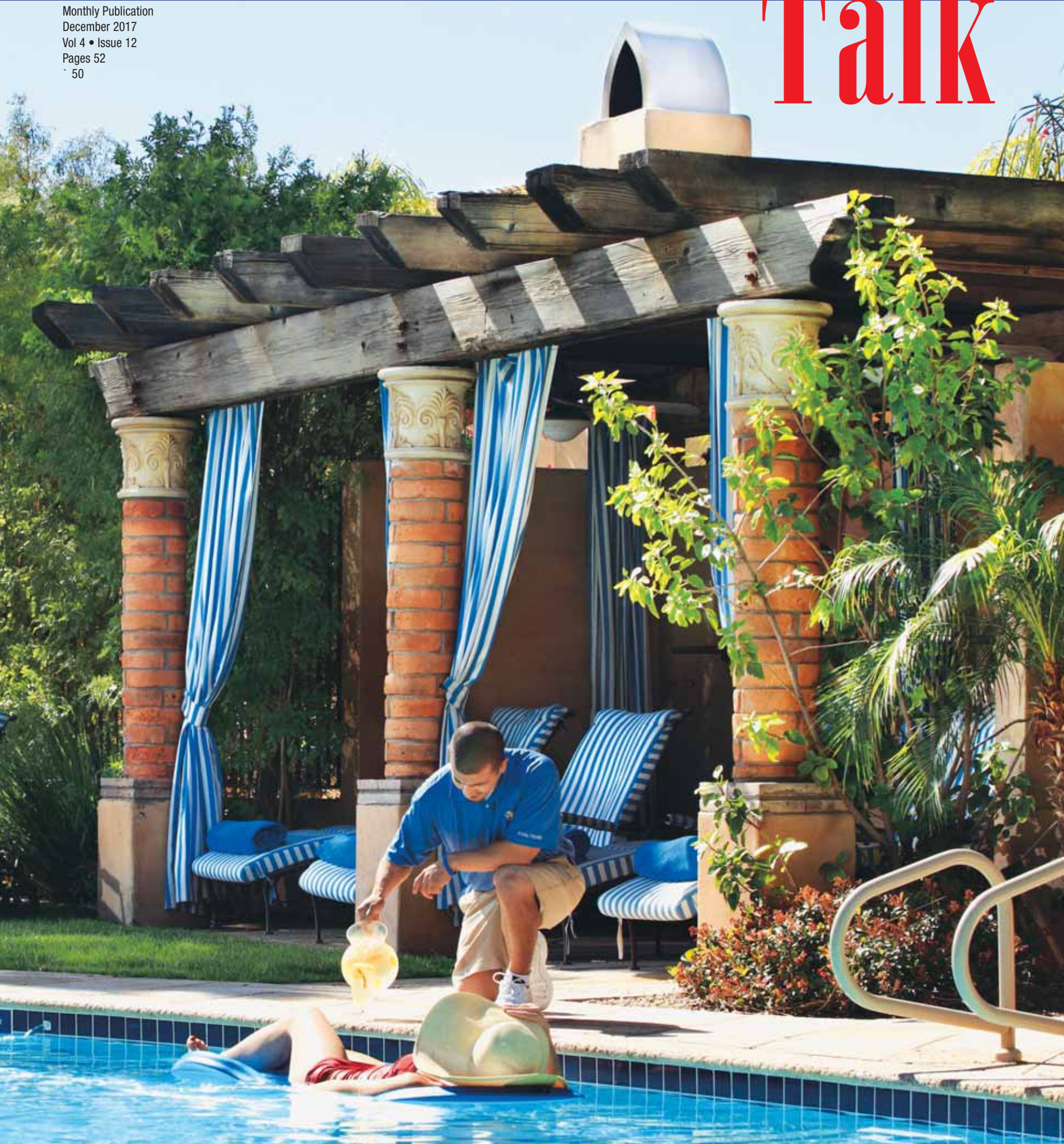


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CENTRAL INDIA

Indore Marriott Hotel opens with 218 rooms

Marriott International has brought its brand to Indore with the opening of the 218-room Indore Marriott Hotel. The hotel is the largest in the state in terms of rooms and meeting space, covering an incredible 55,000 sqft of meeting and banqueting space. The property is strategically located a few minutes away from the airport, with easy access to all the business and entertainment hubs of the city. **Neeraj Govil**, Area Vice President, South Asia, Marriott International, says, "Indore Marriott Hotel is an exciting addition to the Marriott Hotels portfolio, our eighth in the country so far. This property embodies the brand's drive to inspire its guests to travel brilliantly. With tremendous growth as a business hub during the past few years, Indore is set to become one of the most sought-after destinations for both leisure and business travellers in India. We are delighted to be a part of this incredible growth story and to bring our inventive service and products to this city."



SOUTH INDIA

AccorHotels launches twin property in Chennai

AccorHotels has announced the opening of the Novotel and ibis OMR Chennai. Being termed as the first combo in Chennai, the hotel has the advantage of being strategically located in the centre of the IT Expressway (OMR). The 342 combined-room property is AccorHotels' first joint development in the city. Featuring a midscale and an economy brand in the same complex, the 153-room Novotel and 189-room ibis Chennai OMR give travellers a choice of offerings across different price points. "The Novotel and ibis Chennai OMR joint development is one of our significant openings based on the success of co-locating the most relevant brands for different market needs. AccorHotels has a network of 53 hotels within India and Chennai is a key market for us," says **Jean-Michel Cassé**, Chief Operating Officer - India and South Asia, AccorHotels.



NORTH INDIA

Eros Hotel's Lounge and Bar relaunched

Eros Hotel, New Delhi's, Lounge and Bar is back with a revived ambience that promises a scintillating experience that is set to leave guests spellbound with its delectable treats. The bar opens its portals in a dramatic transition from day to night. It serves classic, creative, and handcrafted cocktails in perfect support with craft and artisanal spirits, masterfully orchestrated by the head bartender. It also showcases a wide range of premium wines, champagnes, single malts, spirits, and cigars. Guests will be taken through a classic cocktail journey around the world in an elegant lounge ambience, while another mood would be created in the evenings in the outdoors, amidst lush foliage overlooking the pool with a backdrop of live music.



WEST INDIA

Radisson to open in Mumbai with 112 rooms

Carlson Rezidor Hotel Group has announced the entry of its upscale hotel brand Radisson in Mumbai, with the signing of a 112-key hotel located in the Andheri suburb of the city. The signing of Radisson Mumbai Andheri MIDC in the key, strategic city of Mumbai is set to accelerate Carlson Rezidor Hotel Group's overall growth and expansion plans in the country. The hotel is being developed in partnership with GHV Hospitality India. "Radisson is a firmly established global brand with over 200 hotels in operation and development throughout the world. The brand inspires service standards of the highest level and is well positioned to serve the bustling market of Mumbai," says **Raj Rana**, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group.

WEST INDIA

MCGM allows operation of rooftop restaurants

The Municipal Corporation of Greater Mumbai (MCGM) has issued a circular permitting hotels and restaurants in the city to operate open-to-air terraces as a service area for serving food. The circular has granted permission to hotels and restaurants with existing eating house and lodging services. Hotels and restaurants in the city have welcomed the much-awaited decision and their guests to a new dining experience. HRAWI and Indian Hotel and Restaurant Association (AHAR) have lauded the government's move. Both associations have jointly expressed their gratitude towards Chief Minister Devendra Fadnavis; Ajoy Mehta, Municipal Commissioner of Mumbai; Rahul Shewale; Aditya Thackeray and Rais Sheikh for their invaluable support and being instrumental in facilitating the permission grant. "Sky bars and rooftop cafés are an emerging trend across the world and Mumbai, despite being the commercial capital of India, lacked the policy for allowing these activities. This is a welcome decision that many international tourists as well as residents of Mumbai will appreciate," says **Dilip Datwani**, President, HRAWI.



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WEST INDIA

HRAWI reclassifies 13 hotels under global norms

In a first-of-its-kind initiative, the Hotel and Restaurant Association of Western India (HRAWI) has certified 13 hotels in Maharashtra under new norms that are more contemporary and global in standard as compared to existing ratings. This new, independent classification system in India will follow the global practice of trade bodies rating hotels and ensuring adherence to best practices and standards. As per the new norms, hotel properties will be classified, rated or graded under six categories listed as Budget, Classic, Premium, Luxury, Deluxe Luxury, and Primo Luxury, and will be uniform for both domestic and foreign tourists. The Shalimar Hotel, The Fern Residency, Golden Swan Beach Resort, The Emerald, Peninsula Grand Hotel, Sun-N-Sand Hotel, Holiday Inn Mumbai International Airport, Waterstones Hotel, T24 Residency, Hotel Transit, Hotel Meluha, Renaissance Mumbai Hotel and Convention Centre, and Hyatt Place are among the first hotels to have been audited as per the new classification standards.



NORTH INDIA

WelcomHeritage opens farm stay property in Amritsar

WelcomHeritage has opened its 33rd operational property, Ranjitvilas, in Amritsar, Punjab. The property features 20 exquisitely designed executive rooms, each with a personal courtyard, and two well-appointed suites. The property has been developed and approved by the Punjab Heritage & Tourism Promotion Board under its Farm Tourism Scheme, and is a joint venture of four family members of Late Sardar Ranjit Singh Makhni. It is the first farm stay property of WelcomHeritage.

NORTH INDIA

jüSTa Sajjangarh, Udaipur, to open on November 25

jüSTa Sajjangarh, a 5-star luxury resort and spa set against the scenic backdrop of Sajjangarh Biological Park will be opening on November 25, 2017. The resort and spa facility at jüSTa Sajjangarh is unparalleled in its warm hospitality and exquisite service. The resort is within 10 minutes driving distance to all the central attractions in the historic City of Lakes. It offers a scenic and tranquil environment for relaxation and rejuvenation. It also offers easy connectivity to all major tourist destinations and travel hubs of Udaipur.



NORTH INDIA

VITS debuts in Agra with 60-key property

Hoping to cash in on the growing leisure travellers in the city of Taj, VITS Hotels Worldwide has launched a four-star property, VITS Agra. **Chandrakant Shetty**, Chief Executive Officer, VITS Luxury Business Hotels, says, "Agra is a world-renowned tourist destination, home to the Taj Mahal, and a city of love. The city, with its vibrant culture, enjoys pre-eminence in attracting a large slice of leisure and business tourists from across the world. We are delighted to launch our property in the city that would enable us tap the growing potential of tourist inflow. VITS Agra, with a perfect blend of contemporary amenities rooted in customary elegance, will make every guest's stay a pleasurable experience." VITS Agra offers 60 rooms with three categories- Deluxe, Suite, and Executive Deluxe, each boasting of tastefully adorned décor, luxurious ambience, and modern services.

NORTH INDIA

Cygnett Resort, Neemrana, to open on December 15

A 60-room Cygnett Resort is set to open in Neemrana on December 15, 2017. The resort will offer 60 cottages and suites, a 24x7 multi-cuisine restaurant- Cygnett Pavilion, a Japanese specialty restaurant and metro bar, a large conference hall, open-air party lawn, swimming pool, sports activity area and gaming zone, and a gym and spa area. Just 80 kms from Gurugram's IFFCO Chowk, Neemrana is a magnificent town with great heritage and natural scenic beauty. It is a leisure and pleasurable destination on Delhi-Jaipur highway and has the presence of several major international and national industries.

