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HOSPITALITY Talk

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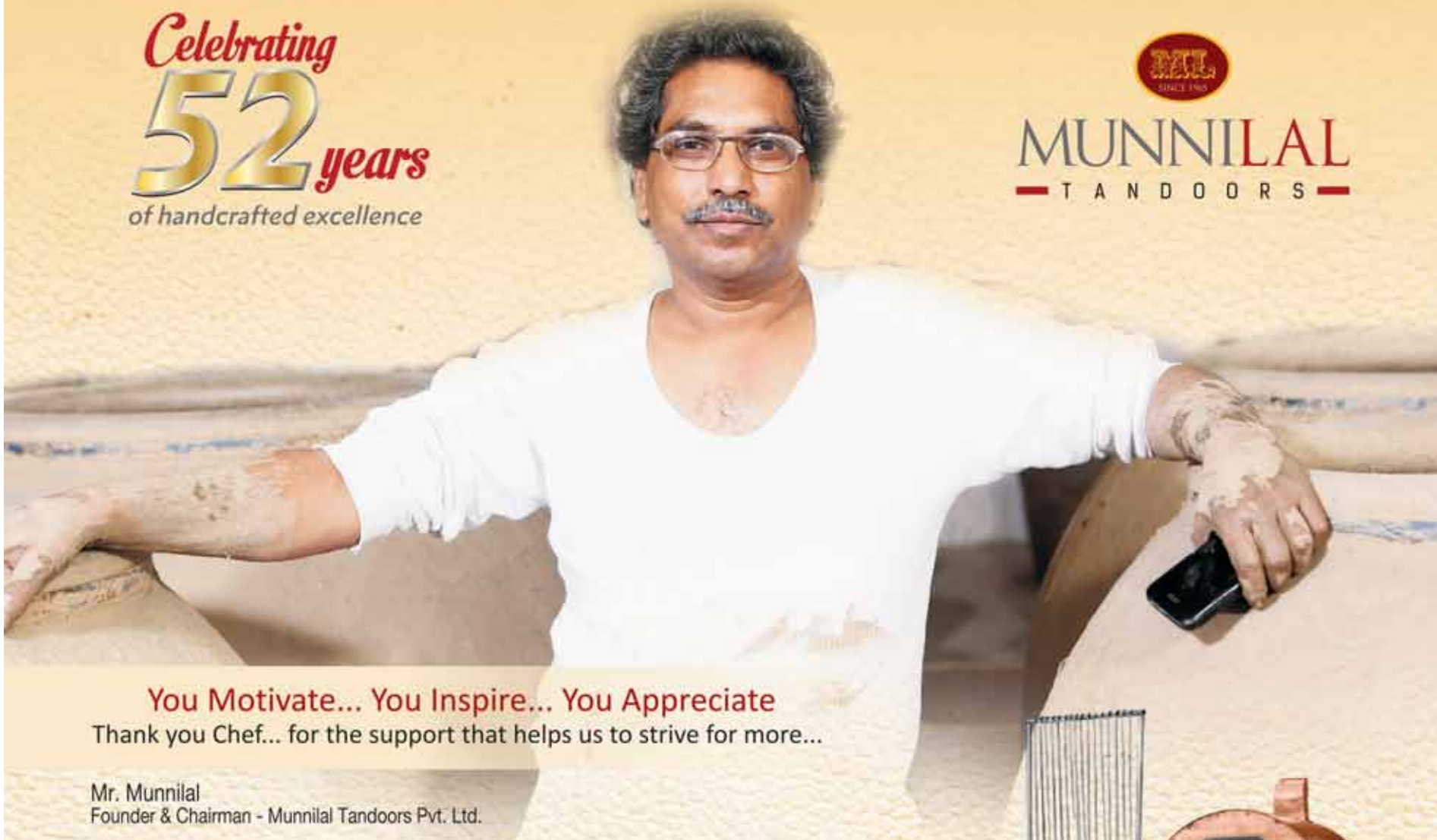
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Bringing the Zing in Menus 18

With new trends, cuisines, and diverse palates, it is imperative for restaurants to innovate and this is availed through customer choices/seasons/availability of products, and more.

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GST leaves the industry bruised 28

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PAN INDIA

Rakesh Sarna leaves IHCL after three-year stint as MD & CEO

Rakesh Sarna has resigned as the Managing Director and Chief Executive Officer of IHCL, and consequently as a Director of IHCL due to personal reasons. He will continue as MD and CEO till September 30, 2017. Sarna stated that it was an honour for him to serve the Tata Group and that he would like to thank his Board members and colleagues for their support during his stint at IHCL. Commenting on the matter, N Chandrasekaran, Chairman, IHCL, said, "Mr. Sarna has chosen to resign upon completion of his



three-year tenure as the Managing Director and CEO of the company. The Board respects his decision

and has requested him to continue till September 30, 2017, which he has kindly agreed to. The Board

appreciates his contribution to the company in its transformation to operational excellence."

SOUTH INDIA

Ascott opens Citadines OMR Chennai

CapitaLand's wholly owned serviced residence business unit, The Ascott Limited (Ascott), has announced the opening of its first Citadines-branded serviced residence in the city – Citadines OMR Chennai. The 269-unit Apart'hotel is located in Sholinganallur and is wholly owned and managed by Ascott. As part of the introductory promotion, Citadines OMR Chennai offered special daily rates from INR 4,000++, inclusive of complimentary buffet breakfast and Wi-Fi. Attractive monthly rates were also available for long stay guests.

PAN INDIA

BirdRes partners with OYO for national expansion

BirdRes, the B2B distribution channel from Bird Group recently partnered with OYO, India's largest hotel network. Through this association, BirdRes will enable OYO with access to its nationwide network of travel agents and help expand its business in the Indian market. Commenting on the partnership, Rakesh Mehta, Manager-Operations, BirdRes said, "We are pleased that OYO has chosen BirdRes as their preferred B2B partner. This partnership will



offer BirdRes customers an easy access to book OYO Rooms for their clients through a simple and hassle-free payment process. Further, it will offer OYO a large platform to offer their services to a wide range of travel agents all over India. At BirdRes, we continue to offer flexible and user-friendly solutions to our partners and customers."

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NORTH INDIA

StayWell Hospitality Group launches Leisure Inn Shrey, Jodhpur

StayWell Hospitality Group will extend its international footprint with the opening of the company's fifth property in the Rajasthan market, the Leisure Inn Shrey in Jodhpur. The opening of Leisure Inn Shrey in partnership with Hukam Constructions & Hotels will deliver a roof-top restaurant and conference facilities along with well-appointed rooms and international service standards that the Leisure Inn brand is famous for. Additionally, the hotel will house the famous vegetarian restaurant 'Grand Chanakya' which has a sister restaurant under the same name in Jaipur at the Leisure Inn Grand Chanakya.



WEST INDIA

Preferred Hotels join hands with GHM for The Chedi Mumbai

Preferred Hotels & Resorts entered into a strategic partnership with Singapore-based luxury hotel management company General Hotel Management (GHM) to represent The Chedi Mumbai as the newest experience available within the Preferred Hotels & Resorts Lifestyle Collection. It is scheduled to open in the fall of 2017.



WEST INDIA

Airbnb signs MoU with Maharashtra

Airbnb has announced that it has signed a Memorandum of Understanding with the Department of Tourism and Culture, Government of Maharashtra. Through the partnership, the Department of Tourism and Airbnb will collaborate to boost tourism and create positive travel experiences for both domestic and international visitors in the state. Under the MoU, the parties agreed to: – Promote tourism in Maharashtra through Airbnb's global platform – Expand the network of quality homestays in Maharashtra – Provide skills development workshops for hosts on hospitality standards, jointly conducted by Airbnb and Department of Tourism within the next six months. Airbnb has also announced a first-of-its-kind revenue sharing agreement with the Maharashtra Tourism Development Corporation (MTDC), whereby Airbnb will share a portion of its booking revenue in the state.

PAN INDIA

IHG to bring Kimpton to India

InterContinental Hotels Group opened the doors to the first Kimpton outside of the Americas, with the Kimpton De Witt in Amsterdam, The Netherlands. Sudeep Jain, Vice President-Development, South West Asia, IHG, says, "The concept of lifestyle hotels is about stimulating a diverse, innovative environment enhanced by a sense of belonging and style. It is encouraging to see the signature Kimpton experience being introduced to Europe. Lifestyle hotels have been trending for over 20 years, and now is the right time to accelerate our growth in India through the lifestyle segment." Kimpton Hotels & Restaurants was acquired by IHG in 2015. IHG announced the further expansion of the brand across Europe with its second Kimpton hotel set to open in Paris in 2020.



