12343

Email: info@uksresort.com • www.uksresort.com

- Wonders at UK's Resort •
- Swimming Pool & Water Park
- Rain Dance & Health Club
- Indoor / Outdoor Games
- Kid's Park
- AC Family Restaurant & Permit Room
- Conference Hall
- Deluxe AC Rooms

Ideal Resort for Conference, Picnics & Family weekends getaways...



Mandarin Oriental luxury



Richard Baker

hallmarks

Responsible for the group's current and future portfolios as well as the global operational functions of its spas and residences at Mandarin Oriental projects, **Richard Baker**, Executive Vice President, Operations Director-Asia, Mandarin Oriental, talks about the nuances of luxury.

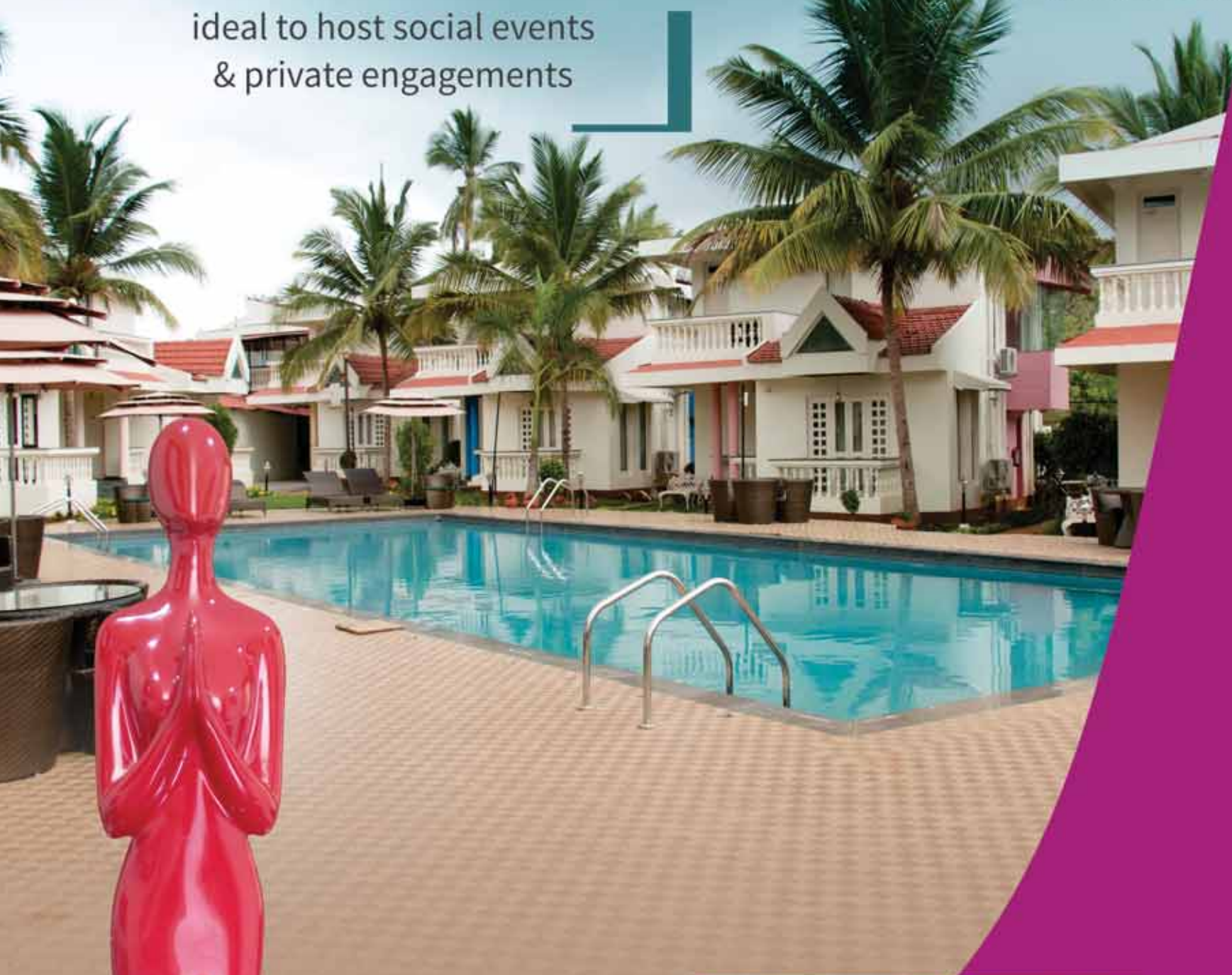
Hazel Jain

Serenade your guests at this
**Magnificent
Beach-Front Resort**

ideal to host social events
& private engagements



RE:GEN:TA
RESORT, VARCA BEACH
BY ROYAL ORCHID HOTELS LTD.



won the
“Best Debut Beach Resort”
for India Hospitality Award-2016.



Our Pillar-less banquet hall can host various
social events & wedding ceremonies for
over 100 people under one roof.

For Enquiries Call: +91 7066043488 / 832 2770612





“ Richard Baker moved to Asia to take up his current role in 2013 and is based in the group’s Hong Kong office. He has over 20 years’ experience in luxury hotel management ”



What does ‘luxury’ mean to you?

Receiving excellent and intuitive service is a hallmark of luxury, and is something that I always look for when I travel. I am proud to say that our colleagues at Mandarin Oriental are passionate about meeting and exceeding our guest expectations by offering truly personalised service and unique experiences on a daily basis. Any luxury brand can build a beautiful building, but few can duplicate the passion.

Technology will be key to new luxury. What is MO’s take on this?

Mandarin Oriental was ranked third in L2’s 2016 Luxury Hotels Digital IQ Index and the report stated that Mandarin Oriental has “brilliant integration of UGC and ambassador content across platforms: best-in-class mobile site features strong in-destination content and activity booking capability.” We continue to focus our digital efforts on creating beautiful and exciting content to enhance the shopping and buying experience across all devices. We will drive further growth through targeted digital marketing efforts and coordinated social media activity.

Tell us about the expansion plans for MO globally.

We have a strong pipeline of management contracts announced with many at various stages of development. This year, we announced a new residences project in Bali, and the next hotel to open will be Mandarin Oriental, Doha in 2017. The Group continues to be focused on being the brand of choice for owners and developers in order to build our portfolio of managed properties in key city centres and resort destinations globally.

How big is the India market for MO?

India continues to be an important outbound market for the Group. We would love to have a property in this region, and are currently focusing our efforts on the key cities of Delhi and Mumbai. Our development teams continue to review opportunities in India, but we have nothing to announce at this time. India has long been renowned for its expertise in providing luxury hospitality, and with an increase in outbound travel from the region, we look forward to welcoming more Indian guests to Mandarin Oriental properties around the world.