NORTH INDIA

Sarovar Portico to open in Ajmer with 88 rooms

Sarovar Hotels has signed a new hotel in Ajmer, marking the group's strong footprint in the state of Rajasthan. Owned by Mittal Dwellers, Mittal Sarovar Portico is Sarovar group's sixth hotel in the state of Rajasthan. The group has three operational hotels in Jaipur, one in Jodhpur, and an upcoming hotel in Jaisalmer. The hotel is expected to be operational by October, 2019. Commenting on the development, **Ajay K. Bakaya**, Managing Director, Sarovar Hotels and Resorts, said, "With its rich history, Ajmer is an important tourism destination with rising number of visitors from across the country and overseas. It is an important location for us and a significant addition to our portfolio."

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ASIA

Radisson Blu debuts in Indonesia with resort in Bali

Indonesia's first Radisson Blu resort, Radisson Blu Bali Uluwatu is set to welcome guests from January, 2018. Guest accommodation at the resort comprises 111 deluxe rooms and 14 suites. The property is an ideal base

for surfers, golfers, cultural explorers, and serenity seekers, being situated close to pristine shores and popular oceanside hang-outs; a state-of-the-art 18-hole golf course designed by Ronald Fream, David Dale, and Kevin Ramsey; the 11th-century Luhur Uluwatu Temple that lies to the West and a cultural park offering myriad Balinese experiences. Radisson Blu Bali Uluwatu also offers guests two meeting rooms, two event pavilions, and an outdoor garden venue that can host weddings, meetings, events, and conferences. "The incredible architecture is a true celebration of native craftsmanship. Tenganan Village is the reference for building methods and materials. The layout of guest rooms and social spaces also follows that of traditional Balinese homes, and the interior designers have taken their inspiration from the ornate patterning of Bali's Lontar manuscripts," explains **Björn-Henning Buth**, General Manager, Radisson Blu Bali Uluwatu.



ASIA

Fern Hotels & Resorts targets three operational properties in Nepal by March 2018

The Fern Hotels & Resorts is on an expansion spree not only in India but in neighbouring Nepal as well and is all set to close the current financial year with three operational properties with a total of 233 keys. The company recently started managing the 73-room Summit Hotel, a Nepali styled boutique hotel located close to Tribhuvan International Airport, Kathmandu. The company will also be managing a 112-room upcoming hotel property in Kathmandu under the Zinc brand. It is scheduled to be operational by year-end as well. The Fern Hotels & Resorts is looking to increase the key count to 500 in Nepal during the course of the next 18 months and aims to become one of the biggest hospitality players in Nepal by having presence in key destinations like Pokhara, Lumbini, Nagarkot, and Biratnagar. The company already manages a chain of six boutique island resorts in Seychelles.



AUSTRALIA

The Luxury Collection announces first hotel in Tasmania

The Luxury Collection Hotels & Resorts has announced it will debut the brand's first-ever hotel in Tasmania in late 2018, following a full-scale renovation. Owned by Trawalla Group Parliament Square Hotel Operator, The Tasman, a Luxury Collection Hotel, Hobart will reside in repurposed heritage buildings in Parliament Square. The Tasman will boast 128 luxuriously appointed guest rooms and suites with carefully restored features. The debut of this hotel marks yet another milestone for Marriott International as the group forges ahead with its goal of meeting the growing demand for experiential luxury travel. The company now boasts a portfolio of 26 hotels across eight brands in Australia and the Pacific region, with more than 20 additional signed hotels in the pipeline.

ASIA

The Luxury Collection signs third hotel in Japan

The Luxury Collection has signed IRAPH SUI, a Luxury Collection Hotel in Okinawa, Japan. Owned by Mori Trust Group and slated to open in late 2018, the new island resort will be located in the city of Miyakojima in Okinawa Prefecture, and will be the third Luxury Collection hotel in Japan. The new resort will be located on an elevated headland on the south-western coastline of Irabu, where its 57 guest rooms will enjoy stunning sea views. In addition to nine suites with private plunge pools, the resort will also feature 10 luxurious Junior Suites and one Executive Suite. Amenities will include a 72-foot outdoor swimming pool, a state-of-the-art fitness centre, and spa. IRAPH SUI will also feature an all-day restaurant, a relaxing pool bar, and a beach club. "Together with Mori Trust Group, we look forward to bringing another prestigious Luxury Collection hotel to Japan. With over 100 hotels in 32 countries, each Marriott International Luxury Collection hotel celebrates the distinctive character of its locale with beautiful settings, exquisite décor, and the impeccable service of The Luxury Collection Concierge, giving our guests a truly unforgettable travel experience," says **Raj Menon**, Chief Operating Officer, Marriott International Asia Pacific, excluding Greater China.

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ASIA

Hilton set to provide signature hospitality to travellers in Astana

Hilton Astana, the first Hilton Hotels & Resorts property in Kazakhstan, has opened with 253 rooms and a wide range of amenities, ideal for local and international travellers to Kazakhstan's capital city, Astana.

Hilton Astana occupies a prime location next to Silk Way, the largest shopping mall in Astana. It also offers excellent transportation links to top attractions in the city. Hilton Astana boasts more than 4000 sqm of events space comprising nine meeting rooms and a ballroom that can host up to 900 people. For guests looking to unwind, Hilton Astana features Hilton's signature eforea spa. At over 1900 sqm, it is one of the city's largest spas, featuring an indoor swimming pool, a 24-hour fitness centre, nine treatment rooms, saunas, and a Turkish bath. "We are delighted to have opened Hilton Astana, which is poised to become a destination in its own right in the city, offering travellers from across the globe unmatched experiences and hospitality. Guests can overlook the city from the stunning rooftop bar, relax in the spacious eforea spa or take advantage of the events space that is perfect for meetings and gatherings of all sizes," says **Stephan Reiter**, General Manager, Hilton Astana.



EURASIA

Sheraton Hotels & Resorts enters key Russian market

Sheraton Hotels & Resorts has opened Sheraton Nizhny Novgorod Kremlin, marking the brand's debut in one of Russia's largest cities. Situated on the confluence of River Oka with River Volga, Nizhny Novgorod is recognised as an important economic, educational, and cultural centre in the vast Volga-Vyatka region, with significant tourism potential. This latest milestone also solidifies Marriott's portfolio across the country and promises to revolutionise Nizhny Novgorod's hospitality scene through Sheraton's distinct product offer. The hotel offers 176 deluxe guest rooms and suites that feature premium amenities. Sheraton Nizhny Novgorod Kremlin has more than 400 sqm of versatile events space, including six meeting rooms and a 24-hour business centre. Marriott International currently operates 25 hotels throughout Russia across 10 brands. By end of 2018, the company expects to boost its presence with eight more hotels slated to open in Krasnodar, Moscow, Rostov-On-Don, Saransk, Sochi, and Voronezh.

OCEANIA

IHG signs largest hotel in Fiji

InterContinental Hotels Group has signed a management agreement with Quantum Hi-Tech Group to develop the largest hotel in Fiji, Crowne Plaza Fiji Wailoaloa Beach. Opening in 2020, the new 453-room resort will boast tranquil ocean views and feature direct access to the beach. The resort will also feature one of the largest conference centres in Fiji, a fully-equipped 24-hour fitness centre, two swimming pools, and a kid's club among other exclusive facilities. **Rajit Sukumaran**, Chief Development Officer, Asia, Middle East and Africa (AMEA), IHG, says, "As the most popular travel destination in the South Pacific, the islands of Fiji account for close to 40 per cent of travel to the region, a figure that continues to grow annually. In 2017 alone, Fiji recorded an increase of 7.8 per cent in the number of international travellers visiting the country. This strong growth potential represents a key opportunity for us to introduce the Crowne Plaza brand to Fiji. As the first resort in Fiji for the brand, Crowne Plaza Fiji Wailoaloa Beach complements IHG's existing portfolio of brands in the South Pacific, allowing us to better meet the different needs of travellers visiting Fiji."



AUSTRALIA

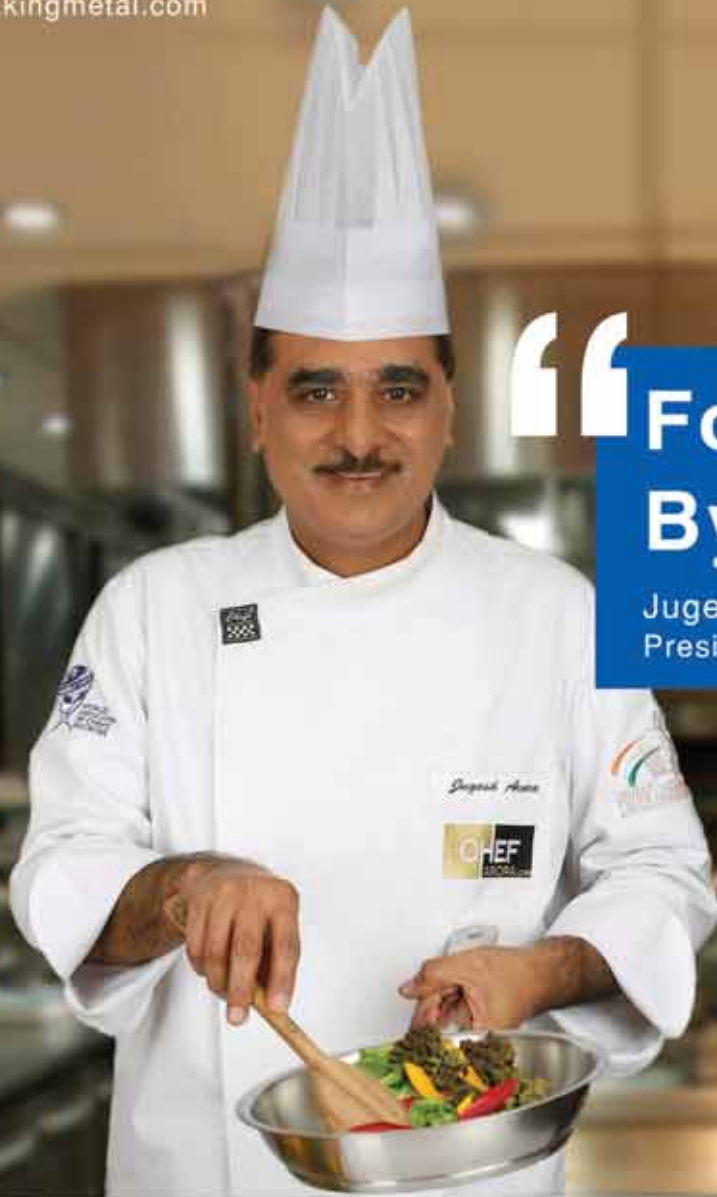
Sofitel brings luxury to Sydney's Darling Harbour

Sofitel Sydney Darling Harbour has opened its doors, making it the first new-build, international luxury hotel to open in Sydney's CBD this millennium. Centrally located opposite the International Convention Centre, the \$500 million Sofitel Sydney Darling Harbour will play a major role in the ongoing revitalisation of the vibrant Darling Harbour precinct. The hotel will offer 590 guest rooms, including 35 coveted suites.