SOUTH INDIA

OYO Townhouse debuts in Bengaluru

OYO has introduced its mid-market offering OYO Townhouse in Bengaluru. With the first Townhouse in Karnataka, OYO will break new ground as a true category innovator through an offering that combines experience and value at a scale that has never been attempted before in the hospitality landscape. After its maiden Townhouse in the Garden City at Indira Nagar, OYO plans to expand Townhouse hotels at other popular locations in the city including Koramangala, MG Road, Trinity Circle and Marathahalli. Priced at ₹ 2500 and upwards, Townhouse provides a unique hospitality experience in the heart of popular neighbourhoods. By the end of year 2017, OYO will establish 25 Townhouse properties in and around Bengaluru.

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ASIA-PACIFIC

Pullman spread its wings to Japan

The Pullman Tokyo Tamachi is being developed as part of the MSB Tamachi mixed-used complex and is scheduled to open for the fall of 2018. Featuring 143 rooms, the contemporary designed hotel successfully connects the international style of Pullman with a delicate touch of Japanese art and culture. This business and leisure hotel includes meeting facilities and unique dining concepts. The hotel is directly connected to the JR Tamachi Station east exit and a three-minute walk from the Toei Subway Mita Line. From the hotel to the Haneda International Airport is about 30 minutes by public transport and just one stop from JR Shinagawa station to Osaka and Kyoto via bullet train.



GLOBAL

‘Destination Experiences’ for curious travellers

The Leading Hotels of the World recently unveiled five ‘Destination Experience’ guides for Paris, Dublin, London, New York and Rome to help guests explore the cities and witness what is beyond the doorsteps of the collection’s 375 independent, luxury properties. “Leading Hotels’ members are part of the cultural fabric of the world’s most popular destinations,” said Shannon Knapp, SVP and Chief Marketing Officer at The Leading Hotels of the World. “Our ‘Destination Experience’ guides uncover uncommon ways to experience well-known locations through our hoteliers’ deep, personal connections to their destinations. Within the guides, curious travellers will find experiential offerings crafted by our hoteliers and recommendations from local artisans and influencers who call these cities home. The five current guides will be followed by seven additional destinations, providing a trusted platform for trip planning and inspiration.”



UAE

Sofitel Dubai Wafi set to open in early 2019

Sofitel has announced its largest property in the Middle East with development partner MKM Commercial Holdings LLC. Expected to open in early 2019, Sofitel Dubai Wafi will join the luxury brand’s growing portfolio of 14 hotels and 4,400 rooms in operation and under development in the Middle East. Sofitel Dubai Wafi will feature 501 luxury guestrooms, inclusive of 86 suites, ranging in size from 55 square meters to 625 sqm, in addition to 97 studios, one-two- and three-bedroom serviced residences to be operated on an extended-stay basis. The property will offer a number of dining concepts including an Asian specialty restaurant, gastro pub, a unique destination.



MEXICO

Hyatt House debuts in Mexico

Hyatt House Mexico City/Santa Fe has been opened, marking the first opening of a Hyatt House hotel in Mexico and Latin America. With the new property, the Hyatt House brand enters the Latin American market. With social areas to enjoy, rest and feel at home, Hyatt House Mexico City/Santa Fe offers 119 residentially inspired guestrooms designed to accommodate the travel needs of those visiting Mexico City’s Santa Fe area.

SOUTHEAST ASIA

‘Sense of Place’ at Belmond Governor’s Residence, Myanmar

Belmond Governor’s Residence, a landmark colonial-style hotel in Yangon, Myanmar has unveiled an innovative art exhibition, marking the start of a sensitive restoration project. Entitled ‘Sense of Place’, the collaboration with three of Myanmar’s contemporary artists is designed to inject a sense of authentic culture. Large-scale paintings subtly screen highly-skilled, small-scale renovations of areas including the teak detailing, roof tiling and Mindon Lounge are a few offerings the travellers can explore.



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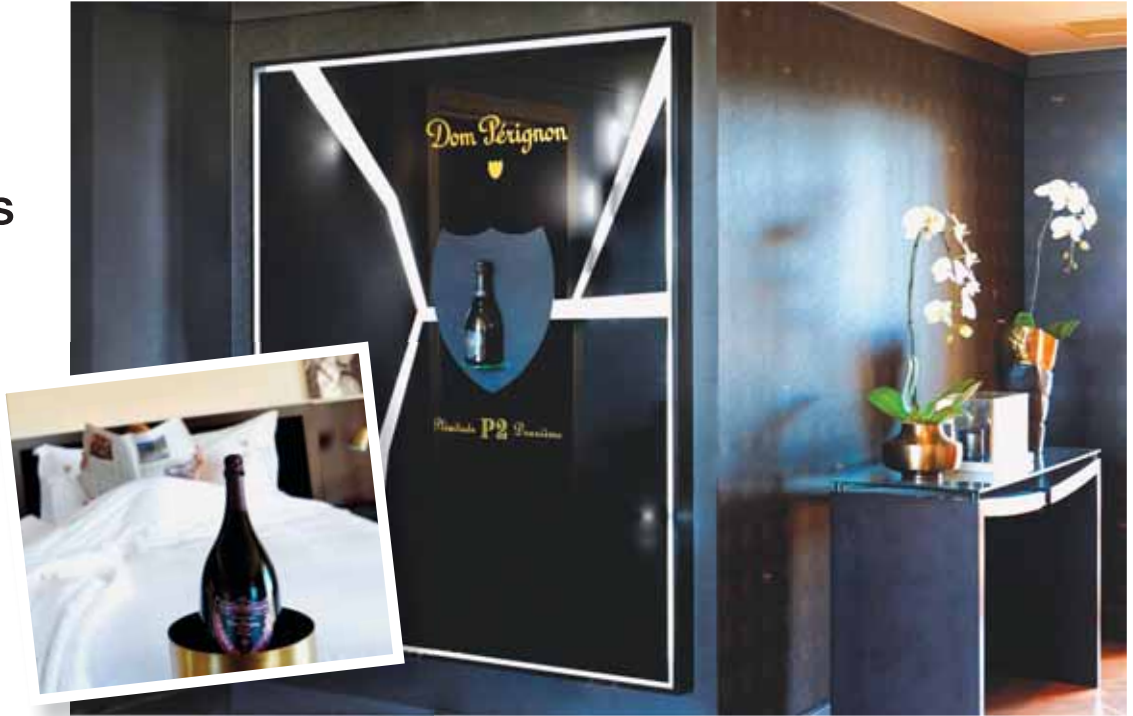
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AFRICA

Dom Pérignon pops up Champagne Suite at One&Only Cape Town

In co-creation with the world's most revered champagne house, One&Only Cape Town launched the first ever Champagne Suite by Dom Pérignon in Africa. Bespoke linen, custom built furnishing among more, Dom Pérignon touches throughout a one-bedroom Marina Mountain Suite on the fifth floor to create an intimate and prestigious setting for One&Only Cape Town guests.



EUROPE

W Barcelona opens Europe's first W Sound Suite

W Barcelona has unveiled a multi-million Euro transformation of all 473 guest rooms and suites, along with the addition of Europe's first W Sound Suite (a music studio and writers room, now available at four W Hotels around the world). The award-winning in-house design team at W Hotels partnered with London-based design studio Bowler James Brindley to reimagine the hotel, inspired by the 24/7 energy and privileged location on the shores of the buzzing Barceloneta.



ASIA-PACIFIC

St. Regis Shanghai Jingan opens with 491 rooms

St. Regis Hotels & Resorts has announced the highly-anticipated opening of The St. Regis Shanghai Jingan, marking the renowned luxury brand's ninth hotel in the Greater China region. Owned by B.M. Holding, the hotel offers an exceptional experience that features a timeless blend of innovation and tradition, including the signature St. Regis Butler Service, unique culinary venues, and elegant design. The St. Regis Shanghai Jingan's 491 exquisitely styled guest rooms including 66 suites, and 55 residences. The three-bedroom, three-story Presidential Suite spans 650 square meters and is located on the top of the building, with panoramic skyline views, full kitchen, dining room, and more.

ASIA-PACIFIC

A modern Alila Yangshuo, China, unveiled

Situated amongst a backdrop of Karst mountains, rolling hills and winding rivers, the new Alila Yangshuo opens a chapter on modern retro, rich in history and design innovations. Once a working sugar mill, Alila Yangshuo has been transformed into an elegant and contemporary "retro" resort of 117 rooms and suites combining stylish simplicity with exceptional comfort.