Madhubhan Resort & Spa

Luxury soaked in tradition



Welcome to a place where greenery abounds, where luxury knows no limits. Where recreation takes a new meaning, where tradition isn't found only in the books. Where bliss isn't just a desire, but a divine experience, close at hand.

Madhubhan Resort & Spa, first ever 5 Star Deluxe ethno-modern resort in Gujarat, spread in 25 acres of lush green landscapes is an iconic property with modern amenities and luxurious accommodations ensuring its guests the gifts of relaxation, family bonding and rejuvenation.

Anand-Sojitra Road, Vallabh Vidyanagar - 388120, Gujarat, India
T: +91 (2692) 239268 - 76 | F: +91 (2692) 239279
E-mail: reservations@madhubhan.com
Toll Free No. : 1800 233 9009



Madhubhan Resort
& Spa

Luxury soaked in tradition

visit us: www.madhubhan.com | [/Madhubhan](https://www.facebook.com/Madhubhan) | [/madhubhanresort](https://www.twitter.com/madhubhanresort) | [/MadhubhanResortandSpa](https://www.instagram.com/MadhubhanResortandSpa) | [/company/madhubhan-resort-&-spa](https://www.linkedin.com/company/madhubhan-resort-&-spa)

New furnishings brand with ETRELUXE

ETRELUXE has recently been appointed as the master distributor for the design furniture brand Molteni Group for the North India region. Molteni Group is a leading furniture and furnishings brand from Italy that is renowned world-wide for its stellar design, style, taste and craftsmanship.



Franke launches built-in ovens

Designed to deliver professional performance in domestic kitchens, Franke ovens are the result of advanced design and technology. They are also the product of our unwavering commitment: to premium quality raw material and excellent finished products, ease of use and total safety; not to mention water and energy savings with environmental protection in mind.



Elanpro launches Bakeshop DC Series

Emphasizing on providing innovative solution to the bakery industry has announced the launch of Elanpro Bakeshop DC Series (EDC), a confectionery showcase range characterized by sinuous forms and high performance. A new line of professional showcases with exclusive finishing, high flexibility and perfect visibility of product displayed, this series is available in five models.

Honeywell launches its new industrial label printer

Honeywell has announced its new PM42 mid-range industrial label printer designed to help businesses address evolving operational needs for information technology, networking and automation. center, manufacturing, transportation and retail.



Dom Pérignon Vintage 2006

With the announcement of the 2006 vintage, Dom Pérignon has dared to create no less than its fifth successive vintage champagne. Time is of the essence in its revelation and this is as true in the vineyard as it is in the cellar.

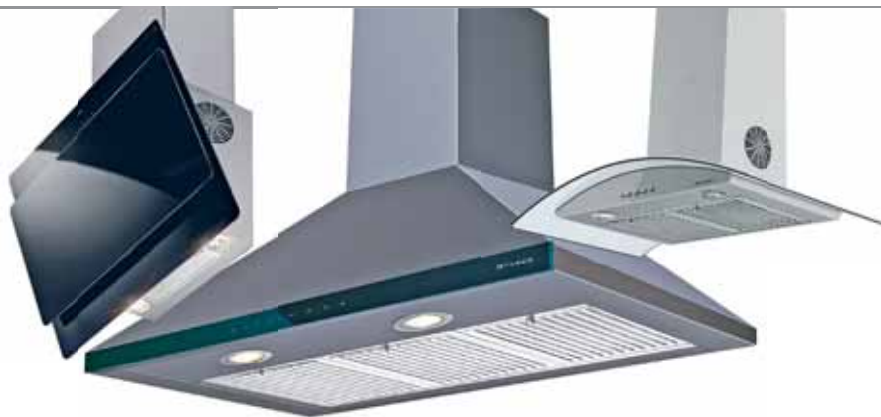
Axor's exquisite bathroom mixers

The high-end Axor brand fittings for the bathrooms, washbasin mixers and shower pipes from the Axor Bouroullec collection befits the history of Hotel Les Bains in Paris like no other line. The design by the French brothers Ronan and Erwan Bouroullec exhibits flexibility and individuality. The mixers of the Axor Montreux collection keep with the aesthetics of the Haussmann era when the bathhouse was built.



Gaia launches ginger green tea

One needs a dose of Green Tea that is a rich source of antioxidants, which help build immunity and enhances overall well being. metabolism. GAIA Ginger Green Tea is a refreshing mix of the goodness of Green Tea with the spicy taste of ginger.

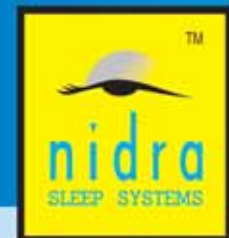


Smoke Free Kitchen with Faber

Faber introduces world's first 3D Chimney with T2S2 technology with 3 way suction. Its unique filters on the sides of the hood extract any smoke that escapes the bottom vent. This technology ensures kitchen free from smoke and grease making it appear neat and hygienic just like the kitchen of your dreams.

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



Euro Top (3 inch thick)



Mattress Doubler



Pillow Top (1 inch or 2 inch thick)

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	✓	✓	X	X
2 inch	✓	✓	✓	X
3 inch	✓	✓	✓	✓



SLEEP PRODUCTS MFG. CO. PVT. LTD.

Regd. Office : 42, Trade Center, Station Road, Kolhapur - 416 001. Maharashtra (INDIA). Ph : 0231-2653462, 2667146. Fax : 0231-2652108.
Pune Office : 512, Rainbow Plaza ,Shivar Chowk, Happy Thoughts Road, Pimple Saudagar, Aundh-Annexe, Rahatani, Pune 411017. Cell: 9890169629

■ E-mail : sandeshgandhi@gmail.com klp_nidra@bsnl.in ■ URL : www.nidrasleepsystems.net

MOVEMENTS

RAVI KHUBCHANDANI

General Manager
Novotel Hyderabad Airport

Novotel Hyderabad Airport announced the appointment of Mr. Ravi Khubchandani as the hotel's new General Manager. Ravi, with his extensive experience and domain expertise in hospitality industry, will steer the hotel to scale greater heights of success. In his new role, Ravi will focus on enhancing overall guest experience at Novotel Hyderabad Airport, bringing about stellar growth in revenues, and develop a talented and committed team to manage the hotel operations in a fast evolving business environment.