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Setting trends in the millennial city

Country Inn & Suites by Carlson, Udyog Vihar has been rebranded to Radisson Gurugram Udyog Vihar, the first Radisson hotel to be situated in the millennium city of Gurugram. **Raj Rana**, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group, talks about this new property, the need for more hospitality schools in India, his take on mergers and acquisitions and more.



Raj Rana



Anupriya Bishnoi

Tell us something about this rebranding.

There was a change in the ownership of the property and the new owners clearly had a vision to upgrade the property by not only renovating the existing rooms but also adding 70 rooms and expanding facilities in the hotel. This hotel enjoys a strategic position on a very important highway- NH8, surrounded by corporate business offices. Also, Radisson has a strong position in the corporate business and is able to draw almost 60-70 per cent business from the corporations around it. So, the high brand awareness and the experience that comes along with such a beautiful brand are the reasons why we chose this brand for Carlson's rebranding.

Which do you prefer- a greenfield project or a brownfield one?

Without a doubt, brownfield or conversions. India often witnesses unexpected delays in construction or completion. When you start with a greenfield project, it can take

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somewhere between 4-7 years, whereas a brownfield project, where the civil structure is almost ready and where the brand can be adjusted to the building opens much faster. That said, we do not shy away from greenfield projects either because there, from the very beginning, you can build the hotel to exact specifications.

What is your take on the talent crunch in India?

I often talk about this. Many brands have a strong pipeline of hotels coming up, including us. But we also need robustness in the talent pipeline. The hotel industry is heavily relying on hotel schools that are present and the quality of some hotel schools is appreciable. But internally as well, hotel chains need to be doing more and what I mean by that is, they need to have more

management trainee programmes and provide enough employee value propositions for them to move to secondary and tertiary locations. Often it is seen that those moving from metros to other towns and cities may not find such a change as attractive because the quality of schools, medical care or the ability for a spouse to find a job gets hampered. So, we are very careful when we think of these aspects and our effort is to groom leaders from within. We have our own management trainee programme where we hire management trainees through campus interviews and then groom them.

Kindly elaborate on the status of ARR in India.

India does suffer from low average rates. If you look at capital cost that goes into building the hotel, it is very high. The land price is high, the cost of construction is high, and now labour cost is also creeping up. For such world-class cities to have average rates of \$100-150 is not optimum. We are hoping that the Indian hospitality industry will get its deserving position in average rates and growing occupancies. Presently, the average occupancy in India across all segments, including mid-scale, upper upscale, luxury, etc., is around 66 per cent, which is a record high. It has been several years since occupancy has grown this much; it has grown 4-5 per cent. This is a healthy trend. With demand outstripping supply, average rate gains are bound to follow.

ABOUT RADISSON GURUGRAM UDYOG VIHAR

Radisson Gurugram Udyog Vihar offers spacious and modern rooms along with revamped and upgraded amenities and state-of-the-art meeting facilities, which make it an ideal destination for corporate and MICE travellers. Spread over 98,000 square feet, Radisson Gurugram constitutes a total inventory of 200 spacious and upgraded rooms. The inventory includes 130 renovated rooms and suites as well as 70 newly constructed rooms. Radisson Gurugram features two

new room categories - Deluxe and Business Executive, in addition to 28 Executive Suites and one Deluxe Suite. Located on the ninth floor, the deluxe suite is endowed with bespoke features and facilities.

The hotel offers a wide selection of delightful dining options, including The Brew Bar – an intriguing 24-hour concept at the lobby level, featuring tea/coffee and all types of beverages along with aromatic

delights during the day and a stylish bar with a mesmerising experience of unique alfresco dining by the evening; Deli Shop, which houses a variety of chocolates, cakes, and pastries with an array of distinctive teas; Café NH8 – an all-day dining restaurant serving the finest global cuisine through buffet and à la carte. The wellness centre boasts a rejuvenating and revitalising spa and a new fitness centre along with a lavish outdoor swimming pool.



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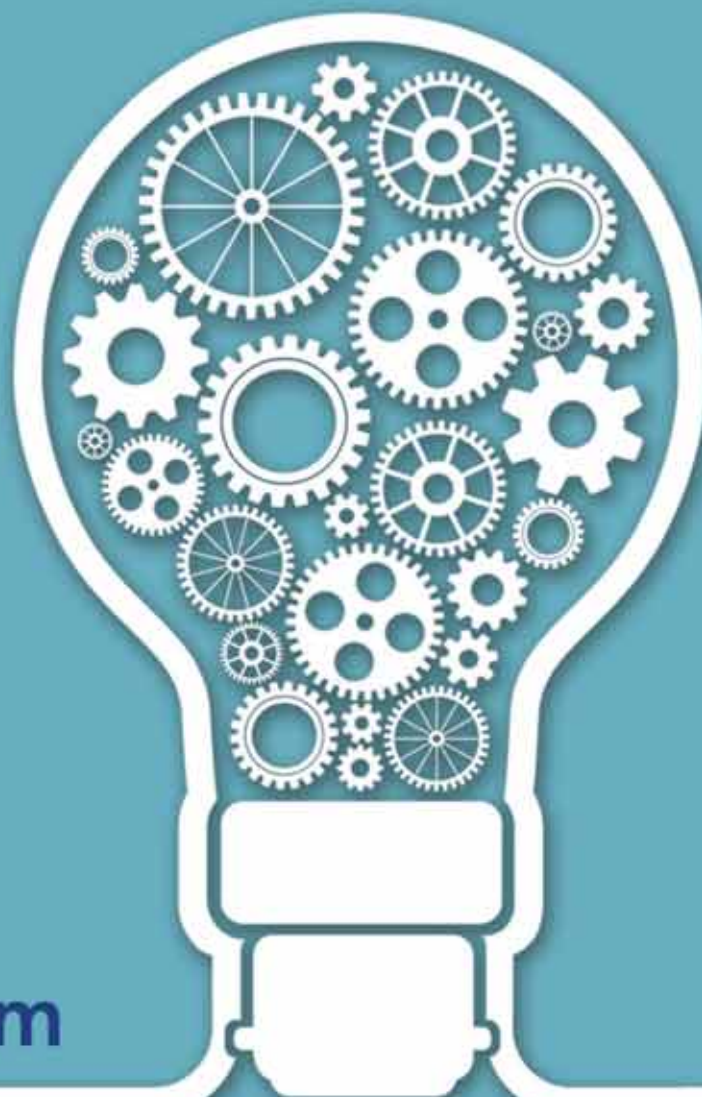
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A promising growth trajectory

Jean-Michel Cassé, Chief Operating Officer - India and South Asia, AccorHotels, shares his view on the industry, the year gone by, and the group's performance in India.



Jean-Michel Cassé

“ Travellers are looking for more of an experience with hotels rather than age-old services ”



Jessy Iype

Over the past decade, how has the Indian market been for AccorHotels in terms of growth and demand?

The Indian market has been very friendly to us. Our brand has been positioned well as compared to others in the market. For AccorHotels, we realise that we have a total of 53 hotels that have been opened and by the end of the year, we will grow 55 in number with 10,000 rooms in only 10 years. Though we say everything takes time in India, we have successfully managed all these openings in this duration. A brand that supports this growth is Novotel, which opened its first property in Hyderabad, along with a state-of-the-art convention centre. This is the only convention centre hotel that saw the entire country visit it for various conferences and

events. From heads of state to the who's who of the country, they have all paid a visit to the convention centre and the hotel. Novotel is well-recognised because of this hotel. The second brand that has been accepted well is ibis, and for its development we have partnered with InterGlobe, a partnership that has been beneficial for us.

How is your brand growing in the Indian market Y-O-Y?

To measure growth for our brand is difficult as we are still young; we have six to seven hotels opening each year. The Novotel and Pullman

New Delhi Aerocity have a combined inventory of 670 rooms, and the ibis hotel here has 445 rooms. The Oasis Hotel is fairly new. In terms of RevPAR, we would expect not less than 10 per cent growth in the occupancy rate. Until now, growth was mostly coming from volume and occupancy rate, but now we are doing all we can so that the growth in RevPAR is availed from the average rate improvement rather than from the volume.

What environmentally friendly measures does the brand take?

We have a huge programme called





Planet 21, which has seven pillars. Each of the pillars corresponds to measures that have been taken in every hotel, like reducing the carbon footprint, saving energy, etc. Apart from this, we also project CSR and training initiatives that help us do our bit for the society. We have a substantial investment in the well-being of the society.

Tell us about the group's expansion plans in India.

In addition to the 30 hotels in the development pipeline that will provide 5,000 rooms, the 55 hotels at

the end of the year are going to give us an inventory of 10,000 rooms.

What trends have you witnessed in the hospitality industry?

Indian hospitality is not very different from the rest of the world. The customers are well-travelled and experienced, and have certain expectations from the destination they travel to. What I see in India is that people here are more sensitive to food and to new trends in food. The younger generation is more experimental than the older one, and we strive to provide that out-of-the-box experience to them. Travellers are looking for more of an experience with hotels rather than age-old services. Nowadays, they want hotels to provide more than they traditionally did and food is a good medium for ensuring guest satisfaction.

Kindly throw light on the challenges the MICE industry in India is facing.

The GST was a necessary step to be undertaken; it was a structural policy requirement for the industry and its future that was to not have a negative impact on it. For the economy segment such as ibis for instance, the GST was a favourable move as it eliminated the business of the brand being subjected to a generic tax in addition to state-wise taxes. For the luxury segment on the other hand, GST doesn't make much of a difference and is more or less on the same lines as earlier. The F&B industry, too, is now subjected to a reasonable tax rate than it was earlier. This new regime is supportive of the F&B industry



globally and the MICE opportunities we have. The rate of 28 per cent, when compared to the rest of the world, is a bit high because whenever you pitch for a MICE event, you are compared to destinations like Malaysia and Indonesia, compared to which India seems more expensive. As a hotel, our rates are very competitive, but for the rest of the world, the impact of GST reflects a higher number.

Please elaborate on the incentives you offer to MICE groups.

For MICE groups, we have to align our price to the environment. Destinations like Thailand, Indonesia, and Malaysia offer competitive rates, making it imperative for us to adjust our prices so that the MICE event doesn't shift to another destination. In today's time, what needs to be taken care of for MICE and leisure groups is the security in some cities and the looming issue of pollution in metro cities like Delhi.

VOTEL



Making ripples in the City of Lakes

The city of Udaipur has evolved remarkably over the last few years. From leisure to MICE, Udaipur's hospitality market is quite prominent. We get in touch with **Piyush Kapoor**, General Manager, Radisson Blu Udaipur Palace Resort & Spa, to get an insight into Udaipur's hospitality space and what makes the property stand out.



Piyush Kapoor

Tell us about the USP of the property.

Radisson Blu Udaipur Palace Resort & Spa is the largest and the most luxurious MICE destination situated on the banks on the iconic Fateh Sagar Lake, with a panoramic view of the Aravalli Range. The hotel has the highest room inventory in the city with 245 rooms and suites, as well as the largest business and conference facility spread over 8,000 sqft. Benevolence does not stop here as the grand palace offers seven restaurants servicing world-class cuisines and a pleasingly verdant garden. Guests can also sink deeper into relaxation at Rejuvinnate Spa that is beside the double-deck swimming pool. Our signature therapies are crafted keeping ancient practices and holistic well-being in mind, with the promise of leaving your body, mind, and soul refreshed.