Hospitality Talk | July 2017

EUROPE

Now, Sweden listed on Airbnb

Visit Sweden, Sweden's official tourism board, has partnered with Airbnb to turn the entire country into an Airbnb listing. And the best part is, that one doesn't have to officially book accommodation because all publicly owned land, as it is entirely free and accessible to everyone. Every lake is an infinity pool, every mountaintop a granite terrace, every meadow becomes a garden and every forest a pantry filled with mushrooms and berries. Tourists can take a morning jog or bike ride across open fields or trek through challenging mountain terrain.





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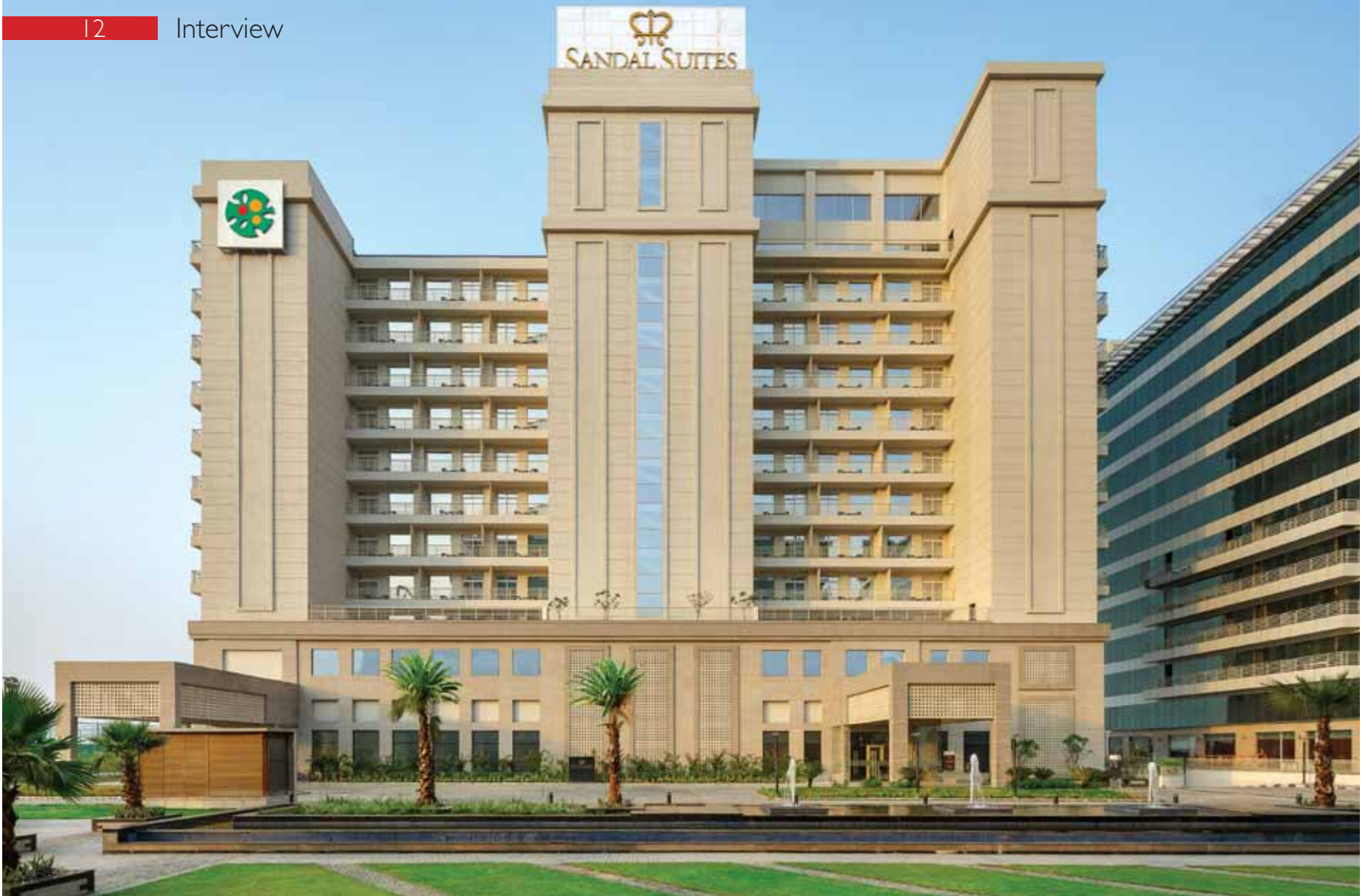
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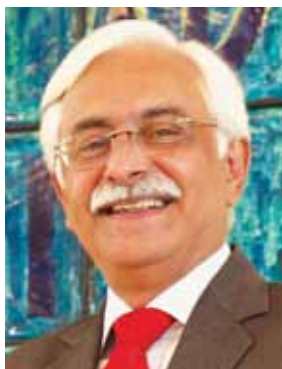
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‘INDUSTRY NEEDS TO BE TAKEN CARE OF’



Rattan Keswani



Hotels are not about luxury, but a service which is further divided into various sectors like budget, uncategorised, mid-segment



On the recent launch of Sandal Suites in Noida, **Rattan Keswani**, Deputy Managing Director, Lemon Tree Hotels & Director, Carnation Hotels, shares his concerns on how the hospitality industry can fare well, the GST impact and more.



Anupriya Bishnoi

Tell us about Sandal Suites?

Sandal Suites is a brand that already existed, we have just embellished the brand. Also, Sandal Suites wants to spread its wings to multiple locations, and so, we have created a brand identity around them. We will distribute, manage

and operate the property with all the specifications and standards that Lemon Tree brings to the table.

What are the future expansion plans of Lemon Tree?

In the Carnation operating space, we have 8-9 hotels opening in this fiscal year. Since the demonitisation pressure, some of our properties are getting delayed by another three months or four months. We will open Sikkim, Siliguri, Jammu, Corbett, Trivandrum, Coimbatore and one hotel in Sohna Road as well. Also, there will be 7-8 hotels in managed space. But mid next year, there will be few openings in our

owned spaces. We will open in Kolkata and Pune and likely in Udaipur.

What is your take on GST?

Conceptually, GST is obviously great. It will simplify things. In all priorities, it should bring down the prices. GST is a perfect principle to work with. We will always have arguments about various verticals; there will always be an opinion, as much as we, as an industry have a very strong opinion which says GST for hospitality is too high. But I think once it settles and once some learning comes, it will be good for the industry and the economy by and large. So, some of us will win



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INTERESTING FACTS ABOUT LEMON TREE

- **Pooch Policy:** We love dogs, which is why we have adopted a street dog across almost all of our 40 hotels. We name the dog, inoculate it and feed it well. The dog becomes the mascot of the hotel and is given a job title and role.
- **Bastar Art:** Lemon Tree Hotels is the largest buyer nationally of tribal art from Bastar, Madhya Pradesh. This enables the group to support poor tribal craftsmen in this region and allows the chain to showcase their art extensively across its hotels.

ABOUT SANDAL SUITES

Sandal Suites are best suited for extended stays and feature 195 well-appointed suites, extensive banqueting facilities, numerous dining options, and an array of recreational facilities, in a contemporary setting. Each of the Studio, Standard and Deluxe suites, ranging from 225 sqft to 515 sqft, feature an independent balcony, a separate living area, a well-appointed workstation, etc. Deluxe Suites, designed with a focus on

quicker, some of us will take time, but as a concept I have no problem with GST.

This year particularly has been challenging for the hospitality industry. First making the service charge optional, then demonitisation, then liquor ban and now GST. What do you think is the way forward?

Hospitality industry unfortunately, has not been looked after in any manner. Somehow in India, we believe that everything got to do with hospitality is luxury and luxury should be taxed. But hotels are not all about luxury. It is actually a service which is further divided into various sectors like budget, uncategorised, mid-segment. No one actually sees the total number of revenue that comes together. We don't really have a ministry that looks after it. The ministry is inter-related and has to take decisions

extended stays, include a separate dining area, etc, and interconnecting suites are available in order to provide convenient accommodation solutions. Crest Suite, spread over 1,340 sqft, is synonymous with modern luxury. The expansive suite exudes a sense of understated luxury, comfort, and style, complemented by state-of-the-art technology and personalised service. In keeping with the Lemon Tree Hotels inclusive policy, Sandal Suites also

“

If you run it well, the returns in the long run are really enjoyable. Hotels need a passionate company

”

from revenue or otherwise. I don't think the government takes this sector seriously. The economy is not making a jump start any way, but just because demands are increasing like numerous flight options, people travelling more, has enabled more purchasing power.

Also, to me, stabilisation means when most hotels are doing 68-70 per cent of occupancy. That's when it is moving upward. Last year, it was a sub 63 per cent.

features a suite for the differently-abled. In addition, an entire floor has been dedicated for women guests, in-house residents as well as guests from across Delhi/NCR.