MAHESH CHAND RAJWAR

General Manager
Lords Resort Silvassa

Mahesh Chand Rajwar has been appointed as the General Manager of Lords Resort Silvassa. Mahesh Chand Rajwar is 33 years young and has done Hotel Management & Catering Technology from American Hotel & Lodging Association & Oriental School of Hotel Management, Kerala. Highly motivated and enthusiastic about sharing experience with an aggressive Management Team.



NARENDRA PRABHU

General Manager
Brigade Orchards' Signature Club Resort

Signature Club Resort, the newly launched lifestyle club at Devanahalli, has 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, Narendra Prabhu joins Signature Club Resort with expertise in national and international hotel operations.



SHUBHAM CHANDRA

Hotel Manager
Grand Hyatt Mumbai

Grand Hyatt Mumbai has announced the appointment of Shubham Chandra as Hotel Manager for the multidimensional lifestyle complex in the heart of Mumbai. Shubham has over 18 years of experience in operations, business development, sales and marketing with reputed names in the Hospitality industry. Shubham brings a wide portfolio of experience to the role as he has worked in all the important Indian markets and possesses an in-depth understanding of the hospitality world.

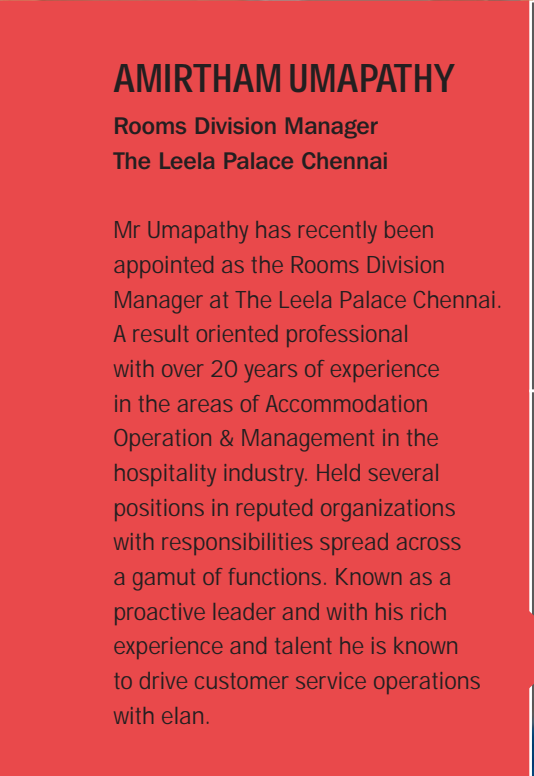




BIJAY KR. THAKUR

Head - Human Resources
The Leela Palace Chennai

Mr Bijay Kr Thakur has recently been appointed as Human Resources Head at The Leela Palace Chennai. With approximately 19 years of experience in HR operations, his scope of excellence entails, Human Capital Management, Strategy Planning, Training & Development, Performance and Compensation Management, People Management, Talent Acquisition, Statutory Compliance and Industrial Relations.



AMIRTHAM UMAPATHY

Rooms Division Manager
The Leela Palace Chennai

Mr Umopathy has recently been appointed as the Rooms Division Manager at The Leela Palace Chennai. A result oriented professional with over 20 years of experience in the areas of Accommodation Operation & Management in the hospitality industry. Held several positions in reputed organizations with responsibilities spread across a gamut of functions. Known as a proactive leader and with his rich experience and talent he is known to drive customer service operations with elan.



PANKAJ KUMAR

Assistant Director-Food & Beverage
Hyatt Regency Mumbai

Pankaj Kumar has recently been joined as the Assistant Director Food & Beverage at Hyatt Regency Mumbai. With 13 years of experience in the food & beverage industry and having worked in Mumbai and Kolkata, he offers his expertise in bringing to life innovative concepts. He is passionate about beverages and has been instrumental in successful running of lounges & bars at the hotels that he has worked with in the past.



SUBRATA DEBNATH

Executive Chef
Vivanta by Taj

Subrata Debnath has been appointed as the Executive Chef of the hotel. Chef Debnath will lead and mentor the hotel's culinary operations and team of chefs. This includes the award-winning Thai Pavilion, the vibrant all-day dining restaurant - Latitude, the high-energy bar - Tease, the gourmet delicatessen - Deli 4, banquets and in-room dining. His last assignment was with the Hyatt Regency, Chennai. years, 10 unique destinations across the world and a host



MOVEMENTS

PAUL CUNNINGHAM

General Manager

The St. Regis Macao
Cotai Central

I love to follow Rugby and the F1. I like to travel to places I have not been before”

When I get the time, I love to hike. I like to take in the rural parts of Macao and Hong Kong, and to explore the trails. If I'm home, back in the UK, I try to find time to fly fish the rivers in my local area. I also love to follow Rugby and the F1. My ideal travel destination is a place of peace, a villa on a hidden island somewhere. I like to travel to places I have not been before. I also love to travel around Asia with its eclectic mix of culture, languages and food. I'm a pushover for anything Chinese, but love my Indian food too.

**PAUL GOMES**

General Manager

Four Points by Sheraton
Agra

Being a hotelier I only get time off during the summers and then I choose to travel to the hills”

While travelling I generally prefer a clean and hygienic hotel fitting my budget. Besides cleanliness, my basic need is also to have a good breakfast as wherever I travel I need to be working the entire day. Also, it is considered to be the most important meal of the day so I make sure I have a good one. I mostly travel to Delhi/NCR and Mumbai for business. Being a hotelier I only get time off during the summers and then I choose to travel to the hills mostly the ones closer to my hometown so that I travel less and enjoy more.

**LOUIS SAILER**

General Manager

The Leela Palace
New Delhi

Sundays are dedicated to my family and you'll see me donning the chef hat”

Free time for me is quite a luxury and is limited as most of my weekdays are completely dedicated to running my hotel. Sundays are dedicated to my family and that is also the only day you'll see me donning the chef hat. I make breakfast for my wife and daughter, play golf with friends if time permits and work on a little private project that is, preparing for my second book. I recently published a book for young people in the hospitality industry that is available at notionpress.com.

**PARMEET SINGH NAYAR**

General Manager

Shangri-La's - Eros Hotel
New Delhi

Bahamas is my all time favourite getaway as I simply love its stellar beaches”

I love being close to nature so enjoying the gentle breeze during an early morning walk sets the tone of my day. Spending quality time with family and my little ones de-stresses me after a long day at work, so does catching up with close friends when time permits. Am an avid reader and you will always find some interesting reads by my bedside. Music is another interest and I love listening to my favourite tracks to unwind. Bahamas is my all time favourite getaway as I simply love its stellar beaches.