How has the hospitality market evolved in the city over the past few years?

The hospitality industry is growing exponen-

tially due to an increase in the appetite of people to travel the world. Udaipur, being a global niche boutique destination, sees a large number of tourists every year as people aspire to visit the glorious City of Lakes.

What kind of challenges do you face?

We challenge ourselves to create an even better experience for all our guests. In today's time, connectivity is very important and Udaipur needs to further enhance its international flight connectivity.

How did you cope with the challenges that 2017 brought in its wake?

Each year comes

with its own set of challenges and trends, however, the impact has not been as expected. Yes, there were a lot of speculations, a lot of analysis over the new policies set by the government, but I believe that travel, tourism, and hospitality have evolved manifold to be hit substantially. We were observant in the beginning so we could strategise corrective action for impact on any segment, but things shaped well for us.

What is your take on existing competition?

We are a nine-year-old hotel and have grown by the year not just in numbers but as a hotel, as a product, in our offerings, and in the overall way we do business. Udaipur has evolved as a city for tourism and new hotels and brands are constantly being introduced. It's good to have competition, though I don't see any hotel as a direct competition in terms of our product and brand positioning. That said, it does help to be on top of the game always. I see this as a motivation or a driving factor.

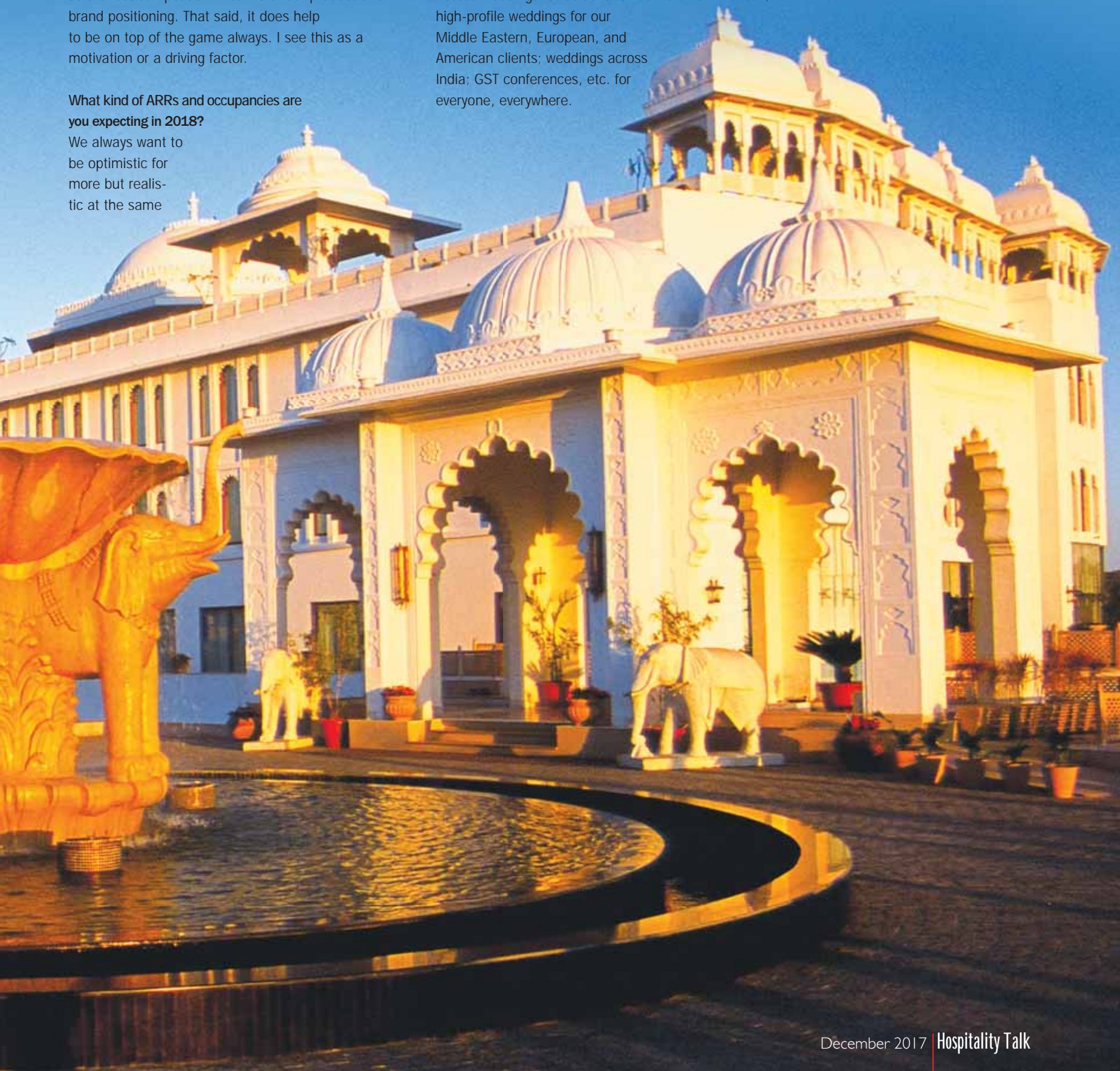
What kind of ARR and occupancies are you expecting in 2018?

We always want to be optimistic for more but realistic at the same

time. The hotel has reached its ideal occupancy mark over the years and to maintain that with an increased ARR is what we intend to achieve. We are expecting a 5 per cent increase in occupancy and an 18 per cent increase in ARR. We have wisely formulated strategies for each of the segments so that the increase doesn't result in a reversed impact.

Who are your clients?

We work closely with a wide range of clients from different regions across the public sector, private sector, and local and national governments. Some of our prestigious corporate clients are Honda, Ambuja Cement, State Bank of India, Cipla, Cinapolis, ICICI, Vodafone, DCM, Hindustan Zinc, and PNB Paribas. Being the largest hotel in Udaipur in terms of room inventory, we've hosted weddings for celebrities like Neil Nitin Mukesh; high-profile weddings for our Middle Eastern, European, and American clients; weddings across India; GST conferences, etc. for everyone, everywhere.



A CONCRETE FOUNDATION FOR EDUCATION

Industry veteran, **Dilip Puri**, has announced his new education venture – Indian School of Hospitality (ISH). As the Founder and CEO of the institute, his objective for the establishment is to reimagine hospitality education in India.



Dilip Puri



Anupriya Bishnoi

How are you going to bridge the gap between supply and demand of talent in the industry?

Firstly, we are not looking to meet the scarcity of talent where we are promising to provide 80,000 students. We are very clear we are an institution of higher learning to develop management talent for the industry. I am not into skill development, at least not at this stage. We are preparing students to enter hospitality and allied industries through the management cadre of the country. My sense is that we will not be catering to just the hotel industry. We expect companies to

recruit for retail, aviation, fashion, luxury, FMCG, banking, and financial services. These are companies that recruit from international hotel schools. I want to make sure they come and recruit from ISH as well. I am not looking to fill the gap in hotels, and I think hotels have started to realise that they have to look beyond the hotel institutes to recruit. For the last three years, they have been going to colleges and recruiting. By following this practice, we are not limiting ourselves to hiring people from hotel institutes alone. Today, Cornell does a 10-day General Manager's

programme. If you do the programme, that's a great leadership development for you. We want to bring that kind of education to India. We have three verticals at ISH, one is Hospitality Management and the other two are Culinary Education and Executive Education. In Executive Education for instance, instead of following a Harvard or Cornell executive programme, we want to bring something of the order to India, so that the programme is affordable, yet provides the same value and quality.

What was the idea behind choosing École hôtelière de Lausanne as a partner?

ISH envisions its curriculum design to be a global benchmark of hospitality education in the near future and in order to do so, we have entered into a strategic partnership with Lausanne Hospitality Consulting (LHC) for curriculum development and faculty training. ISH has partnered with LHC in preparation for an academic certification by École hôtelière de Lausanne (EHL), the world's oldest and top-ranked hospitality management institution. In addition to the four-year hospitality management programme, ISH will also offer several long and short-term programmes in both culinary and executive education.

When I was looking for options for a good academic partner who understood our market, they were right there. Lausanne Hospitality Consulting's CEO, Yateendra Sinh,

is of Indian origin and has worked here in the past with Oberoi Hotels. He understood the opportunities well and knew the market better. We are getting huge amount of value addition from them.

Is quality over quantity something you believe in?

Yes, I do. We have kept our recruitment number so small that we cannot afford a student who doesn't meet the criteria. Our own selection criteria of profiling a student before taking him/her into the college clearly suggests that quality is way more important for us. One simple reason for this is that it is these students who are the brand ambassadors of the institute. They are the ones who will sell ISH in the future.

ABOUT INDIAN SCHOOL OF HOSPITALITY

The core academic programmes being offered at ISH are a four-year hospitality management programme and a four-year programme in culinary arts. ISH will also offer various short-term programmes in culinary specialisations as well as a whole range of executive education programmes catering to professionals in hospitality, travel, aviation, retail, and other industries.

ISH has received the Letter of Intent from the Department of

Higher Education, Government of Haryana, to set up a self-financing degree college affiliated to a state university.

The institute's Advisory Council comprises leaders from hospitality and other service sectors, who will provide strategic inputs, guidance, and mentorship to the faculty and students, as well as support ISH in terms of internship and placement opportunities in India and abroad.

INDIAN CULINARY FORUM



AIDING THE WORLD OF FOOD

With food experts and eminent chefs under one roof, the fifth Chef Summit held at the 14th Annual Chef Awards saw discussions on the importance of promoting Indian cuisines on a global platform and how crucial a segment the F&B industry is for tourism.

The fifth Chef Summit was organised on the occasion of the 14th Annual Chef Awards and Chef & Child Charity Dinner. Hosted by the Indian Culinary Forum (ICF) along with the Indian Federation of Culinary Associations (IFCA), the celebrations were part of International Chefs Day held on November 1, 2017, at The Ashok

Hotel, New Delhi. **Rashmi Verma**, Secretary, Ministry of Tourism, Government of India, was the Chief Guest at the event. Renowned names from the hospitality industry presented their point of view to the 300 participants as well as young chefs and trainees of catering and hotel management institutes. Organised under the leadership

of **Anil Bhandari**, Chairman, Organising Committee, ICF and Chef Davinder Kumar, President, ICF, also present at the occasion were Chef Sanjeev Kapoor, SATS; Chef MS Gill, President, IFCA; R. Kumar, Chairman, Continental Equipment and Chef Sudhir Sibal, former Vice-President, ITDC. Verma, in consonance with the theme of



the summit, 'Incredible Taste: Making India a Global Culinary Destination', spoke of the opportunity to make India the 'cuisine capital' of the world as India has the maximum number of curries and cuisines in the world. She said that the importance of chefs is recognised by the Ministry of Tourism as well as Government of India, as they help promote tourism, increase GDP, and generate employment. Verma also emphasised on the promotion of experiential tourism as today's tourists are not interested in sightseeing alone. They want to experience diverse cultures, variety of festivals, and different cuisines of our country. It is important to create basic facilities, develop infrastructure, and other initiatives. She also asserted that India's cuisines are unlimited, and even a month-long food festival would fall short for showcasing the entire range of cuisines. Incredible India 2.0 is using cuisine as a niche product. As many more food festivals for roadshows

held abroad are required, the Ministry would invite chefs to participate. Presently, high-performing students of hotel management institutes are sent to foreign countries for exposure as the experience helps them at a professional level, enabling them to learn the culinary preferences of the people.