With a view to cater to MICE requirements of the business and social needs of the community in Noida, Sandal Suites features an extensive array of well-appointed spaces for business or board meetings, conferences or private events,

Amidst all the challenges, what keeps hoteliers going?

I think it's the passion for the business. The business is enjoyable. If you run it well, the returns in the long run are really enjoyable. Hotels need a passionate company that understands their value and the customers that respect it. That's why respectable brands don't get hurt too much. The brands which are not consistent and don't have value propositions get hurt a little bit more.

Explain the role of Tier-II and Tier III cities.

The biggest problem in India is the cost of land. Like, the land cost in Varanasi and Agra is phenomenally high. So, you can't really put a budget hotel there, because it doesn't make economic sense. So, is it a part of my attention? Yes; is it a part of my availability? No. Conceptually, GST is obviously great. It hopes to simplify things. In all priorities, it should bring down the prices. ↴

large or small. The large pillar-less ballroom, Tangerine Grand, spread over 4,000 sqft, with a large pre-function area, caters for events of up to 400 guests. The ballroom can further be separated into Tangerine Grand 1 and Tangerine Grand 2 for separate events of 40 – 220 guests. Two independent conference rooms – Tangerine 1 and Tangerine 2 – are suitable for meetings ranging from 6–16 guests.

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RADISSON HITEC FOR DRIVING QUALITY

Radisson Hyderabad Hitec City features elegant, comfortable hotel rooms and is less than 30 minutes from Rajiv Gandhi International Airport (HYD). **Krishna Kumar**, General Manager of the property, talks about the hospitality evolution of the city and about the emphasis on the quality of engagement.

What is the USP of your property?

The Food & Beverage options we offer are very distinctive and unique. It is designed to reflect every taste bud which is why it has become an instantly recognizable symbol of Hitec City, Hyderabad. We also have an unbeatable location between Hitec City and Financial City, combined with award winning Services.

What kind of ARR and Occupancy do you get each year and what are your expectations?

At the last count our occupancy was 76 per cent. This year, we are working towards obtaining an occupancy of 78 per cent with our ARR being ₹ 4000.

With the other brands in the market, how are you maintaining niche of your own?

In the entire Hitec City, we are the only international brand that has a variety of Food & Beverage options. We have Cascade, which is an all-day dining; The Oriental Blossom, which is a Chinese specialty restaurant; Zyng, which is a Café by the day & bar by night; Horn Ok Please, which is the first drive-in *dhaba* inside a five-star property; Chama Gaucha - our award winning Brazilian specialty restaurant and Velocity On

15, which is a roof-top bar by the pool. We strive every single day to improve our service levels and emphasise the quality of engagement.

Who are your clients?

We have welcomed guests from all over the world. All of our guests are important to us and we have many guests who return to us on a regular

basis. We provide all of our guests with the level of service that they would expect to find in a five-star luxury hotel and we also respect the privacy of all guests, however, our guests are mostly corporates, as leisure is gradually increasing. We do cater to small MICE groups as well. The market has grown certainly, thanks to the policies and ease of business rolled out by the government. ↴





PLUS FOR INDORE

Raj Mondal, General Manager, Best Western Plus O2 Indore, shares the unique offerings that the hotel has to offer to travellers heading towards the mini-Mumbai of Madhya Pradesh – Indore.

What is your USP?

Best Western Plus O2 is an upper-mid-scale brand of Best Western Hotels & Resorts, with a room inventory of 102 keys, and a focus of providing guests with something extra. As a product, we are in the centre of the city catering to all the business and leisure segments of Indore.

Connectivity is a plus point as the airport is just 8 kilometres away. It is the perfect stay to explore the city and also nearby areas like Ujjain. We have five banquets and a professional board room that are ideal for celebrations, events and conferences in the city.

Kindly enumerate the F&B offerings.

The talk of the town and the only 24x7 café in Indore is our "O2 Café". Apart from this, we have a great rooftop with Sky Grill terrace sit-outs. We take pride of having a pure vegetarian restaurant "Green Peas", and "Golden Oven", a multi-cuisine restaurant with an open-air dining extension in a pergola ambience. Another amazing hot-spot of Best Western Plus O2 is "Hi Ball" – lounge Bar that is known to host various live events and celebrity DJ's of national and international repute.

What are the new additions in your property?

A grand addition in Best Western

Plus O2 will be the "O2 Disc". This will surely change the dynamics of clubbing in Indore. The O2 Disc has been conceptualised under the guidance of celebrity DJ with best of international sound system and lighting effects. The curtain raiser is expected in next 90 days.

Tell us about your association with Best Western Hotels & Resorts.

We take pride of being associated with a group having more than 4200 hotels in more than 100+ countries. We have five banquets and a professional board room that are ideal for celebrations, events and conferences in the city. 📌



Bringing the zing in Menu

A menu is that business card of a restaurant that helps establish its brand identity. With new trends, cuisines, and diverse palates, it is imperative for restaurants to innovate and this is availed through customer choices/seasons/availability of products, and more.

 Anupriya Bishnoi

A new menu doesn't connote a collection of additions and subtractions of some items, but, it rather sets the bar for restaurants to lure in new customers and increase their brand reputation. It is always important to find out what people like and keep pace with the contemporary culinary trends so that your old guests keep coming back, while you also attract new ones who adapt to the menu accordingly. Also, the option of a healthy bite has become the prime necessity for millennials now.

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Ashish Bakshi

ASHISH BAKSHI

**Executive Assistant Manager-F&B
Hotel Royal Orchid**

RELEVANCE

We revamp the menu once in a six months. There are various reasons for revamping the menu. Slow moving items are knocked off after checking and analysing the dishes from the menu. Some of the important points are listed below:

- Based on guest feedback and recommendation
- Based on present culinary trends
- To increase the revenue
- For effective food cost

HEALTH MATTERS

In today's time, guests are health

conscious and prefer maintaining a healthy lifestyle. Keeping this in mind, we have curated a special healthy breakfast menu for our visitors. Few appealing yet healthy dishes available on the menu are green sprouts, bean sprouts, carrot juice, cucumber juice even bitter gourd juice, and more.



Umesh Dalal

UMESH DALAL

**Director of F&B
Eros Hotel, New Delhi, Nehru Place**

RELEVANCE

We review our menus every year. This is a very important exercise as it helps us to offer something new to our regular customers. This keeps our team motivated and energetic as innovation is an energy booster for people who work in food industry.

We use this as an opportunity to keep ourselves up to date with latest



market trends and introduce new concepts to our diners. We also run various food festivals that are liked by our guests.

HEALTH MATTERS

Food industry is running at a fast pace and food business are doing everything possible to come up

with dishes that suit their client's palate. Healthy eating is one of those powerful demands of today's clients that no food business can afford to ignore. We run the concept of our Healthy Self Spa where there are healthy menu choices. We also offer a lot of fresh, seasonal and local produce on buffets.





Parul Kapoor

PARUL KAPOOR
Executive Sous Chef,
ITC Rajputana

RELEVANCE

As a practice, the menus are evaluated after every six months and popularity analysis of all the menu items are done post which decision on slow moving items is taken and new items are introduced. Also, review of past guest to incorporate an

honest feedback and include new innovative dishes, helps us to keep the guest engaged and delighted.

HEALTH MATTERS

It is very important to be aware of the latest trends and incorporate those things in the

menu. We constantly keep checking and come up with new and latest trends. We have many options in the menu and through the dietary indicators and dish descriptions healthy options are clearly indicated. In fact, the Jaipur Pavilion and in-room dining has sections in the menus dedicated to this.





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Michel Koopman

MICHEL KOOPMAN

General Manager

The Leela Ambience Gurugram Hotel & Residences

RELEVANCE

Nowadays, everyone is looking for a change. Every time a customer comes, they have suggestions to give. Keeping the same in mind, we have introduced the blackboard menus, which are based on the seasonal fresh ingredients.

HEALTH MATTERS

In all our restaurants, we have these two philosophies:

- **Go veg:** The motto sweeping the world right now is healthy food. It's no longer just a vegan issue – everyone seems to be warming

up to the idea of eating quality, nutritious meals and cutting down on junk. So we ensure that our menus have more veggies, not only as a side dish but as the main part of the meal as well in all sections.

• Go ethnic or go home:

People are really starting to get into it and enjoy discovering new flavours from all over the world. This has been true for ages in specialty restaurants, but now it's hitting even closer to home, as 'foreign' sauces are becoming the rage. Forget *sriracha*, try some *harissa* and *sumac*. We have started using fresh and local ingredients available in the market in all our restaurants.