**SPICE
FIELD**

THE ART OF COOKING,
THE CRAFT OF MASALA.

**FOOD
SERVICE
INDIA**

A **VKL** Food Solutions Enterprise

THE SPICE CULTURE

Blended, Ground & Whole Spices

75
YEARS
HERITAGE



High VO & Aroma
40+ Quality Checks
Controlled Temperature Grinding

A complete range of Spices designed just for Chefs

FSIPL offers a complete range of over 100 spice & spice blends designed by and made for chefs. Since 1935, VKL, our parent organization has been shipping spices across the globe complying with the most stringent regulatory & quality requirements. These spices & spice blends are free from adulteration, sourced from origin, machine-sorted, blended for perfection & sterilized for safety to provide you best-quality products.

FOOD SERVICE (I) PVT. LTD.

Bldg #5, 571/572, 7th floor, Solitaire Corporate Park, Andheri (E), Mumbai - 400093

+91 9744340707

customercare@foodserviceindia.com

www.foodserviceindia.com



NEW

GROHE SMARTCONTROL – 3D SHOWERING

DRÜCKEN, DREHEN, DUSCHEN
PUSH, TURN, SHOWER

GROHE | MASTERS OF TECHNOLOGY

Rainshower® SmartControl – Choose the spray, control the volume, save the settings. All with one control. Activate the spray pattern directly with the push button and turn it to find your individual shower volume. A truly innovative all-in-one solution which makes showering a pleasure.



Thermostat technology
powered by GROHE TurboStat®

GROHE

*Pure Freude
an Wasser*

India

HOSPITALITY AWARDS

A DDP PUBLICATION



2nd edition of West & South India Hospitality Awards



GOA BECKONS



Calangute/Baga Beach belt is 7kms from here.



Your dream house in Goa on this picturesque plateau with these lush green surroundings can be yours. Have the best of both worlds — Nature's Bounty and Beaches

Project will comprise of farm house, studio apartments, 1,2, and 3 BHK apartments and plots with swimming pool, tennis/badminton courts, gym and other amenities.

Expression of interest is invited from investors/prospective buyers. A green project by THE MANVIN'S GROUP
Hotels- Housing- Real Estate

Winner of Three Awards in 2016

1. Best Economy Hotel(West & South Sector) from India Travels Awards
2. Most Admired Budget Hotel in Panjim co-sponsored by IBN7
3. Best Value for Money City Hotel by Trinity Hospitality Venture

Expect Value for Money from all our forthcoming Ventures

Manvin's Group- Municipal Gardens, Church Square
Panjim Goa.

Tels: 08322228305/08322228405/08322224412

Mobile: 9422437314/ 8975787111/9766316024

Website: www.goamanvins.com

Email: manvinsgroup@gmail.com



PUBLISHER'S NOTE

The hospitality industry in the West & South India has started gaining momentum. Many new international as well as domestic hotel chains are making their inroads in these regions. At such an important juncture where every hotel is trying to do their best from the rest, hosting India Hospitality Awards West & South in Pune becomes all the more relevant. The hospitality industry in Pune has gone through a major makeover. In 2009, where only selective hotel chains were present, today the city encompasses hotels from across all the hospitality brands. Mumbai remains home to some of the best luxurious hotels like St. Regis and will see influx of both corporate as well as leisure travellers. Some major hospitality projects are planned in Gujarat which will change the entire tourism scenario of the state.

Talking about South India, 'Temple Tourism' remains one of the most important source of revenue generation for hotels. 'Coastal Tourism' too is gaining popularity too. This will benefit the hotel industry positively.

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

SanJeet

India Hospitality Awards

CHAIRMAN

Vikramajit

EDITOR & PUBLISHER

SanJeet

MARKETING

Gunjan Sabikhi
Amit Bhasin
Seema Datt
Arit Gandhi
Sonia Butalia
Gaganpreet Kaur

EDITORIAL

Peden Doma Bhutia
Anupriya Bishnoi
Jessy Iype

DESIGN

Tushar Upadhyay
Vikas Mandotia
Nitin Kumar

PRODUCTION

Anil Kharbanda

CIRCULATION

Ashok Rana

INDIA HOSPITALITY AWARDS is a publication of DDP Publications Private Limited. All information in INDIA HOSPITALITY AWARDS is derived from sources, which we consider reliable and a sincere effort is made to report accurate information. It is passed on to our readers without any responsibility on our part. The publisher regrets that he cannot accept liability for errors and omissions contained in this publication, however caused. Similarly, opinions/views expressed by third parties in abstract and/or in interviews are not necessarily shared by INDIA HOSPITALITY AWARDS. However, we wish to advise our readers that one or more recognised authorities may hold different views than those reported. Material used in this publication

is intended for information purpose only. Readers are advised to seek specific advice before acting on information contained in this publication which is provided for general use, and may not be appropriate for the readers' particular circumstances. Contents of this publication are copyright. No part of INDIA HOSPITALITY AWARDS or any part of the contents thereof may be reproduced, stored in retrieval system or transmitted in any form without the permission of the publication in writing. The same rule applies when there is a copyright or the article is taken from another publication. An exemption is hereby granted for the extracts used for the purpose of fair review, provided two copies of the same publication are sent to us for our

records. Publications reproducing material either in part or in whole, without permission could face legal action. The publisher assumes no responsibility for returning any material solicited or unsolicited nor is he responsible for material lost or damaged. This publication is not meant to be an endorsement of any specific product or services offered.

The publisher reserves the right to refuse, withdraw, amend or otherwise deal with all advertisements without explanation.

All advertisements must comply with the Indian and International Advertisements Code. The publisher will not be liable for any damage or loss caused by delayed publication, error or failure of an advertisement to appear.

MUMBAI:

504, Marine Chambers, 43, New Marine Lines, Opp. S.N.D.T. College, Mumbai - 400 020, India, Ph.: +91-22-22070129; 22070130

MIDDLE EAST:

Durga Das Publications Middle East (FZE) 21-02, PO Box: 9348, Saif Zone, Sharjah, UAE Ph.: +971-6-5528954, Fax: +971-6-5528956

INDIA HOSPITALITY AWARDS is printed, published and edited by SanJeet on behalf of Durga Das Publications Pvt. Ltd., printed at Cirrus Graphics Pvt. Ltd., B-62/14, Phase II, Naraina Industrial Area, New Delhi - 110 028 and published at 72, Todarmal Road, New Delhi - 110 001 Ph.: +91-11-41669575, 41669576



Maya salutes the

India Hospitality Awards is a platform to recognise the achievers in the hospitality industry. India Hospitality Awards West & South held in August at Novotel Pune Nagar Road was a formal black-tie event graced by the who's who of the hospitality industry.