Bhandari, in his inaugural address, thanked Ministry of Tourism for the opening of the Indian Culinary Institute at Tirupati and requested that culinary institutes in NOIDA and other cities be launched soon. Bhandari presented facts and figures to show the growth of the food and beverage industry and its contribution to revenue. The industry in the organised sector was valued at over ` 309,110 crore in 2016, a growth of 7.7 per cent since 2013, and is likely to be at ` 500,000 crore by 2021. The Indian restaurant sector contributed ` 22,400 crore by way of taxes and added 2.1 per cent to the country's GDP

in 2016. He thanked the Ministry of Tourism for fulfilling the request to honour chefs with Padma Shri awards and expected it to become an annual feature.

Chef Sanjeev Kapoor was given a standing ovation and thanked the participants and the community for the love and honour he had received. He said the F&B industry's growth had not benefitted chefs the way it should have. They need to be projected in a better light. Chef Davinder Kumar spoke of the role of ICF in promoting the cause of Indian cuisine and the role of chefs in the promotion of tourism.



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NEW GST RATE TO BOOST F&B

The GST Council, in its 23rd meet held in Guwahati on November 10, announced that GST on all restaurants, irrespective of their being air conditioned or not, will be brought down to 5 per cent, without Input Tax Credit. We get the opinion of some eminent hospitality spokespersons on the same.



VIJAY JAISWAL
Senior VP – Sales & Marketing
Sarovar Hotels & Resorts

GST for restaurants at 18 per cent was one of the highest, unlike that in other countries. The restaurant business was impacted by GST with the industry seeing a decline in footfalls. This is a step in the right direction. The move will not just benefit consumers but also make things easier for restaurant

owners, as there won't be a need to comply with complicated filing requirements.

It is very positive for everyone and there is no increase in prices. Guests won't have to burn a hole in the pocket in order to dine at fancy air conditioned restau-

rants. Although the government has withdrawn Input Tax Credit for restaurants where 5 per cent GST is applicable, there is still the positive factor of a lower GST. So, the disposition to eating out will be higher. We are looking forward to higher footfalls and welcoming more guests.



SHARAD DUTTA
General Manager
The Westin Mumbai Garden City

The government's decision to reduce the GST applicable on stand-alone restaurants to 5 per cent will be a positive move for diners as it should reduce overall spend.

It remains to be seen if the restaurants pass on this benefit to the customers as they (the restaurants) will no longer be able to claim input credit, which in value terms is around 3 per cent of the turnover. It

may well happen that menu prices pre-tax see an increase to offset that. Add to this the Service Charge that many stand-alone restaurants charge, and the result may not be as beneficial.

AJI NAIR
CEO
Mirah Hospitality

The new GST rate of 5 per cent is a welcome change in the industry. This will certainly attract more guests who will now have to pay less as compared to the previous 18 per cent GST. It's also great news for international chains that have been planning to set up base in India, but have been sceptical of the high taxation. This will open up



new opportunities for both brands as well as consumers, who will get

a varied choice of restaurants to choose from.



DILIP DATWANI
President
HRAWI

Reduction of GST rate to 5 per cent for all restaurants has come as a pleasant surprise. This is a big boost for the industry, which has been reeling under a slowdown for quite some time. Now, irrespective of whether the restaurant is air conditioned or not, the consumer

will pay a uniform GST rate of 5 per cent. This will definitely encourage the consumer to eat out again.

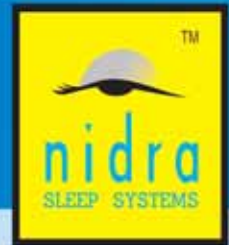
We are thankful to the government for considering the industry's situation and coming out with a solution that will benefit the customer. We

are very clear in our stand that GST is a landmark tax reform and we should stand with our government at such crucial times. We will absorb the losses incurred on account of withdrawal of ITC benefit, and hope that the government will reinstate it in future.



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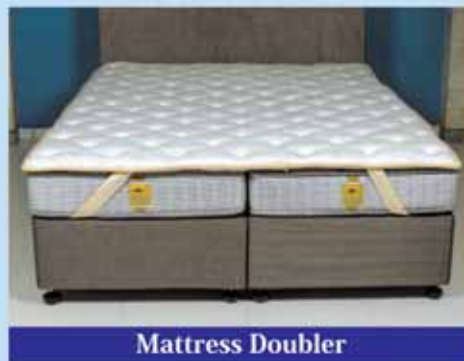
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Mattress Doubler



Pillow Top (1 inch or 2 inch thick)

Internal Filling Types			
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Thick size	Filling Choices available			
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1 inch	✓	✓	X	X
2 inch	✓	✓	✓	X
3 inch	✓	✓	✓	✓



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FLASHBACK

2017 began on a positive note with RevPAR on the rise and opportunities aplenty for growth. Little did we know, the hope v effect of demonetisation, the ban on serving of alcohol in open spaces and those within 500 metres of highways, Budget 2017 were never-ending, their affects as unfaltering. In this article, hospitality spokespersons describe the sheer resolve with



YEAR 2017

with which the year began was anything but a prelude to the tumultuous journey that the industry was to take. The lingering 17 that did not do much for the industry, and the introduction and implementation of the Goods and Services Tax- the policies which stakeholders addressed one hurdle after another so the industry could finally see the light of day towards the end.

The infographic features a central circular path with months and numbers. Overlaid news articles include:

- April:** SOCIAL MEDIA: WORTH THE FRETZY?
- June:** MAYA ENCHANTS SOUTHERN INDIA
- July:** GST leaves industry bruised
- May:** FHRAI to seek redressal on LIQUOR BAN
- August:** FHRAI DECODES GST
- September:** MORE LEGROOM FOR MICE



KAPIL CHOPRA

President
The Oberoi Group

SLUMP IN BUSINESS

Business in the industry was majorly impacted this year. One reason was demonetisation, not because cash was used in the hotel but from the point of view of sentiment. GST also made sure that companies postpone their plans on MICE movements and conducting conferences at hotels because they didn't know how they

were to get cash back or tax back on their conferences. So, I think the sentiments took a hit there. Liquor ban resulted in another 3-4 month loss of business and a great opportunity was lost at the time.

ON THE RIGHT TRACK

Like the Prime Minister said, the economy is on the right footing and the next two years are going

to be wonderful from an economic perspective. I already see a promising November-December and the fourth quarter is already showing signs of recovery.

We will be reopening our iconic property in New Delhi on January 1, 2018. We will also be opening The Oberoi, Marrakech, Morocco. This is going to be a great year for us.



ARINDAM KUNAR

Area General Manager, South India
InterContinental Hotels Group

F&B AFFECTED

The industry was hit by demonetisation, GST, and liquor ban this year. This raised challenges for some of our hotels, especially because of the liquor ban. It impacted our F&B revenue as

well as the room revenue. I don't think demonetisation had a huge impact on hotels except in the wedding segment, but challenges bring their own opportunities and it gave us the chance to look at our cost structure. Most of the

hotels did very well and came out with great results. Overall, the challenges were well handled.

A PROMISING 2018

The upcoming year, without any hiccups, looks better. We are expecting firm rates with occupancies doing relatively well. It's all about managing better rates in 2018. Gaining guest loyalty is going to be the biggest game changer. It will include loyalty programmes, customer satisfaction, personalised services, etc. With OTAs and players such as Airbnb coming in, loyalty can be a differentiating factor. We are not competing with each other in the hotel space, we are fighting technology and other lines of business. So, what is going to really make a mark is gaining the loyalty of consumers.



SANJAY SETHI

Chief Operating Officer
ITC Hotels & WelcomHotels

GROWTH IN RATES

Overall, I have seen the rates go up. This is an industry-wide phenomenon, which is a great positive because the challenge that the industry faced so far was

that occupancies were climbing up steadily but rates were static. There has been a 4-8 per cent growth in rates. Some hotels have even seen 10 per cent growth in rates. It's a mix of domestic as

well as inbound. Hotels that rely heavily on foreigners coming in for business have done extremely well.

Market dynamics decide rates. If occupancies are high, irrespective of whether it is inbound or outbound, rates go up for everyone. The dollar-to-rupee ratio has stayed steady, so has not affected buying patterns in the last one year. The leisure segments have also shown a positive growth. A large amount of the leisure growth has come through the domestic segment. We have seen, for the first time, a double-digit growth among foreign leisure tourist arrivals as well.

**K.B. KACHRU**

Chairman Emeritus & Principal
Advisor, South Asia
Carlson Rezidor Hotel Group

A TOUGH 2017 FOR F&B

To be honest, it has been a very difficult year for food and beverage business, first with the liquor ban and then the uncertainty of business getting better. As far as we are concerned, 29 of our hotels were impacted, so you can imagine the losses we had. We had some restaurants to open, but couldn't; we had some bars to open, but couldn't. Having said that, things have now been rectified and we are grateful to the Supreme Court of India to have amended and lifted the ban to a reasonable level. Business seems to be picking up and occupancies are better countrywide. We are seeing a positive change but more would be known during the next off-season.

DOMESTIC TO INCREASE

There is more domestic business which is happening now and I hope MICE business also improves. MICE is improving in certain pockets but not everywhere. We are opening the first Radisson Red in Mohali. Our focus is going to be secondary and tertiary towns because India's prime market is domestic. We are also focusing on pilgrim sites like Haridwar, Katra, Vaishno Devi, Ajmer, etc.





DVS SOMARAJU

Executive Director
Katriya Hotel & Towers

A TURBULENT 2017

The year was extremely rough for the industry due to demonetisation, liquor ban, MRP, and of course, GST. That said, with efforts made by SIHRA, FHRAI, and all other state and regional associations, we were able to convince the government and the courts of law. We were able to deal well with the issues and all hoteliers stood together. We are now looking

forward to a great year as the government has also started taking various steps to improve tourism, the biggest employment generator in the country. During FHRAI's convention held in Bengaluru, President K. Syama Raju, Vice President K. Nagaraju, central and state ministers, and government officials promised to take the industry to the next level.

MORE BUSINESS FOR MID-SEGMENT

We are expecting good inflow of national and international tourists as young generation domestic travel has increased. More people are travelling during weekends and festivals. Price will play a major role, room occupancy will rise but ARR's might be low, and business will be on the rise for mid-segment hotels.



SANZEEV BHATIA

Vice President
The Metropolitan Hotel & Spa

A YEAR OF ACCOLADES

The year 2017 has been great, particularly from September onwards. Room business started growing and trends were encouraging. There was growth in ARR as well as room nights. The year was also great for us because we achieved our budgeted revenue and won many prestigious awards. The well-trained staff and product upgrade led to NeoVeda Spa being given multiple awards. We also succeeded in increasing our room sales. Furthermore, we were also



among those hotels in Delhi-NCR that had the highest revenue in the five-star hotel category.