Aman Puri

AMAN PURI

Cuisine Innovationist

IMLY

RELEVANCE

Revamping menu is as important as continuous nourishment and care required to raise a healthy child. The restaurant is like a baby, just setting the menu once or merely formulating it is not where you can stop. You have to take care, bring in changes and make the child desirable and

acceptable for the society. You have to make sure that your menu is latest, trending and meeting the needs of a dynamic environment. Everyday, there are so many restaurants opening with unique and innovative ideas, thereby, it's a mandate for the survival of the restaurant to keep updating or revamping its menu. One has to keep

introducing new things to keep alive the interest of people and match up the dynamic environment.

HEALTH MATTERS

With the majority of people now turning health conscious, we have curated a lot of cuisines that are healthy as well as delicious.



Kasiviswanathan



KASIVISWANATHAN

Executive Chef

Radisson Blu Atria Bengaluru

RELEVANCE

We normally do the menu engineering once in three months in order to make sure to knock out the non-moving dishes and insert the new innovative dishes on the menu to increase the variety and the revenue of the outlets. Today's travellers need changes and many choices along with a good presentation. Hence, we need

to update their needs in constant basics, time and again.

HEALTH MATTERS

We meet the special needs of our guests and customise dishes for them. For example, we had a guest who came in from London, who was going through treatment for parallelization and insisted us on making quail soup and as

per his doctor's advice to increase the bone movement. We had done it and also seen him getting better.

Similarly, we have kitchen remedy for cold, we do the granny *Kasayam Broth*, where spices are boiled together with water and honey and then strained and the same needs to be consumed, while it's hot.

AJAY ANAND
 Director of Culinary
 Pullman & Novotel
 New Delhi Aerocity

RELEVANCE

The menu at Pluck is decided by seasonal availability of produce from our in-house farm. The result is a dynamic, frequently-changing menu inspired by primal means of cooking with live fire. We change our menus at Pluck every six months: a Summer Menu and a Winter Menu.

With regards to Honk, we have recently introduced our new menu after almost a year of operations. This has been done keeping in mind the feedback received from our patrons and keeping up with the new trends in pan Asian cuisine.



HEALTH MATTERS

The definition of health has broadened and to increase variety and further customer satisfaction and revenue, we consciously imbibe healthy cuisine in our menu offerings. 'Practice what you present' is our thought process. We definitely take feedback from our customers. For example, Pluck was initially designed as a restaurant which would be serving contemporary European

cuisine but after a span of six months and with the changes in trends and guest feedback, we decided to revamp the menu to modern Indian and contemporary European. At Pluck, we offer a different experience altogether with our "Farm fresh fare". What's better than to have an herb garden within the hotel's premises where guests can see where their food is coming from! It is truly an embodiment of farm to fork concept.



Ajay Anand

MANAV KOUL
 Executive Chef
 Sofitel Mumbai

RELEVANCE

Menus are usually changed after every three months, mostly to incorporate the seasonal ingredients. This is also a good period to evaluate

Indian and global food trends and how they can be integrated in the hotel's kitchens. Additionally, at Sofitel Mumbai BKC, we host a number of food promotions – regional

and international at the All-Day dining – Pondichéry Café and our signature restaurant - Jyran. We then try to incorporate the authentic dishes created by the guest chefs that were popular among guests in that duration. This enhances our menu and gives variety, catering to every guest's preference and taking into account the emerging food trends from around the world.



Manav Koul



HEALTH MATTERS

Sofitel has its own health-inclined sections in the *a la carte* menu as well as on the buffet known as the *De-Light* Menu. The section not only states the number of calories, but also the nutritive value of each dish and the ingredients used to prepare it. For instance, at Pondichéry Café's breakfast buffet, our De-Light section is constantly updated with items such as detox juices, among more.

AKSHAY BHARDWAJ
 Executive Chef
 Whisky Samba Gurgaon

RELEVANCE

Since we recently opened, menus at Whisky Samba plan to be changed on variance of three to four months and that's the projection for upcoming years. These changes occur due to lots of reasons – seasonality of produce, supply of good quality meats, introducing a new concept for an outlet like ours, that offers a vast range of whiskies, and of course guest preferences and likes. Menu



revamp is also largely dependent on how successful certain dishes are to the customer's palate, the flavours and combinations that click and are most ordered.

HEALTH MATTERS

We offer healthy options but these are limited as customers are getting out for a meal, and are willing to indulge for the experience. A healthy menu is dependent on the concept and theme of the restaurant as well. Ultimately, it has to be a profit viable option for us as restaurateurs.



Akshay Bhardwaj

FEEL AT HOME IN MUSSOORIE

Personalised service, tastefully done décor, rooms that offer breathtaking views of the valley, Mosaic Mussoorie is any travellers abode for a comfortable stay in the Queen of the Hills.



 Nisha Verma

Situated just around the corner of the Picture Palace end of Mall Road, Mosaic Mussoorie instantly captures one's attention with its green wall. At the entrance, hundreds of flowering plants are vertically placed to keep pollution at bay. The lobby of this eco-friendly hotel makes one feel at home with its coloured tiles and quirky furniture. Opening on to the terrace, which gives exotic views of the valley, the hotel is just the right place to those wanting a summer getaway.

HOMELY STAY

The property has a total of 46 rooms offering valley

and non-valley views. The Deluxe Rooms, the base category in the hotel, are spacious and extend all the basic amenities. Each of the Suite Rooms feature a living room as well, while the most interesting are the Attic Rooms on the seventh floor. These duplex rooms have a king size bed and a staircase to the attic area with twin beds, which are a perfect fit for families. The highlight of the rooms are its interiors. Done up in light yellow and blue, the walls and the décor give a young and fresh vibe to not only the rooms, but the entire property.

GASTRONOMICAL PARADISE

While one can catch beautiful sunset views from the rooms as well as the terrace, there is an option to have a cosy dinner at the rooftop restaurant Charcoal, while admiring the picturesque mountains around. The property has another restaurant called Random

which offers both breakfast and dinner buffets, with a spread that is well thought of and pleasing to the palate.

EXPERIENCES GALORE

Those visiting in summer can enjoy a nice swim in the indoor swimming pool at the property. There is also a fully-equipped gym for the fitness junkies, and a spa for those who fancy a nice massage or therapy. The kids room extends enough exciting activities for the little guests, especially when there is an attendant to look after them, while the parents can relax at any of the restaurants or just step down for a walk on the Mall Road. The hotel can also arrange for beautiful experiences around Mussoorie, for those who do not have a planned itinerary. From Lal Tibba, to George Everest Mountain and Kempty Falls, everything is easily accessible from Mosaic Mussoorie. 





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CORPORATE MEETS LEISURE @ MOSAIC

Mosaic Hotels' Noida and Mussoorie properties caters to the corporate travellers and leisure tourists, respectively, shares **Arun Khurana**, Cluster General Manager, Mosaic Hotels.



“
In 2016, Mosaic Noida recorded 85 per cent occupancy with 35 per cent of the guests at the hotel being international arrivals
”

 Ankita Saxena

Tell us about the Mosaic property in Noida.

Mosaic Noida has been branded as an upscale, business, boutique hotel, with 4-star property standards and service. A 48-key hotel, Mosaic Noida offers its guests a combination of 32 Deluxe Rooms, 12 Club Rooms, and four Suites. The USP of Mosaic Noida is its location. Located in Noida's Sector-18, the Hotel is amidst the hustle and bustle of busy corporates, which also forms our primary source segment. Since it is located in the heart of the corporate world, it is well connected by all means of transportation. At the Hotel, we cater to corporate meetings and social events and have also launched our outdoor catering services.

Please elaborate on the facilities at Mosaic Noida.

The hotel offers three F&B out-


lets- Fluid, which is our signature renowned bar known for fusion food; Latitude, which is a buffet-style restaurant; and an in-house bakery. Since the hotel is branded as a business hotel, the property offers meeting spaces for 15-25 people and the banquet facilities can cater to anywhere between 25-225 guests at a given time. We receive 40 per cent of the bookings through our website while the rest is contributed by offline and online agents. We cater to corporate travellers majorly from the US, UK, UAE, Japan, China and various parts of Europe. Majority of the domestic guests coming to our hotel belong to the metro cities of India and other guests are from various cities in Gujarat.

Kindly throw light on other properties of the Group.

Under the ambit of the Shipra Group, a real estate company, the hotel in Noida was established in

1992 and was rebranded as Mosaic in 2006. We also operate a property in Mussoorie which offers 46 rooms with similar standards and services but caters mainly the leisure segment of travel. Mosaic Mussoorie Hotel, though in existence since 1986, was rebranded as Mosaic and launched in October 2016.

How did the Hotels perform in 2016?