(L-R): Nitin Shankar Nagrale, Bandish Mehta, Prashant Sudam Jagtap, Saudamini Naik and SanJeet



The winners of India Hospitality Awards West & South 2016 with their trophies at Novotel Pune Nagar Road on August 4, 2016

Hospitality Industry

HT Bureau

The India Hospitality Awards ceremony for West & South India was held on August 4, 2016 at Novotel Pune Nagar Road, Pune. This event was held to honour the achievers of the hospitality industry at the regional level. The ceremony was graced by Mr. Prashant Sudam Jagtap, Honourable Mayor, Pune Municipal Corporation, Government of Maharashtra.

Talking about the travel and hospitality industry of the country Jagtap, says, "India is one of those countries that possesses a lot of unexplored potential as far as travelling and hospitality industry is concerned. Talking about Pune, this city is blessed with good infrastructure and exotic heritage places and that's why, I think tourists should visit this city like the way they visit other metropolitan cities. Having said that, I hope the number of travellers visiting the city increases year on year. People travel a lot abroad and I think India too has its own peculiar hospitality. I would urge people to come to our country to experience its unique hospitality. People, while travelling to Europe, halt at the destinations like Dubai etc. Similarly,

there should be a destination in India where people can halt whenever they are travelling to other countries."

He further says, "As the mayor of Pune, I would like to request you all that when countries like Dubai, Singapore can garner so much business from tourism and hospitality, similar kind of business can also be generated in our country."

Sanjeet, Mentor, India Hospitality Awards, said, "In this fiercely competitive industry,

acknowledgment with a prestigious award distinguishes the industry members as the very best. It demonstrates the confidence that the industry has placed on them. India Hospitality Awards is developed to identify, highlight and reward excellence on a regional level throughout the hospitality sector. These awards signify the growth of the industry which has developed immensely in the last few years. We are proud to have been instrumental in recognising excellence and will continue with our endeavours."





Face of the Future | NITIN SHANKAR NAGRALE

It feels great to be awarded at the prestigious India Hospitality Awards. The feeling is fantastic. The entire set up is fabulous. As far as the current hospitality scenario is concerned, most hotels are being built in South and West India and in such a scenario it feels great to be a part of the Western region. There are a lot of new hotels that are coming up in Pune, for example, Conrad and I am happy to be a part of this new evolving hospitality industry. I think, it is healthy to have so much competition around. Also, today guests are well-travelled, they know exactly what they want and they won't settle for less which make us all strive for the best.

► Nitin Shankar Nagrale, Founder & General Secretary - Hospitality Purchasing Manager's Forum, was awarded the Face of the Future. He is felicitated by SanJeet, Director, DDP Group, Prashant Sudam Jagtap, Mayor, Pune Municipal Corporation, Government of Maharashtra and Saudamini Naik, Gladrags Mrs. India





Best General Manager

FAIZ ALAM ANSARI

This award goes to my entire team. We have really worked hard to reach here. My team has done a great job and I think I am just a face of it. I want to thank the entire Hospitality Awards team for acknowledging our hard work.

► The award was given to Faiz Alam Ansari, Aloft Bengaluru Cessna Business Park

Most Enterprising General Manager

BANDISH MEHTA

To tell you the truth, my 10 years in India has paid off today. I am really thankful to India Hospitality Awards team and DDP Group for all the support they have rendered for choosing me as the Best Enterprising General Manager. The innovation I brought to India from Australia has helped me in winning this prestigious award. Also, I would like to give credit to my staff. They have contributed a lot to the hotel's success.

► The award was given to Bandish Mehta, Novotel Pune Nagar Road



Best Hotel Manager

ANISH RANA

I would like to thank Indian Hospitality Awards for acknowledging my hard work. This award is a result of the entire team's and management's effort. Also, I think our hotel gives value for money which makes us truly unique.

► The award was given to Anish Rana, Hotel Formule1 Bengaluru Whitefield

Best Sales & Marketing Professional

MRUGESH RAVAL

It is a pleasure for us to be awarded at such prestigious awards. I feel Golden Tulip Goa is different in terms of its service excellence. Talking about the trends in the industry, people who used to travel only twice or thrice a year, travel much more now. So it has generated a lot of demand for all the hotels in the country.

► The award was given to Mrugesh Raval, Golden Tulip Grand View Resort, Goa





Best Wedding Hotel | JW MARRIOTT MUMBAI SAHAR

We at JW Marriott Mumbai Sahar are thrilled and honoured to have won this award. A wedding in India is one of the most significant occasions in a person's life and JW Marriott Mumbai Sahar endeavours to ensure that each wedding hosted at the property becomes truly special and memorable. Each element of the wedding such as the menu, the décor and the lighting is carefully customised to create an occasion that will be unforgettable for a couple and their loved ones. The award at this esteemed event is a huge motivation and validation for all the effort the team puts in to create beautiful, magical weddings.

► The award was given to JW Marriott Mumbai Sahar

Best Luxury Hotel | THE WESTIN HYDERABAD MINDSPACE

It feels great to be awarded for the best luxury hotel category. The hospitality industry has changed drastically over the few years, not just in terms of customer service but also in terms of technology. So yes, the industry is changing with the changing demands of the customers. Today, guests are really smart and they know what they want and hence the industry will keep changing till it meets the requirements of their guests.

► The award was given to The Westin Hyderabad Mindspace and received by its Marketing Team, Pratyush Mohapatra



Best City Hotel | SHANGRI-LA HOTEL BENGALURU

Shangri La Bengaluru is one of the most luxurious hotels in the city. The hotel has the biggest building, the highest inventory and the maximum number of F&B outlets. Also, the trends in the hospitality industry have changed over the couple of years. In the last five years, we have seen a lot of international hotel chains making inroads in the country. In the next 2-3 years, we will have a lot of other hotels to talk about. With the mergers in the hospitality industry, the scope of tourism has increased.

► The award was given to Shangri-La Hotel Bengaluru and received by its Communications Manager, Aishwarya Devaiah and Director Sales & Marketing, Rajan Malhotra



Best Mid Market Hotel | MERCURE LAVASA

This is a proud moment for us and we want to give our heartfelt thanks to all who supported us through this journey. Mercure Hotels are a mid-scale brand of AccorHotels that offers world class standards and distinctive hospitality and services. Mercure Hotel, Lavasa has the largest room inventory with 130 keys in picturesque city Lavasa; a distinctive destinations for every kind of trips that includes business, leisure, socials and MICE supporting the Lavasa International Convention Centre managed by AccorHotels.