GROWTH ON THE CARDS

We are expecting excellent growth in 2018 as the economic situation has started settling down after one

year of demonetisation. Also, a lot of effort is being put in by Ministry of Tourism to have more and more tourists come to India from across the world. After seeing the emerging trends and growth in business in 2017, we expect 2018 to be a fantastic year for the hotel.



DUSHYANT SINGH

Managing Director
Dholpur Palace & Lodges

A MIXED INFLUENCE

For a country like ours, which primarily runs on cash, demonetisation was a hard hit to all business. That said, it was a need of the hour as per the government. GST, on the other hand, was welcomed with open arms as it brought much-needed uniformity

in the tax system. It definitely made a big difference to business and despite the difficulties we faced in registration and detailed paperwork, we managed to surpass every challenge. The new tax regime has very clear guidelines on how each industry needs to manage its accounts

and file returns, but it does require business to become technologically adept, increasing its technological burden and cost for compliance. Now, with GST being revised, we feel that the future will be brighter for us.

A HOPEFUL 2018

2018 may be a year that will bring with it some new policies. The government will review the effect of GST once it completes a year, and we are hoping it will bring some more reforms then. Also, we are expecting some big moves and reforms in Budget 2018-19. We are expecting more tourists to the property in the coming year. We have already planned the packages as there are going to be several long weekends.



ATHULYA S

**Operations Manager
Beaumonde The Fern, Kochi**

SURPASSING CHALLENGES

The year has been very challenging for the hotel industry, however, we faced all challenges with confidence and teamwork. We have completely transformed our tax structure into GST and are following the necessary procedures. The liquor policy partly affected our business, but Government of Kerala's recent declaration of the new policy for liquor may help the industry earn revenue and retain business. Demonetisation, on the other hand, affected our business at the beginning. We faced currency issues with our guests and tried our level-best to help FITs as they were not aware of the new currency policy. Though the year was challenging, we were able to achieve our goals.

WEB PORTALS ON UPWARD SHIFT

Beaumonde The Fern is a business hotel. As was true to 2017, we are expecting similar business in the upcoming year as well where business travellers direct our growth. We have the advantage of location, being situated in the centre of Kochi. Access to all major hubs of the city is easy from where we are situated.

We have also formed associations with new companies and corporates to get healthy bookings from them. The new liquor policy is also going to help the industry.

Another factor is FITs preferring online sites for hotel bookings. With

growth in online web portals and strong competition among them, the coming year will also see them as a major contributor to the overall revenue.



NEIL PATERSON

**General Manager
Novotel Hyderabad Convention Centre Hotel and Hyderabad International Convention Centre**

GROWTH BEYOND MEASURE

The MICE industry has been experiencing a growth trend over the last few years, fuelled by an increase in interest in India both as an emerging superpower and as a tourist-friendly destination. Building on its image as a MICE-friendly country over the decade, the country has continued to invest in and build infrastructure to support this industry. Improved global connectivity via state-of-the-art airports, multiple inter and intra city transportation mediums, and presence of accommodation options from budget to luxury categories have made cities like Hyderabad a sought-after MICE destination alongside other Indian metros. With a strong network of associations dedicated to pioneering work in the field of bio-sciences, health, computer science, and material physics, a large number of conclaves that traditionally used to be conducted in western countries have now been successfully bid for and brought down to HICC.

occupancy in 2018. This positive impact should overflow to other MICE centres in the country as well. We are expecting continued growth from associations and already have our halls booked for some major conferences relating to medical and healthcare, computer sciences,

etc., for 2018. Another sector that has begun showing growth is the start-up sector, as Hyderabad is beginning to establish itself as a start-up capital. HICC is also scheduled for a refurbishment and this shall help us offer a refreshed product to our guests.



A POSITIVE 2018 FOR MICE

We are expecting to see a constant growth in the MICE segment as well as a significant hike in hotel



M BALAJI

Chief Executive Officer

Clarks Exotica Convention, Resort and Spa, Bengaluru

ABOVE INDUSTRY STANDARDS

There were certain macroeconomic factors in India that affected us in the past year. However, many of these were temporary impacts that will benefit us in the long run. The GST, specifically, is something that will be good for the hospitality industry as a whole. This year saw more inventories being added, leading to more competition while the market size remained

the same. So, from an industry perspective, a lot of hotels have had to compromise on pricing and reduced ARR. However, at Clarks Exotica, we were above the industry standard in terms of ARR and occupancy.

SURGE IN MICE

The impact of GST will finally be seen across sectors next year. I believe that the reduction of tax from 30 per cent of 18 per cent in

the hospitality industry will have a positive impact, especially in the wedding segment. We anticipate a growth of the wedding and corporate events segment at Clarks Exotica.

With over 200,000 sqft of convention space, we definitely stand to benefit from these events.

We expect more MICE events in the next year, to establish us as a key global destination.



SHIPRA SUMBLY KAUL

General Manager

Holiday Inn Express & Suites Bengaluru Racecourse

RECOGNISING THE IMPACT OF THE BAN

The industry faced a lot of challenges because of the liquor ban. Liquor is one of the most important components of the industry and we didn't realise its importance until it was gone.

When the liquor ban was imposed, we saw how the entire gamut of business moved around liquor and how hotels struggled. With GST, it was not very clear how it was

to be implemented and till date, hotels are struggling with what's right and what's not. A few amendments are still awaited.

Overall, we are a very resilient industry; whatever happens, we bounce back.



Charcoal to Gas Tandoor

Munnilal Tandoors exports its tandoors to over 30 countries, a testament of delivering quality products that distinguish themselves from competitors.

Munnilal Tandoors carries a legacy of making tandoors for five decades. As it celebrates 52 years of handcrafted excellence, **Munnilal**, Founder and CEO of the company, says that it is the only organisation that has established its brand on merit and is now well-known around the world. "Each of the tandoors are handcrafted and our products are designed in accordance with standards defined under NSF's approved listing, and are also as per the Certified Gas Product Listing (conforming to CSA standards, Canada)."

FROM CHARCOAL TANDOORS TO GAS-BASED ONES

The company feels that with constant development in food culture, the demand for equipment is also going through subtle changes. Due to the pollution from tandoors, Government of Delhi has imposed a ban on them. Restaurants that used coal ovens were unable to figure out an alternative. "We are the only organisation that can turn an old charcoal tandoor to a gas-based one, with a limited amount," says Munnilal.

The usual question that tandoor manufacturers confront is the characteristic that makes their product unique. Responding to that query, Munnilal says, "Munnilal Tandoor's wood-fired tandoor is a unique one in the league without a doubt. There are many factors that contribute to this. Our equipment has an edge over others in terms of quality and efficiency with which it bakes. Our wood-fired oven distributes heat evenly, which is the most important aspect that its peers fail to achieve."

LAUNCH OF PRIDE

Munnilal Tandoors has been serving

a vast number of premium companies in the field of hospitality, particularly hotels, restaurants, and other catering segments, with its high-end tandoor products. Keeping up with the pace and growth in market demand for products of small enterprises, Munnilal Tandoors has launched its new non-premium offering, **Pride**, which has been positioned to address that segment of the market that the company did not cater to earlier.

While **Pride** will be an economy range, quality aspects will not be compromised. Munnilal says, "We have come of age and our brand itself is a promise to our customers. Going by our consistent effort to deliver quality products and seamless customer service, the new range will come with a defined standard conforming to industry needs and specifications. Automation will play a key role in bringing out the best of quality for the **Pride** brand. We are extremely happy to launch this new range right at the beginning of the festive season, when several companies make decisions on buying equipment."

"Our experience made us realise that it was time to get towards automation. Now, we are planning changes in production to take the quality of tandoors to a higher level. Further, the demands of our customers are changing due to which we have launched a variety of tandoors, uniquely different from conventional clay tandoors, yet extremely efficient," elaborates Munnilal.

As the kitchen landscape is expected to turn far more competitive in times to come, Munnilal Tandoors is establishing its place as a strong kitchen equipment company. It is aiming to take its reach to a wider audience across the country and even to new international destinations. "We have, over several decades, constantly been creating new equipment to suit to the needs of the time. The **Pride** range is a perfect reflection of its name; people will be proud to use this range, which comes at a highly competitive price bracket," concludes Munnilal.



Munnilal



MANAGING PURCHASES, AN ACID TEST

The role of a Purchase Manager is a complex one, where the right balance between eco-friendly products, online and offline purchases, and cost effectiveness with quality needs to be struck. We talk to these hospitality players to try and understand what goes behind purchasing for hotels.



Anupriya Bishnoi

The role of Purchase Managers has gone through a massive evolution. Besides working with suppliers to negotiate contracts for purchase of required goods and keep

an accurate record of transactions, Purchase Managers these days also assist the finance and operations departments in monitoring, reporting, and controlling the cost of sales in the hotel, including audit and control, financial analysis and re-

porting, budgeting, and forecasting. Lately, buying environmental products has also become imperative for the hospitality industry. Purchase Managers do their best to make sure their hotel is never in loss and always has the best of products.



NOMIT RAJPUT

Purchase Executive
Crystal Sarovar Premiere, Agra

LACK OF KNOWLEDGE, A CHALLENGE

The biggest challenge for the Purchase Manager is identifying the specifications of the required product. In some cases, the products are not specified by the user department. This is a challenge because unless the one responsible for procurement is aware and knowledgeable, he will not be able to offer the right product, at the right price, and at the right time. At Sarovar Hotels, we believe in sharing our knowledge and this

helps us in developing the potential of the vendor, which certainly helps tackle the situation.

KEEPING ABREAST

Nowadays, keeping ourselves up to date is mandatory. We never leave out a chance to visit trade fairs, hospitality conferences, and exhibitions organised by the government or private bodies, because these things always help us in attaining industry knowledge and excelling in our day-to-day functional role.

ECO-FRIENDLY PURCHASES

At Sarovar Hotels, we always keep in mind the importance of being eco-friendly. So, whenever we enter a contract, we always try procuring eco-friendly products.

AN APT SELECTION PROCESS

We believe in complete transparency with the vendor. We treat them as partners and stakeholders.

Our selection process helps us select the right vendor for the right supply.



BHARGAV RAJU

Purchase Manager
Hilton Bangalore Embassy GolfLinks

DEDICATION AND DEVELOPMENT MISSING

The challenging and competitive business environment constantly emphasises on reducing overall material and service cost without compromising on quality. With demand-based lead times, for managing this we need good vendor relationships to have our best alternative source. New taxation policies and risk management requirements, though short-term, are not registered for by a number of

partners due to sheer reluctance or lack of knowledge of the benefits of insurance for business, which is mandatory for hotels. Continuous discussions with vendors and explaining to them the importance of registering with GST and the benefits of insurance takes a toll on our timelines.

Strategic importance along with dedicated talent training and development is missing in the current generation, which is acting

as a huge hindrance to create future leaders with the right knowledge and skill sets.

TOOLS TO REMAIN UPDATED

Purchase professionals have to stay alert about changes in market trends, review them periodically, and update their database. The can do so by reviewing print and online media related to the industry, networking with purchase professionals, and visiting trade shows.