In 2016, Mosaic Noida witnessed 85 per cent occupancy; while 35 per cent of the guests at the hotel constituted international arrivals, the remaining were domestic travellers. Also, the average room rates recorded for 2016 were in the range of ₹ 5500-6500 and registered RevPAR at ₹ 4800. We did not launch the Mosaic Mussoorie Hotel in the peak season and thus, the response at that time was not so great. However, we are expecting 90 per cent occupancy in the summer of 2017. 



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GST leaves industry bruised

The recent GST announcement has not proven to be a silver lining to the industry's proverbial dark cloud. We unveil why it stands in the way of development of both hospitality and tourism sectors.

HT Bureau

Finance Minister Arun Jaitley has announced the new rates for Goods and Services Tax (GST) that will be applicable from July 1. Staying in luxury hotels with tariffs above ₹ 7500 will cost the guests more as the tax under the new GST slab has

been set at 28 per cent. The GST Council, in its meeting held at Srinagar, has pegged GST for air-conditioned eateries and those with a liquor licence at 18 per cent, non-air-conditioned restaurants at 12 per cent, hotels charging room rentals between ₹ 1000 and ₹ 2500 at 12 per cent, those with tariffs

between ₹ 2500 and ₹ 7500 at 18 per cent, and hotels charging a tariff above ₹ 7500 at 28 per cent. Terming the rates as "too complex, high and uncompetitive", the hotel industry has declared that it will make representation to the Finance Minister and the Minister of Tourism to review the rates.



Garish Oberoi

GARISH OBEROI

Vice President
FHRAI

There remains a feeling of despair among the fraternity. A GST of 5 per cent or even 8-12 per cent for all would have been better. Also, air-conditioning is a necessity these days. Why must air-conditioned restaurants be charged more? It seems we have become a soft target for the government. The different representations that were given by the various as-



sociations to the government have been futile. With demonetisation, liquor ban, the issue of MRP, and now GST, we will not be able to compete

with our neighbouring countries at all. It seems there is a huge gap between what the government says on paper and what it does for tourism.

“

The different representations that were given by the various associations to the government have been futile

”



Ritesh Agarwal

RITESH AGARWAL

Founder & CEO
OYO

We welcome this step by the government. A lower tax rate for the budget hotel sector will ensure that the industry's quality upgrade continues while delivering standardised accommodation to millions of middle-class travellers. This will also save and create thousands of new jobs that could have been impacted under higher tax rates. Hotels are



A lower tax rate for the budget hotel sector will ensure continuity in quality upgrade



the single biggest contributor to the tourism industry, accounting for 7.5 per cent of the GDP. The move will boost revenue from the travel and tourism sector for many years to come. The industry is expected to contribute US \$280 billion to the GDP by 2026, and will pass-on benefits of uniform taxation across the country to travellers. I would also like to thank the hundreds of people who

worked behind-the-scenes to ensure that concerns and representations of budget hoteliers were heard at the highest levels of government. From FICCI, which activated regional chapters to sensitise stakeholders, to our partner hoteliers across 16 states and friends in the media who championed this cause, this outcome wouldn't have been possible without their tireless efforts.



M Balaji

M BALAJI

Chief Executive Officer
Clarks Exotica Convention, Resort & Spa, Bengaluru

The passing of the GST bill is a great step forward and establishes a uniform tax structure, but I do not think it will have a big impact on the hospitality industry. The GST of 28 per cent will not make any difference, but it would have been better if it were less than 25 per cent.



The GST of 28 per cent will not make difference, but, 25 per cent less was better



Ankur Bhatia

ANKUR BHATIA

Executive Director
Bird Group

These high and complex GST rates will create further impediments to the industry's growth that is still maturing. At the same time, the new tax structure will also position India poorly as a destination vis-à-vis our competitors in the international market that have much lower taxation.



GST rates will create further impediments to the industry's growth that is still maturing



CK Baljee

CK BALJEE

Chairman and MD
Royal Orchid Hotels

The GST rate on the hospitality industry has come as a big surprise. For a group like ours, which has 5-star, 4-star, and budget hotels in its portfolio, the news is a mix of both good and bad. On the one hand, it is good for budget hotels as the rate is lower than the one they are presently operating at, easing the pocket of travellers, but on the other it is not



This will bring additional burden to guests who are choosing a luxury stay



as pleasant a news for luxury hotels as staying in these establishments is going to get more expensive, given the highest tax incidence of 28 per cent that they have received. This will

bring additional burden to guests who are choosing a luxury stay because even the restaurants at these hotels will attract a 28 per cent tax rate that I feel is a little unfair.



SHWETANK SINGH

**Vice President – Development & Asset Management
InterGlobe Hotels**

GST is a great move by the government to make the tax base transparent and inclusive. It will simplify the current taxation structure that comprises various levies and is complex for the end-consumer. The hospitality sector is projected to contribute 7.2 per cent of the GDP by 2026, and we anticipate

uniformity in the tax structure for hotels that will dispel the current confusion and help us grow. As per the proposed structure, the hotels that have room rates above ₹ 7500 will fall in the higher tax bracket whereas for the mid-market and economy range, business continues to be unwavering in the 18 per cent

bracket. We need to wait and watch if F&B will be affected or not as the classification for this segment is a bit complicated, owing to divisions based on air-conditioning. I feel there is a further need for the government to simplify this division so as to curb any inflationary trends due to the new tax regime.



Shwetank Singh



We need to wait and watch if F&B will be affected or not as the classification for this segment is a bit complicated



RAHUL SAXENA

**General Manager
Seyfert Sarovar Portico,
Dehradun**



Rahul Saxena

GST will abolish several other taxes, leading to a reduction in procedural steps and more chances to streamline the taxation process. There would be several positive things for the hospitality industry, such as administrative ease, as GST will abolish all other taxes being levied as of now and provide clarity to consumers. However, when it comes to competition with our Asian counterparts such as Japan and Singapore where the tax is only 7-8 per cent, there might be a drop in inbound business that will affect the economy of the country.

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Amit Kumar Singh

AMIT KUMAR SINGH

**General Manager
The Muse Sarovar Portico,
Kapashera, New Delhi**

Prima facie GST should have a limited effect in Delhi given that the city has a very high luxury tax component on published tariff for rooms. We still need to wait for clarity on taxation treatment for package components and overall declared rates or published tariff. For F&B, it is quite positive to have reduction in overall taxation components if it is reduced to 18 per cent as compared to earlier applied taxes on banquets and restaurants. This will have a positive impact on total net payable by end users.



Prima facie GST should have a limited effect in Delhi given that the city has a very high luxury tax component on published tariff for rooms



Shipra Sumbly Kaul

SHIPRA SUMBLY KAUL

**General Manager
Holiday Inn Chennai OMR IT Expressway**

GST comes with an aim to simplify the existing tax structure. The hospitality sector will also reap the benefits of standardised and uniform tax rates. It is a mixed bag of a simpler tax structure, easier rules, and increased costs

and compliances. The hotel industry is a complex business with multiple products and different types of services such as MICE, restaurants, and rooms under various price brackets. We are waiting to get a clear picture

on the terms as it might get complicated for hotels to bifurcate their offerings. Hotels also directly impact the economy and tourism. The industry is yet to see the impact of GST and how it is implemented. ↴



We are waiting to get a clear picture on the terms as it might get complicated for hotels to bifurcate their offerings



Food for thought

The Food Safety and Standards Authority of India (FSSAI) launched several flagship initiatives at the National Summit – Transforming the Food Safety and Nutrition landscape in India – held at The Lalit New Delhi on May 16, 2017.

FSSAI is building an ecosystem for large-scale training through FOSTAC (Food Safety Training and Certification) programme. FOSTAC is a unique participatory programme designed to enhance public awareness and simultaneously train food safety supervisors, who will then train food-handlers along the food chain on food safety issues. It has 19 short courses ranging from basic and advanced to specialised courses for street food vendors, restaurants chefs, caterers, food business operators, and the public. Some of these courses are ready to roll out.

In order to empower consumers on all issues pertaining to

food safety, FSSAI has launched an online portal, Food Smart Consumer Portal, the first-of-its-kind in India, at the Summit. This is an exclusive interactive portal dedicated to educating consumers to make smart, informed choices, whether they are buying raw food, processed food or eating out. It has a 10-question quiz that allows the public to test if they are “smart consumers”.

This portal also provides consumers a forum to express their views, ask questions, and register their complaints.

FSSAI also launched its Safe and Nutritious Food (SNF) initiative that takes a citizen-centric approach to transformative social

and behavioural change. The SNF portal would function as an online resource centre containing information on all these initiatives with access to resource materials developed by FSSAI, interactive guides on understanding food safety and nutrition, and be a gateway for everyone to participate.