► The award was given to Mercure Lavasa and received by its Area General Manager, Accor Hotels, Manish Dayya





Best Luxury Wedding Destination Resort | RADISSON BLU RESORT & SPA, ALIBAUGH

Awards like India Hospitality Awards really motivates us and we would like to participate in the coming years too. We deserve this award because in the vicinity of Alibaugh we are an exceptional destination wedding hotel. Last year, we did 23 and this year we already have done 36 destination weddings. Alibaugh is a growing destination and I think Radisson is playing a major role in making it a prominent one.

► The award was given to **Radisson Blu Resort & Spa, Alibaugh** and received by its General Manager, **Santanu Guha Roy**, and Director Sales & Marketing, **Shridhar. V**

Best All Day Dining Restaurant | SQUARE, NOVOTEL PUNE NAGAR ROAD

Our USP is interactive kitchen, where the guests can have the food as per their own Palate and taste bud. Food is one of the core products for any hotel, hence we focus a lot on the food offering to our guests. We organise various food promotions, theme buffets and brunches so that the guests can experience food from all the corners of the world under one roof. We thank DDP for creating such a wonderful and competitive platform for acknowledging food and beverage industry.

► The award was given to **Square, Novotel Pune Nagar Road** and received by its Assistant Food & Beverage Manager, **Balamurali** and Executive AM - Rooms, Sales & Marketing, **Rohit Chopra**



Best Luxury Business Hotel | EXPRESS INN HOTEL NASHIK

India Hospitality Awards are great in the sense that it gives us great exposure in the market. Nashik is known for its vineyards. It is the number one city for the wines in the country. So we have good number of leisure travellers coming up. Also, Nashik is known as a wedding destination too. So there are lot of segments to tap business from.

► The award was given to **Express Inn Hotel Nashik** and received by its Directors, **Vikas H. Shelar** and **Vishal S. Shelar**



Best Corporate Hotel | PARK HYATT CHENNAI

On behalf of the entire team at Park Hyatt Chennai, I would like to express our utmost gratitude to all our guests who contributed to us winning the “Best Corporate Hotel” award and also to India Hospitality Award for putting together this wonderful way of being recognised as a preferred corporate residence. Corporates are our key business segment and we ensure the hotel is equipped with the comforts for a discerning business traveller.

► The award was given to **Park Hyatt Chennai**



Stalwarts of Hospitality



Garner Merit for Excellence





Best Debut Wedding & MICE Hotel

CROWNE PLAZA PUNE

It's great to see the industry leaders under one roof at the India Hospitality Awards. India has progressed so much in the hospitality sector. Coming to India after 23 years and seeing the drastic change the country has gone through is simply amazing. I look forward to this journey of growth within India. We are a new kid on the block but we are making an impact in the market. It's in our DNA to build great relationships with our guests and we will continue to do that.

► The award was given to **Crowne Plaza Pune** and received by its Executive Assistant Manager, **Joseph Braganza**

Best F&B Product

CREMICA FOODS

I am proud to be a part of Cremica. I want to thank India Hospitality Awards for honouring us with this prestigious award. Today in the industry it is very important to deliver quality and we have been able to do that. We have always known for the consistency in our quality. We have grown from a small scale industry to a much bigger company and such acknowledgments will only encourage us to do better.

► The award was given to **Cremica Foods** and received by its Marketing Executive, **Ashish Singh** and Zonal Chef, **Rushab Kothari**



Best Business Hotel

HYATT REGENCY MUMBAI

We are delighted to be awarded the 'Best Business Hotel' in the Western region. At Hyatt Regency Mumbai, we are committed to deliver unparalleled hospitality experience and this award is a testament to our collective efforts. We want our guests to make the most of being away when they choose to stay with us; we have curated a series of targeted signature experiences that will elevate their stay experience. The hotel is located in close proximity to both the international and domestic airport.

► The award was given to **Hyatt Regency Mumbai** and received by its Director of Rooms, **Sonale Zagade**



Emerging Technology Solution Provider

CRS TECHNOLOGIES

There are a lot of players coming into the business. Award functions like these make it possible for people like us to stand out and show how we are different from the rest. It's about how you approach the industry's problems. We have specifically approached the current hospitality sector's issues. Also, the industry has evolved a great deal as far as technology is concerned. Technology is going to play a vital role in the industry and that's exactly where we want to make a difference.

► The award was given to **CRS Technologies** and received by its Managing Director, **Neelkanth P**





Best MICE Hotel | CROWNE PLAZA KOCHI

Crowne Plaza Kochi's growth has been fueled by the emergence of Kochi as a MICE Destination and the genesis of projects like Infopark and Kochi Metro. The trust that people has in the Crowne Plaza brand and Intercontinental Hotels Group (IHG) is the keystone of our success. Crowne Plaza Kochi is equipped to meet the requirements of the global MICE customers and offers world class facilities and services.

► The award was given to Crowne Plaza Kochi and received by its General Manager, Shuvendu Banerjee

Best Enterprise Distribution Technology Partner | REZNEXT

We have been in the industry for three-four years now. We are expanding geographies beyond India now. It's extremely great to win this award as it will help us in getting recognised better. We have understood the needs and requirements of hoteliers and our intelligent distribution platform talks about real time inventory. We help properties get the better revenue management and better profitability.

► The award was given to Reznext and received by its Chief Executive Officer, Avinash Lodha, and Senior Vice President, Kevin D'costa



Best Extended Stay Hotel | GRAND MERCURE BANGALORE

India Hospitality Awards is a great forum for hoteliers to meet people from across the country. Me and my team have worked very hard and we represent a very good extended stay hotel. In my understanding we are doing the highest MPI in the city. Also, I think, we give value for money to our customers. There is a considerable amount of growth that is happening in Bangalore as such. There are different market segments in city. Apart from business individuals, crew, limited leisure, there is a huge inflow of medical tourism, which is a great market for all the hoteliers to look out for.

► The award was given to Grand Mercure Bangalore and received by its General Manager, Gaurav Shiva



Best Luxury Spa Resort | MADHUBHAN RESORT & SPA

We are here at the Indian Hospitality Awards for the first time and it feels great. Our hotel is a luxury resort soaked in tradition. The resort is blessed with abundance of greenery. Also, we have a theme of village and contemporary building and we help in creating memories for our guests. We have created enough reasons for people to come and visit us.