HARVEY RODRIGUES

Director of Purchase
Meluha The Fern An Ecotel Hotel

THE CHALLENGE AND THE SOLUTION

Hospitality purchase professionals can learn about new trends from exhibitions and seminars, B2B meetings at conferences, and keeping check of information shared by suppliers. However, staying in touch with everything that is happening in the industry is sometimes a challenge. Some other challenges that are faced in the industry are attending online webinars, carrying out interactions with other departments, etc.

USE OF RECYCLED MATERIALS

Being an environmentally friendly hotel, we have to monitor the products coming into the hotel. For this, we need to be thorough

about a product and see if there are any other options available in the market for the same. Technical knowledge of the product, how it's made, and what the result of the product is when it is disposed are factors that we need to take into account. We need to buy chemicals that require less water, use recycled paper for stationery, and employ those products that can be recycled. Nowadays, chemicals also come in the form of capsules so they don't require too much storage space.

KEY FACTORS FOR PURCHASES

We select vendors who give us competitive rates and are flexible according to our supply requirements. We also ensure that terms and conditions are agreed upon as

per our norms, vendors are situated close to the hotel so we get rate benefits, and ensure that the supplier is such who can deliver at short notice.

TRADITIONAL VS ONLINE

Online portals give us good rates but not for all products. Here we have to plan the products well ahead of time to receive delivery when needed. Rates on online portals help us negotiate rates with our existing suppliers.

The existing suppliers are not yet well versed with computers, so it is going to take them some time to come online. Traditional methods will only come to an end when vendors get used to online bidding.



AMIT BHATTACHARJEE

Purchase Manager
The Ritz-Carlton, Bangalore

FLUCTUATING PRICES

Fluctuations in market prices for perishable items as well as non-perishable ones is a challenge. We do periodic local market surveys, keep a record of newspaper articles on these price fluctuations in the market, and then, as a committee, take a consensus decision to give price revision for these items for a certain period.

SHARING IDEAS

Purchase professionals should have a good rapport with other purchase professionals in and around the city from different brands of hotels. They should always share their ideas of cost saving or introduction of alternate products if the results at other hotels have been good. Also, frequent visits to exhibitions keep purchase professionals in touch with developments in the market.

SIMPLE, ECO-FRIENDLY PRACTICES

Paper or bamboo based items have been introduced in hotels. Cloth bags made of pure cotton are also being used as carry bags instead of

plastic bags. We are using these items at our hotel for packaging food for guests.

FEEDBACK, A KEY

Factors such as right pricing, right quality, timely delivery, and consistency of a vendor help us shortlist them. Feedback from other hotel purchase professionals is also crucial when taking this decision of selection.

MORE TIME FRIENDLY

Online portals for purchase are less time consuming. We can view the price as well as availability in real time, and communicate the same to the relevant department immediately. That said, due to the Indian tax structure and the process of regularising invoices, we have to stick to traditional methods of record-keeping, which help us during statutory audit compliance.





SANTOSH BHAME

Assistant Manager - Purchase
Novotel Imagica Khopoli

SELECTING VENDORS

One of the major challenges faced in the hospitality industry is sourcing a qualified vendor who can perform and deliver as per hotel standards. To overcome this problem, we conduct a thorough research on the vendors, their ratings, and feedback received through Hospitality Purchasing Manager's Forum (HPMF) and other similar channels. Another major challenge that we face is dropping cost to achieve optimum saving whilst maintaining product standard. However, we try to sample and test new cost efficient products time and again, with co-ordination from operating departments. Vendors also assist with this by providing good quality products for the correct price.

NETWORKING TO STAY UPDATED

Trade shows, conferences, and market surveys are the most effective ways to keep oneself abreast of new trends and increase networking. One can also participate in vendor site visits and distribution centre visits to assess their capabilities.

ECO-FRIENDLY PURCHASES

At Novotel Imagica Khopoli, we strongly believe in sustainable development. As a result, most of our choices are eco-friendly in nature. For instance, we purchase eco-friendly biodegradable plastic garbage bags, newspaper bags, laundry bags, chef caps, etc. We also make it a point to recycle cartridges.

EVALUATING VENDORS

We evaluate the vendor based on the price quoted, adherence to delivery date, quality of the products, and reliability of the vendor. This helps us identify and remove hidden costs and get good quality products at the best price.

ONLINE PORTALS, A BOON

Online portals are a boon for the hotel industry. They assist in procuring relatively rare products as they offer a comprehensive range. They also help in finding out competitive market prices, product specifications, and other details of various products, helping us ultimately choose the correct vendor.



SANJAY VERGHESE

Director Materials
The Imperial, New Delhi

LACK OF TRAINED MANPOWER

A major challenge the purchasing fraternity is facing is trained manpower in the purchase department. The lack of curriculum in the purchasing functions is a major challenge and representative bodies of purchasing managers are now coming together to create a curriculum and small modules wherein such untrained rank-and-

file purchasing staff can be trained and certified for the benefit of the industry and the fraternity.

GETTING CERTIFIED

Purchase Managers must enrol themselves in trainings so as to improve their certification skills. They must also sign up with online hospitality platforms and subscribe to relevant topics.

KEEPING ENVIRONMENTAL IMPACT IN MIND

All purchasing decisions are taken keeping in mind reduction of carbon footprint wherever possible.

This is an area that is still evolving and The Imperial, being a stand-alone property, has a definite edge to implement such decisions as and when the area of impact is identified and assessed.

SUNIL PATIAL**Purchase Manager****Radisson Blu Marina Hotel Connaught Place****VARIED CHALLENGES**

A number of challenges are faced by the procurement department such as products not being specified by user departments, lack of good negotiating skills, different prices being quoted by suppliers at different hotels, and last-minute requirements where they need to just go ahead and purchase the product in question.

GREEN PURCHASES WITHOUT COMPROMISE

We are continuously looking for vendors and individuals who help us further environmental awareness. While selecting eco-friendly products, adherence to cost, quality, and performance standards must not be sacrificed.

Many environmental products work as well as or better than traditional products and can even save money. Management and staff have the opportunity and are encouraged to purchase environmentally friendly products and services.

ONLINE PORTALS NOT FOR THE IMPATIENT

Online purchasing has both advantages as well as disadvantages. It lets you shop from any vendor, at anytime, anywhere in the world and before checking out, you can scour the internet for online coupon codes or special discounts. Many companies send coupons to their customers who have opted for their email marketing

campaigns, delivering them with the latest product or service information and what current promotions they are holding. The disadvantage of online portals is that though some companies offer free shipping, it may still come at a cost.

Also, if an item comes damaged or not as described, you will want to return the item or have your money refunded. Depending on where you purchased your item, there can be different policies for refunds and returns; this process is tedious and is prolonged since you would have to ship the item back and wait for the buyer to refund your payment.

**BERNAD FERNANDES****Procurement Manager****Sofitel Mumbai BKC Hotel****CHALLENGES APLENTY**

The recognition that the purchase department receives is not up to the mark, compared to other departments. We need to keep moving forward, determined to improve our top line with respect to our bottom line. Sustaining ethics is another challenge that the industry faces. We need to see that as a team, we abide by ethics, as that is an aspect that can benefit the hotel. Lastly, every individual has a perception that they are the best at what they do. We need to headhunt for new talent in this industry to be ahead of competition. What we need is a different breed of people that will bring their talent and innovative ideas forward.

MEETING PARTNER VENDORS

Some key data that we look into are vendor contacts, market standards, their location, their logistics, service standards, sustainability of products supplied by them, timely delivery of services, etc. We meet our partner vendors once a year and keep a record of services provided by them.





GANESHAN SUBRAMANIYAM

Director of Finance

Sheraton Grand Bangalore Hotel at Brigade Gateway

SEGREGATION FOR BEST RESULTS

A major challenge faced by the purchase department is the dynamic procurement environment. It is vital to understand the procurement needs of the organisation and constantly keep oneself updated for introducing new and effective products and samples periodically. While selecting best-quality products, one must also be able to negotiate better and effectively. This is practised by segregating the vendors or suppliers in various groups and comparing the respective pricing for best suited deals.

STAYING IN TOUCH

Since demand is constantly changing, we prefer to conduct regular market surveys that are beneficial for cost comparison. By attending procurement seminars, interacting

regularly with vendors and peers, spending time in studying lead periods and availability, and learning at every single step are some of the factors that keep purchase professionals abreast of current trends.

ADOPTING ECO-FRIENDLY PRACTICES

We make environment-friendly purchases on priority as it is the need of the hour. Knowledge here is enhanced by studying the various environment-friendly items available in the market and using them at the hotel. We have taken the initiative to introduce items like LED bulbs, biodegradable garbage bags, and similar products that help contribute to saving the environment.

COLLATING INFORMATION

We study a vendor's credibility by

understanding his/her past relation with us. By talking to peers to understand their negotiations with vendors, their reputation in the local market, and the price at which the product is being supplied are factors that can be used as a rule of thumb when deciding on a vendor.

LAST-MINUTE PURCHASES

In today's time, the shift of business requirements towards a digital platform is evident. However, at the moment, online portals are unable to cater to large volumes of requirements, specifically for hotels.

Online platforms are preferred for catering to smaller quantities. With the current influx in demand for last-minute hotel products, traditional methods of procurement from set vendors is better suited.



NARADMUNI

Senior Purchase Manager

Signature Club Resort

KEY CHALLENGES

Some of the challenges that the procurement industry faces are GST implications, price surge in basic commodities, non-availability of experienced vendors, price fluctuations, and loss of vendor loyalty.

SIMPLE PRACTICES

To overcome the challenges of the industry, purchase managers must seek to keep constant track of

prevalent market trends and prices, decentralise purchases, regularly conduct market and product analysis, and also conduct thorough verification of vendors and suppliers.

COST EFFECTIVENESS

The benefits of environment-friendly purchases are that they reduce and prevent excess wastage, they bring down pollution and toxins being sent out into the environment, and

also help reduce cost of materials, waste disposal, operations, and maintenance.

REFERENCES WHILE SELECTING VENDORS

While selecting a vendor, one can obtain references from other purchase professionals, employ those vendors that are rated high by the hospitality community or go through a formal selection process which includes documentation, cross verification, and filtration methods.

TRADITIONAL FOR QUALITY

Online purchases are not recommended in the hospitality industry because quality assurance and credit facility are of the highest priority here. Since our industry purchases in bulk directly from the distributor, prices are highly competitive if not the same. For obtaining good quality products, it is highly recommended that we use the traditional way of fixing vendors and organising our purchase orders.



CHANDRABIR SINGH

General Manager

The Fern Residency, Udaipur

KEEPING AN EYE

Every job has its own set of challenges. In procurement, the procurement professional has to always be vigilant to ensure that the vendor's supply is consistent throughout the year. Another area of concern is procurement of perishables such as vegetables and fruits as they are seasonal in nature. However, as a reputed hotel you have to ensure that all kinds of vegetables and fruits are available all the time. The solution is to be watchful constantly.

CONTROLLING PROCUREMENT

Globalisation of the supply chain presents both opportunities and challenges like never before. Ascertaining the best-fit for a procurement challenge is crucial to managing the increasingly complex arrangement in a global supply chain.

Those who wish to take control of the procurement function while improving organisational cash flow and strategic planning will benefit from an understanding of the key procurement trends of digitization of the supply chain, enhanced data reporting and analysis, enterprise-wide education around procurement, and relevant collaborations.