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Accentuate bathing experience with AXOR

AXOR Uno pursues the uncompromising design principles of the original Purist movement with consistent construction: two precisely shaped cylinders joined together at a right angle. The spouts and handles are available in radical or gently rounded versions. The precise contours and the raised proportions in the 'golden ratio' of the taps are their defining stylistic features, lending them a special aura and giving them a sleek and elegant look in any setting. Special surface finishes impart added radiance to the collection, which comprises over 70 products for washbasins, showers and bathtubs.



Take a chill ELANPRO pill

With the aim of reducing food waste by escalating its shelf life, has added a new range of Elanpro Blast Freezers and Chillers to its product portfolio. An extensive range to manage blast freezing and chilling, Elanpro Shock Freezer Series is also designed to conserve food in the best possible way. Ideal solution in every food service environment, the range is available in a compact footprint. Available in four variants, the new range of Blast Freezer and Chiller improves workflow in the kitchen.



Sit and sip with élan

This summer, it's time for you to kick back and relax in style by adding the latest international brand 'Scab Design' furniture introduced by luxurious home boutique, "Giani's En Vogue". Based on 60 years of experience, the Quality of Scab Design products is an internationally recognised point of reference in garden furniture and household items: a quality which is the result of unsurpassed skills and constant checks on raw materials and manufacturing procedures. The elegant and minimalist design of garden and bistro chairs by Scab Design available at Giani's En Vogue, reveals an in-depth culture of design and constant attention to the new trends which are increasingly oriented towards the association of pleasure and comfort.





Munch it all with Cremica

Enhance the taste of your favourite sandwich, burger, salads and wraps this summer with the great range of Cremica’s Sandwich Mayonnaise. Our slightly sweet and sour mayonnaise offer a refreshing change when tossed with mixed greens or drizzled over your favourite snack. Make any snack into a delicious meal with a whole range of flavours to suit every palate including the Tandoori Mayonnaise, Cheese Mayonnaise, Original Sandwich Mayonnaise, Chipotle Mayonnaise, Mint Sandwich Mayonnaise, Tangy Pickle Sandwich Mayonnaise, Korma Sandwich Mayonnaise, there is a mayonnaise for every occasion.

Gourmet Coffee for The Global Indian

Classic Coffees has launched its range of new blends, designed to enhance the reach and appeal of gourmet coffees through an innovatively designed set of products. The key thought behind conceptualising these products is to create the ideal blends for different times of the day, a first-of-its-kind initiative in India. As with its current offerings – the Classic Craft range comprising the very popular Classic Pride and Classic Mountain – the beans that go into these coffees come from the company-owned 650 acre Harley Estate in Sakleshpur and Kalladevarapura Estate in Chickmagalur, where award-winning Robusta and Arabica coffees are cultivated for domestic consumption and exports.



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Winning BROWNIE POINTS for guest loyalty

Given the competition in the market, hotels these days strive for the best to stand out and to earn guest loyalty. **HospitalityTalk** sought views from select hotels to understand how they are earning brownie points from their customers.



Shalabh Verma

SHALABH VERMA

Director of Sales and Marketing
Park Hyatt Chennai

YEARNING AN EXPERIENCE

In today's highly competitive market, it is imperative to build guest loyalty as each guest is different and is yearning for an experience rather than just a stay in another hotel room. Today's travellers, led by the passionate millennial are looking for memory making experiences in their travels.

Loyalty programmes are often mistaken as Reward Programmes which they are not, as travellers do not choose a hotel based on the number of previously accumulated nights, they choose a hotel or a chain to stay based on their experience and recognition



that they receive. People connect with people and that is what makes the difference. We at Hyatt are passionate about our purpose to care for people and 'World of Hyatt', our loyalty programme, is just that. World of Hyatt is built on the simple idea that a little understand-

ing goes a long way - listening, noticing, extending a meaningful gesture can make all the difference in assisting our guests to be their best. Understanding also inspires loyalty. World of Hyatt connects people, places, and experiences at the heart of our world.



HospitalityTalk | July 2017



SHIVRAM GANGADHARAN

Director of Rooms
Holiday Inn Chennai OMR IT Expressway

WOW FACTOR

Hotels can build their guest loyalty only by getting the basics right. It is really important to understand your guests, what they need and how we can make their stay as comfortable as possible. Gone are the days when a specific amenity offered in the hotel was the

highlight of guest's experience. Today's travellers are looking for memory making experiences. Hoteliers should go that extra mile by showing their guests that they are appreciated and in good hands. It is also very important to communicate with your guests. They should understand you and

your product. We should look into it as guests coming into our homes rather than work place and that will make it easy to take care of them. In the end, what gets the guest appreciate you is the 'wow factor' you create for them; something remarkable and out of the ordinary.



Shivram Gangadharan



ASHISH CHALOO

Director of Sales & Marketing
Radisson Blu Kaushambi Delhi NCR

BEING EXPERIMENTAL AND UNIQUE

Building guest loyalty is the most critical aspect for sustaining business in this highly competitive market. In today's scenario, wherein the guests have multiple options to choose from, it is crucial to uphold a set of happy and satisfied customers that always prefer you over others. We have a large base of such

clientele visiting us from all walks of life. We understand that providing excellent services and personalised touch proves to be the decisive factor. Radisson Blu Kaushambi Delhi NCR has a lot to offer in terms of food and beverage, rooms and banquets. Within a short span of time, the hotel has created a virtuous market for itself which is evident from the increase in overall footfall

that we are witnessing. We offer our guests with the finest of cuisines, which we serve through our different food and beverages outlets. We have been successfully hosting various food promotions in our restaurants, offering our guests with a variety of tastes. The philosophy of incentivising may not be everlasting, but an out of the box approach of reaching out the audience has been utmost effective for us. A thoughtful and well researched process for driving various marketing initiatives and selecting the appropriate medium for promoting the hotel and its services has been instrumental. Our strategic digital presence on various platforms like social media, radio etc, has helped us being recognised as a preferred choice in the market which has boosted our guest loyalty. We will continue to be experimental and offer unique reasons for a guest to be at the Radisson Blu Kaushambi Delhi NCR. 📌



Ashish Chaloo



Manav Koul, Executive Chef, Sofitel Mumbai BKC, talks about the restaurants at the hotel and how he incorporates guest modifications into his dishes.

Gourmand's delight



Manav Koul

Tell us about the USP of the restaurants housed in the hotel.

A fine blend of India's rich culture and the French Art de Vivre, Sofitel, an iconic luxury brand from AccorHotels, offers contemporary hotels and resorts adapted to today's more demanding and versatile consumers who expect and appreciate beauty, quality, and excellence. It is the only French luxury hotel brand with 120 addresses spanning five continents. In India, Sofitel is located in one of the most upscale hubs of Mumbai, Bandra Kurla Complex (BKC), and give experiences that reflect the modern character of a city soaring to new heights. The uber-luxury hotel is home to five innovative dining options serving culinary delights from around the world with élan.

Pondichéry Café is our all-day dining restaurant that offers guests a relaxed, luxury-market atmosphere with well-lit open spaces to stroll around in. The exclusive central area for private dining of 10 guests lies enclosed in a glass structure inspired by the raw, mysterious form of uncut diamonds. The café plays host to international and regional food festivals every month.

Artisan is a perfect destination to complement the business luxury customer's mood. It is known for its fine ambience, chocolates, authentic French bistro classics, soothing jazz and blues music. It also features a host of entertainers including a saxophonist and a guitarist who begin early in the evening for a perfect sundowner.

Tuskers – Vegetarian Dining & Bar has the distinction of being the only vegetarian 5-star outlet in Mumbai. As the name suggests, Tuskers is inspired by the most regal of vegan creatures, the humble yet majestic elephant. Prepared by a Maharaja (Indian MasterChef), Tuskers serves the purest of vegetarian cuisines specially curated in an independent kitchen.

Jyran – Tandoor Dining & Lounge is a charming mix of sophistication and rustic Indian beauty. The name of the restaurant is inspired by a lost love story of a boy named Jyran. The restaurant is Sofitel's signature outlet that is known for offering an epicurean experience for connoisseurs; it features the cuisine of the poets and warriors from the north-west frontiers of India.

The Le Bar Diamantaire is home to a regal Wine Tower with over 820 bottles of wine and over 120 varieties, with an inbuilt temperature control. A tribute to the Diamond Bourse next-door, the sofas at the outlet have embedded crystals and are inspired by the setting of a diamond in a ring. The elevated pods are designed to provide an intimate setting for a private rendezvous.

What is your marketing strategy to promote F&B in the hotel?

At Sofitel Mumbai BKC, we constantly customise our outlets to delight our guests and surprise them. Efforts are made with promotions, exciting menu options, and innovative offerings to entice in-house guests as well as gourmet diners. Our marketing strategy aims to target connoisseurs and aficionados through elite curated dining experiences.