► The award was given to Madhubhan Resort & Spa and received by its Vice President, Manohar S. Gurung





Best Cleaning Equipment | KARCHER CLEANING SYSTEMS

In the journey of creating an all-India platform to recognise those behind the success of the hospitality industry and to make them feel like achievers, we are happy and proud to be an associate sponsor of the most prestigious Indian Hospitality Awards 2016 - West & South. Innovation has been and continues to be the most important growth factor. Karcher is not only known for its best in class cleaning machines but also for its comprehensive cleaning solutions. We have a firm believe that every organisation must think strategically to do well in today's increasingly competitive environment.

► The award was given to **Karcher Cleaning Systems** and received by its Target Group Manager, **Harshad Bhagwat** and Technical Director, **Sachin Sharma**

Best Metropolitan Hotel | HOLIDAY INN COCHIN

Holiday Inn Cochin has out performed phenomenally with a rate based strategy which resulted in RGI growth of 15 points, year-on-year since its inception in 2011. The hotel is primarily driven by the corporate business travellers and the transient segment. We are also best in class hotel in terms of driving guest experience within the Holiday Inn brand and South India hotels. The hotel also has been the platform for many of our colleagues to learn and develop themselves.

► The award was given to **Holiday Inn Cochin** and received by its General Manager, **Kunal Shanker**



Best Mid-Market City Hotel | HYATT PLACE PUNE HINJEWADI

We believe there is a substantial and rapidly growing market for service offerings designed around the needs of busy, multi-tasking business travellers and families seeking maximum comfort and productivity in an environment that is relaxed and casual. Hyatt Place has been recognised by guests and the hospitality industry for its offerings, amenities and service. Hyatt Place is committed to 24/7 convenience and quality and guests will find that same commitment in its food and beverage options.

► The award was given to **Hyatt Place Pune Hinjewadi** and received by its First Assistant General Manager, **Utsa Majumdar**, Second Assistant General Manager, **Kirti Shetty** and Head Chef, **Jitendra Nakhwa**



Best Mid-Market Hotel Brand | KEYS HOTELS

We have won the award for the best Mid-Market hotel. Our entire team really has strived hard to win this award. Also, to every hard work, there should be some kind of appreciation or acknowledgment and I think it is time that we get acknowledged for our hard work. India Hospitality Awards has done just that for us.

► The award was given to **Keys Hotels** and received by its General Manager, **Keys Hotel Pimpri Pune, Saket More**





Best Ancillary Services | MAINI MATERIALS MOVEMENT

Maini Buggy caters exceptionally well to the exacting standards of the industry calling for an efficient mode of transportation for guests, staff, F&B and supplies in hotels, spas and resorts. Maini Buggy offers models with special storage systems and facilities such as carriage boxes, multi-level shelves and temperature-controlled cabinets customised for specific needs. We are a leading player in the space of eco-friendly people movement for more than a decade now. This makes us eligible to win the India Hospitality Awards.

► The award was given to Maini Materials Movement and received by its Assistant General Manager - Marketing, **Rahul Sagar** and Vice President - Sales & Services, **Guruprasad S.P**

Best Regional Speciality Restaurant | NANDHANA PALACE, BANGALORE

It's an honour to win the prestigious India Hospitality Awards. We specialise in Andhra state's cuisine in Bengaluru. Our Biryanis and Andhra Chilli Chicken is extremely famous. I want to thank DDP group for giving us all this acknowledgment. It's a proud moment for us. This award will definitely bring us more recognition.

► The award was given to Nandhana Palace, Bangalore and received by its DGM - Operations, **Lakshman Raju**



Best Resort Spa | UVA MERIDIAN BAY RESORT & SPA

It was our pleasure that India Hospitality Awards has given Meridian Bay Resort and Spa the opportunity to be a part of the award. We at our resort make our guests feel like an ideal home away from the home that delivers an extremely exclusive and personalised experience. Meridian Bay is the best place to take time from the grind of a hectic schedule and unwind. Our well-appointed rooms and relaxing spa therapies will make your stay memorable.

► The award was given to UVA Meridian Bay Resort & Spa and received by its Managing Directors, **B Uday Kumar Shetty** and **B Vinay Kumar Shetty**



Best Boutique Hotel | SANGAM HOTELS TRICHY

Sangam group is growing year after year. We are in this business for almost 40 years now. We have contributed a lot to the tourism. 17 per cent of our business is from the inbound. Very soon our Rameshwaram and Kodaikanal properties will be operational. The response to all our hotels has been phenomenal.

► The award was given to Sangam Hotels Trichy and received by its Group General Manager, **T.K. Murthy**









Best Budget Hotel | GOUTHAM GRAND HOTEL

I want to thank DDP for this award and for making all the industry people meet under one roof. It's a fantastic feeling to win this prestigious award for the best budget hotel. Also, ours is a three star deluxe property with affordable tariffs, which really make us famous among the masses.

► The award was given to **Goutham Grand Hotel** and received by its Front Office Manager, **Md Anwar Husain Khan** and Business Development Manager, **Raj Kumar**

Best Uniform Company - Hospitality | UNIFORMS UNLIMITED

India Hospitality Awards conducts extensive surveys and gathers large amount of customer feedback before awarding any of the vendors. Uniforms Unlimited has been catering to the hospitality sector for nearly three decades. UU exports to over seven countries worldwide. Kudos to UU's directors Jazeel Mehta, Zia Mehta and Zubin Mehta - the pillars of success of this growing futuristic company.

► The award was given to **Uniforms Unlimited** and received by its Directors, **Zazeel Mehta** and **Zia Irani**



Best Pan Asian Restaurant | INAZIA, SHERATON HYDERABAD HOTEL

We are privileged on winning the India Hospitality Award, Best Pan Asian restaurant in West & South India. Talking about the winning venue, Sheraton Hyderabad Hotel announced the opening of 'INAZIA' in December, 2015 establishing itself as the most authentic Pan Asian Restaurant in the city of Hyderabad. We cater to a perfect amalgamation of local, international travellers and patrons alike. Inazia menus have been carefully crafted by our expat chef 'NINJA' from Thailand. The cuisine is termed as Asian, is a flavorful mixture of authentic Chinese, Vietnamese, Thai, Indonesian, Malaysian and Japanese gourmet fare.

► The award was given to **InAzia, Sheraton Hyderabad Hotel**



Best Mid Market Resort | UK'S RESORT, KHOPOLI

We are in the market for 17 years and have got the privilege to serve repeated guests. The hotels' hygiene, quality and the service is exceptional. Also, as far as competition is concerned, it is healthy to have one and is better for growth. The hospitality trends are changing all over the world. Many big chains are coming but we are ready to face the competition.