GREEN PURCHASES

Green purchases help reduce greenhouse gas emissions, cut solid waste, and conserve energy. They can also improve an organisation's bottom line by cutting costs, enhancing their public image, and improving employee health.

UNDERSTANDING REQUIREMENTS

While you may have an idea of what service or product you need, choosing from the sea of vendors wanting to work with your organisation can be overwhelming.

Asking yourself what you want in a partner is a great first step, but

sorting out the answer to this question can be challenging. When making a choice, a procurement professional must consider alignment, length of commitment, honesty, and expertise of the vendor in mind.

STRIKING A COMBO

Today, time is a constraint and everything is just a click away. Online portals have helped the hospitality industry in a certain way, however, it is the combination of both online and traditional vendors that works best in today's time.



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CONSTANT REINVENTION FOR EXCELLENCE

Piyush Mathur, Founder and CEO, PE Aur Beverages, shares insights about his brand and how he keeps reinventing it in the present competitive space.

What makes your brand unique?

With a team of passionate youngsters, we are continuously involved in research and development. We believe in contributing something more than just an appealing brand. The packaging of PE Aur has been done keeping the natural essence of the beverage intact and making it convenient for consumers to enjoy the drink wherever they are. As a team, we always wanted to do something by which our product could talk for itself to its end consumers and get connected with them psychologically. We believe that our product will leave an impression on them on the basis of its merits.

Tell us about the challenges you face.

In our endeavour to get the right team to further our vision, put all our thoughts and ideas in place, secure a strategy, create our brand collateral, and take a no-compromise approach, we faced challenges. A strong foundation guarantees a bright future and seeing this as a challenge keeps

us on our toes, bringing the best out of us in meeting the benchmarks that we have set for ourselves. Ideas can be created by a great team but implementing those ideas and letting them make a positive impact on society is where the biggest challenge lies. Challenges come as you proceed, but an entrepreneur knows how to meet and convert them into opportunities to come out as a true winner.

How do you ensure you match the expectations of hoteliers?

Through our elite product line, we ensure that we complement the commitment of luxury hotels to offer the best to their clients. We serve what we promise. A continuous interaction with our clients and understanding the changing business scenario ensures that we serve exactly what hoteliers need. We continuously create and amend our own decisions and procedures to ensure we be the leader in what we do.

How do you deal with competition?

A great business is based on a great idea. It is the leaders who make the business and not vice

versa. Today, there are various health beverages that we consume often, knowing that they provide minerals and nutrition to the body. However, we are not completely sure about consuming them on a daily basis. As contributors to the beverage industry, we make sure our consumers get what they desire to lead a healthier lifestyle.

In today's competitive hospitality space, how do you constantly reinvent yourself?

It is true that the hospitality industry is very competitive, but apart from the competition, it is quite progressive as well. We see competition as a way to improve ourselves and to contribute more to the society and the environment. There can be various strategies we can come up with but what matters the most to us is to bring out a feeling of belongingness in the society and promote a friendlier world. With that thought, we believe we can constantly reinvent. Being diligent helps you make the right choice and deal with tough circumstances with the right attitude for the betterment of self and the organisation.



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An essential ingredient

Bebe Foods & Beverages, the first company in India to introduce powdered jaggery in sachets, is committed to bringing forth foods and beverages that use clean and green technology. "Jaggery is a traditionally refined concentrated sugar cane juice where molasses and crystals are not separated. Using natural cleansers for clarification, we do not use any chemical in the process," says **M Viney Kumar Bana**, Founder and CEO, Bebe Foods & Beverages.

Historically, the sugar cane cultivators used crushers that were ox-driven. Nowadays, all the crushers are power-driven. These crushers are located in fields near the sugar crop. The cut and cleaned sugar cane is put into the crusher and the extracted sugar cane juice is collected in a big vessel. A certain quantity of the juice is then transferred to a smaller vessel for heating on a furnace. Dried wood pulp from the

crushed sugar cane is used as fuel for the furnace. Finally, the juice is thickened and reduced to nearly one-third of the original volume. It is stirred continuously and lifted with a spatula to observe whether it forms a thread or drips while falling. If it forms many threads, it has completely thickened. It is then poured into a shallow, flat-bottomed tank to cool and solidify. The tank is large enough to allow only a thin coat of this hot liquid to form at its bottom, so as to increase the surface area for quick evaporation and cooling. After cooling down, the jaggery becomes a soft solid which is now pressed into the desired shape for selling at the market.

Bebe Foods & Beverages supplies jaggery through the year, unlike other players in the industry. It produces jaggery in 13 different variants that include Bebe Fennel Jaggery, Bebe Cardamom Jaggery, Bebe Dry Ginger Jaggery, Bebe

Celery Jaggery, Bebe Coconut Jaggery, Bebe Gram Jaggery, Bebe Peanut Jaggery, Bebe Cashew Jaggery, Bebe Almond Jaggery, Bebe Sesame Jaggery, Bebe Solid Jaggery, Bebe Powdered Jaggery, and Bebe Desi Khand.

"We supply to a large number of clients, including Chai Point, Whole Foods, Keya Foods, etc. The company is also a pioneer in the introduction of watermill cold-grinded cereals that involve a slow grinding, environment-friendly process of grinding. This helps in the retention of nutrients and the naturalness of the cereals," concludes Bana while speaking about the market that the company caters to.

BENEFITS OF JAGGERY

- Cools the stomach
- Relaxes the senses
- Contains less calories than sugar
- A rich source of Iron
- Detoxifies the body

Bebe Foods & Beverages has launched its latest range of jaggery-based products in a number of variants. The company has made a mark in the segment with its environmentally friendly practices.



M Viney Kumar Bana

“Using natural cleansers for clarification, we do not use any chemical in the process”



MOVEMENTS

PANKAJ GIROTI

Vice President - Business Development & PR

1589 Hotels

Pankaj Giroti has been appointed as Vice President – Business Development & PR at 1589 Hotels. A certified hotel administrator with more than two decades of versatile senior management experience in hotel administration and operations, business development, and owner relationship management, Giroti is well-qualified to head the business development of the group. His role would entail analysing market strategies, identifying trendsetter ideas, and promoting potential business deals.



SANJEEV K NAYAR

General Manager
WelcomHeritage Hotels

Sanjeev K Nayar has been appointed as General Manager, WelcomHeritage Hotels. He will be overseeing the sales and marketing functions along with development. Nayar, with more than 34 years of industry experience has been with the ITC Hotels/WelcomHeritage brand for the last 11 years. WelcomHeritage is the joint venture between ITC and Jodhana Heritage, working towards assisting the restoration of heritage properties. The brand has in its kitty some of the finest heritage properties in the country.



AROHI TAMBE

Director of Marketing
InterContinental Chennai
Mahabalipuram Resort

InterContinental Chennai Mahabalipuram Resort has appointed **Arohi Tambe** as the Director of Marketing. In her new role, she will be responsible for providing marketing leadership and undertaking the innovative marketing activations at the resort. With almost a decade's experience with hospitality brands, Tambe's marketing and communications career is a result of her ability to connect with people. This deft skill works seamlessly between the brand and the people who wish to use it.



NEERAJ BALANI

General Manager
Radisson Blu Marina Hotel
Connaught Place

Neeraj Balani has been appointed as General Manager at Radisson Blu Marina Hotel Connaught Place. He comes with an experience of over 20 years with previous stints at IHG, Carlson Rezidor Hotel Group, and The Oberoi Hotels & Resorts. In his current role, Balani will spearhead the hotel operations, including human resources and strategy execution.



SERVING ONLINE 2.0

ConnectedCooking and Club Rational have joined forces to create one of the biggest online portals for professional chefs, offering even more convenience, safety and inspiration.

Bringing the best of technology and innovation to the fore, the newly developed platforms complement one another to perfection and offer a host of services relating to professional cooking and RATIONAL appliances at one click.

Personal cooking programmes and several thousand recipes from the international recipe database can be transferred directly from a computer or smartphone onto the appliance and managed centrally. Updates are also performed automatically and free of charge, doing away with the need for more complicated transfers via a memory stick.

In addition, ConnectedCooking users receive push messages about the latest status in real time, notifying them about what is happening with their appliance.

Just as important for retailers is the management of user profiles to make specific appliance functions accessible only to a clearly defined user group. This ensures consistent quality in spite of different levels of training among the staff. Safety is also hugely important to RATIONAL when it comes to hygiene. As such, HACCP documentation is automatically generated for each appliance.



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SURAJ KUMAR JHA

General Manager

**Holiday Inn Mumbai
International Airport**

Exploring modern cities excites me, as I get to study and admire the culture”

Reading books is what I absolutely love to do in my free time. I also like to watch television and movies in my spare time, as it keeps me relaxed and rejuvenated. I love travelling and due to my profession, I have received the opportunity to travel across the globe. Exploring modern cities excites me, as I get to study and admire the culture, history, and markets of the place. Hong Kong is next on my list of travel. I do yoga diligently and practice it to keep harmony between the mind and body.

**PRANAY VERDIA**

General Manager

**Goa Marriott Resort
& Spa**

I believe that it is the journey that is more enthralling than the destination”

If I weren't a hotelier, I would have been an investment banker. I have an innate desire to learn and I'm always curious to learn about markets, market trends, and phenomena that drive the global economy. My free time is usually divided between reading, spending time with family, and exploring new places. I love to travel and genuinely believe that it is the journey that is more enthralling than the destination. I wish that in my lifetime I am able to travel around the globe. Currently, Scotland and Ladakh are on the top of my list.

**CRAIG McMAHON**

Director of Sales & Marketing

**Banyan Tree Samui,
Thailand**

I usually enjoy reading anything by Japanese author Haruki Murakami”

I have a voracious appetite for reading and can spend hours browsing through book shops. Some books I have enjoyed over the years include William Dalrymple's City of Djinns, and usually anything by Japanese author Haruki Murakami. I can travel anywhere in Italy, especially Florence and the Amalfi Coast. Budapest was a revelation when I visited it a few years ago, and Santorini in Greece is pretty special too. I am also a big fan of sports and a lot of my spare time is spent indulging in one of them.

**SARADA MUDULI**

Revenue Manager

**Lords Hotels &
Resorts**

Beach destinations are my favourite and also lesser-known hill stations”

I like to travel across India with my family to bond with nature, learn about different cultures, traditions and people. Beach destinations are my favourite and also the lesser-known hill stations that do not attract too many people. Destinations like Kerala, Goa, Gangtok, Leh-Ladakh, Coorg, and Andaman are places that I can go back to for a holiday, over and over again. Internationally, I would like to visit Brazil, the Maldives, Singapore, and Japan.



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Convection & Combi ovens

Each oven carefully handles, skillfully bakes and totally protects the products it is loaded with. These compact ovens with reduced dimensions are priceless technological marvels with a dynamic focal point that distributes heat through various baking systems. Convection baking, steam baking, mixed baking cycle (convection + steam), convection baking + moisturizing, (integrated system) convection baking + dry air.



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The electric oven is made of stainless steel and prepainted steel and it is required with:

- Cooking surface in refractory stones
- Sheathed heating elements
- Internal lighting
- Rock wool insulation

The standard power supply is 400 volt three -phases + neutral, special voltages are available on request.

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