► The award was given to **UK's Resort, Khopoli** and received by its CMD, **Santosh Patil**





Best Debut City Hotel | MERCURE HYDERABAD KCP

We are a newly opened property which are well positioned in the city. Talking about the USP, our hotel is blessed with natural light. Most of our rooms overlooks the Hussan Sagar Lake. Mercure is the only hotel in the city which has rooms and banquets with complete natural light. Our F&B outlets are quite famous among the patrons. Talking about the competition, we are the newest property and all the other hotels in the vicinity are at least 3-4 years old, which gives us an upper hand in serving our guests better.

► The award was given to **Mercure Hyderabad KCP** and received by its Hotel Manager, **Dinesh Rai** and Director of Sales, **Sudipto Mukherjee**

Best Economy Hotel | HOTEL MANVIN'S PANJIM GOA

In 2016, we already have won two awards and India Hospitality Award is going to be our third award. I am extremely pleased to receive this award. We have been recognised for our diligence and immense hard work. I am very happy to be here. The growth in our segment is tremendous. The hospitality landscape of the country is changing for sure.

► The award was given to **Hotel Manvin's Panjim Goa** and received by its CEO, **P.M. Vaz**



Best Meetings & Conference Venue | HYDERABAD INTERNATIONAL CONVENTION CENTRE

Our team is extremely elated on receiving this award and the recognition it brings along, as this comes during our 10th Anniversary year. HICC has played a leading role in establishing Hyderabad in the global MICE market, alongside Novotel Hyderabad Convention Centre, its sister property that was conceived to serve the demand of the MICE tourist flow from both domestic and international markets. We thank our guests and the India Hospitality Awards panel for their encouragement, appreciation and support.

► The award was given to **Hyderabad International Convention Centre**



Excellence in Customer Service | COURTYARD BY MARRIOTT PUNE CHAKAN

It's a sense of pride that comes as an individual and as a hotel. Most importantly, for the team members who have worked extremely hard throughout the year to ensure excellence. Since last year we have focussed on ensuring customer excellence and have seen results in terms of internal guest satisfaction scores, through Tripadvisor, repeat business, etc.

► The award was given to **Courtyard by Marriott Pune Chakan** and received by its General Manager, **Nasir Shaikh**





Best Debut Beach Resort | REGENTA RESORT VARCA BEACH, GOA

Over the past three decades, Royal Orchid Hotels as a brand is renowned for attention to detail and design. We offer myriad options of business as well as leisure hotels ranging from luxurious 5 star resorts to economy business class hotels. Presently, Royal Orchid Hotels is among India's fastest growing hospitality chains in quiet, serene ambience that compliments the stunning pool and open-air bar. The resort has well-appointed pillar less banquet hall which can host an array of events for over 150 pax. The Goan Portuguese feel to the villas adds in a different class to the resort altogether.

► The award was given to **Regenta Resort Varc Beach, Goa** and received by its Operations Manager, **Ameya P. Karnad** and AVP Operations, Royal Orchid Hotels Ltd. **Vikas D. Passi**

Best Tableware Brand | WILMAX ENGLAND

Wilmax England is a young company but in such a short span of time our footprints are almost in the entire country. The demands of the hoteliers have evolved over the few years. Crockery industry is actually a very old industry. It's all about perfecting the normal shapes. How our brand stood apart is basically by going ahead with a lot of innovative models. Now our presence is in almost all the top hotels of India. We are supplying to five stars as well as three star hotels.

► The award was given to **Wilmax England** and received by its Managing Director, **Rafeek Abdulla**



Hospitality Partner | NOVOTEL PUNE NAGAR ROAD

I am thankful to India Hospitality Award for all the support extended. Our team is consistent in their service, that's why guests come back to us. We are very passionate about our F&B outlets. In fact, sometimes I cook for our guests too.

► The award was given to **Novotel Pune Nagar Road** and received by its General Manager, **Bandish Mehta**



Beverage Partner

ASPRI SPIRITS

Aspri Spirits today represents some of the finest brands in the world of wines, beer, cider and spirits and has emerged as a leading player in the alcoholic beverage segment. The brand remains committed to ensure highest quality standards for customer satisfaction across Indian sub-continent. Aspri has developed one of the highest distribution networks in India that spreads to more than 23 key cities. The company is associated with over 55 finest brands and companies from over 20 countries.

► The award was given to **Aspri Spirits** and received by its Asst. Manager - Business Development, **Siraj Shaikh**

Chief Guest

PRASHANT SUDAM JAGTAP

It feels great to be a part of India Hospitality Awards. The India hospitality industry is booming for sure. I think, the way people travel to other countries to experience its peculiar charm, they should look towards India too as there is so much to explore and experience.

► Chief Guest **Prashant Sudam Jagtap**, Mayor, Pune Municipal Corporation, Government of Maharashtra being honoured with Pearl Trophy 'Maya'



Guest of Honour

SAUDAMINI NAIK

Today, business borders are being wiped out and at this point of time it has become important for all of us to travel for work. We are celebrating the industry which makes our travel and stay comfortable. The hospitality industry puts in 24 hours a day and seven days a week to make sure their guests are happy and satisfied during their stay in the hotel. Aspects like clean surroundings, good food are ensured all the time. I am extremely thankful to the hospitality industry to give us a fabulous home away from our respective homes. I want to congratulate all the people present here for putting in all the effort.

► **Saudamini Naik**, Gladrags Mrs. India, being honoured with Pearl Trophy 'Maya' for her support to India Hospitality Awards





Music
for your
tongue



Every Opera crisp is the perfect symphony of quality and taste. Only the best, hand picked, farm fresh potatoes and the most innovative blend of all natural ingredients go into making of these premium crisps, with exotic international flavours. The result. The crunchiest, most delicious potato crisps you've ever tasted.

ITALIAN HERBS

SALT & BLACK PEPPER

CHEESE JALAPENO

PIRI PIRI

Email us at customercare@cremica.com • Customer care no. 1800-208-2254 • www.cremica.com/opera

Follow us on:  /OperaCrisps  @operacrisps

virusdesign

Nominate Now

india HOSPITALITY awards North and East

20th October, 2016
Hyatt Regency Gurgaon

Recognises hard work and
applauds the true leaders
of the industry for their
commitment and dedication

For further details, please contact:

Gunjan: +91 96503 99905, gunjan@ddppl.com; Amit: +91 96509 13334, amit.bhasin@ddppl.com;
Arit: +91 88003 96007, arit.gandhi@ddppl.com; Seema: +91 96501 96531, seema.datt@ddppl.com



To Nominate and Vote, please log-on to: www.indiahospitalityawards.in

Hospitality Partner



Associate Partners



Beverage Partners



Supported by



Endorsed by