Who are your diners?

Sofitel Mumbai BKC's resident guests are our primary diners at the outlets. Being a business hotel, most of our guests include luxury connoisseurs as well as high-flying corporate and well-heeled business



professionals. In addition, we have a lot of elite local patrons frequenting our outlets seeking luxury and fine-dining experiences.

How challenging are large gatherings for you? How do you overcome difficulties?

The focal point at any large gathering is the venue and the ambience, which by default means living up to the Sofitel brand standards. We ensure that everything delivered is in synergy with our service philosophy.

How have customer preferences in terms of F&B evolved over the years?

Most middle and upper-class

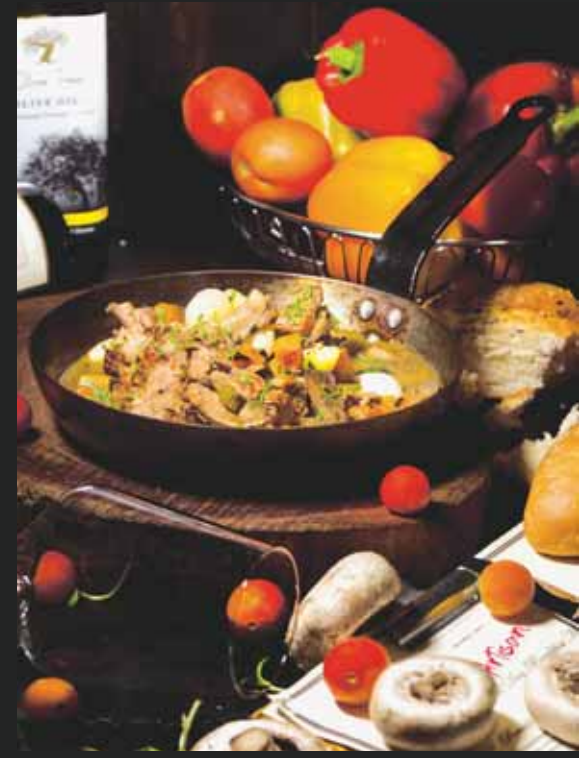
Indians are now regular outbound travellers, thus being exposed to different cultures and cuisines. This has definitely created a demand in our country for world-class international cuisines and highlighted different aspects of gastronomy from different cultures.

Have food habits in the region changed? If so, how?

People are going back to classic and traditional dishes with new twists. Molecular and modernist food is also being paired with classic cooking and presentation. Some cuisines, such as Greek and Moroccan, are gaining popularity and appreciation by Indian food enthusiasts. Our traditional Indian food is also expected to carve a niche for itself this year.

Tell us about your signature dishes.

One of the signature dishes served at Artisan is the classic French Duck Confit. This signature dish from Toulouse is made of cured duck legs in sel de guerande, slow-cooked in duck fat. We give this tradition a bit of a modern twist and serve it with potato salad or salad mesclun.





Vineet Arora

VINEET ARORA

Vice President - Sales & Marketing
Customized Kitchen India

INCLUSION OF INNOVATION

Within four years of our existence in the commercial kitchen equipment scene in India, Customized Kitchen India, better known as CKI, has benchmarked itself as a distinguished brand with many firsts to its credit.

Tarun Raj, Founder and CEO of the company launched a 18-month warranty scheme on its equipment that none of its competitors offered. This year at Aahar we extended the warranty period to five years, which no other company has done.

This also shows our firm belief on the quality of our deliverables. We are not only creating avenues of innovative kitchen equipment, but also concentrating on peripheral services that complement our overall service delivery.

Further, CKI has already been able to export its services internationally with a couple of projects under its kitty, matching global quality standards. Chef Gautam Chaudhary is our brand ambassador, who has resonated our brand's convenience factor across the chef fraternity in India and abroad.



Kitchen Equipment

FUTURE PLANS

We want to establish our second manufacturing unit outside Delhi to support the rising numbers of purchase orders from different industries. We have outlined Bengaluru as our next destination to support our ambitions and to capitalise the market potential of the southern part, while on lookout for possible opportunities from off-shore geographies.

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Naresh Lal

NARESH LAL

CEO
Parshadi Lal & Sons

Parshadi Lal & Sons caters to various countries around the globe. Our legacy dates back to 1902. Bholi Ram, great grandfather of Naresh Lal, CEO of the company, started making kullars, which were further modernised into surahis and other clay crafts by his son, Tika Ram. He had even gifted special works to the then Prime Minister Pt Jawahar Lal Nehru, and Indira Gandhi. With time, the son of Tika Ram, Parshadi Lal, innovated clay tandoors and established the company to promote its products in India and abroad. The business picked up during the Asian Games in 1982, when the hospitality industry was at its nascent stage. The Delhi-based company is now engaged in the manufacturing, marketing and exporting of eco-friendly cooking equipment for the hotel and restaurant industry.

All the products from the company's stable present an aesthetic blend of traditional art with modern techniques. The company has progressed in its mission to offer product excellence. We concentrate on evolving our expertise in manufacturing kitchen equipment

for different needs in the industry by offering quality products with finest finish. Therefore, I feel, the quality of a product and its output matters the most as the characteristics for any kitchen equipment in hospitality establishments.

Over the years, our company has exported its products to various countries around the globe and installed kitchen equipment locally in star hotels, restaurants, canteens, clubs, hospitals, catering

units, defence kitchens, In the last couple of years, customer preferences have evolved in a major way. Our company has been able to offer both these parameters vital for commercial kitchens.

Some of the prominent clients the company has served are the ITDC Group, Bharat Group, ITC Welcome Group, Taj Groups of hotels, Jaypee Group, Indraprastha Medical Corporation and Batra Hospital, Medical & Research Centre.



Meet Singh Malhotra

MEET SINGH MALHOTRA

Chef and Restaurateur
Pikwik Restaurants

IMPORTANCE OF EFFICACY

In these days of keen competition, the importance of efficiency in relation to the improvement of the standard of our food operations, assumes a special significance. Efficiency is important for profitability. Effectiveness is important for growth. As business owners and chefs, we are always looking for ways to increase profitability and consistency. We should be documenting our processes and systems, and then we should engage our team in brainstorming ways to do things more efficiently. By increasing efficiency, we save both time and money, thus making our businesses more profitable and ensuring utmost guest satisfaction. The best way to improve efficiency

is to measure and evaluate the right kitchen equipment. Again, our employees and team members can be great help here. The different cooking methods like braising, steaming, stewing roasting etc required in the menu further lead us to the selection of right equipment's. After selection, we engage our team to start learning the right ways to be more efficient with modern equipment's which is possible only through the right training. As we become more efficient we discover new capacity for production and profitability.

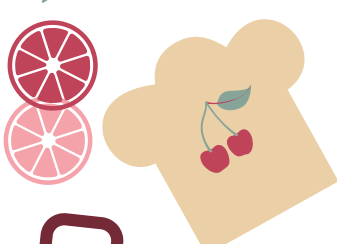
COMPOSTING AND WASTE REDUCTION

We always ensure that none of the food is wasted or thrown out. We constantly find ways or design and execute our menu to use up the

all the food trimmings which would have otherwise thrown in the bin. We also ask our team members to find out ways of recycling or reusing the leftover. We, however, at present do not have compost making equipments but we are open to install and get the further knowledge of the same.

UPCOMING TRENDS

The market in hospitality is very dynamic and ever changing. A few years' back all the chefs experimented and explored molecular gastronomy. But, I think chefs are now done with it and in the coming years I see the trend going towards combining and experimenting with regional and world cuisines. For example, we are very soon coming up with Pulled Pork and *methi thepla with quesada fresca*.





Kawalpreet Singh



KAWALPREET SINGH
Managing Director & Chairman
BBQ Co

IMPORTANCE OF RIGHT EQUIPMENT

Having the right equipments with the right quality is the most important factor for me, as it gives me the confidence to work round the clock without worrying about the apparatus. Serving with great enthusiasm, team work, continuous motivation and the zeal to achieve customer's satisfaction has been our main objectives. I pride on the strength of my core team. They know what efficiency means to the restaurant and how important it is! They are always striving to give in their best.

COMPOSTING AND WASTE REDUCTION

Control on wastage for restaurants and hotels is a must not just for their own good but to fulfill the social responsibility. Today, the restaurant owners must understand that it is very important to control on their wastage as every grain saved is every grain earned.

UPCOMING TRENDS

The trend I foresee in the upcoming years is that everyone is looking for healthier yet tastier dining options and we are ready for it.





Munnilal

MUNNILAL

**Founder and CEO
Munnilal Tandoors**

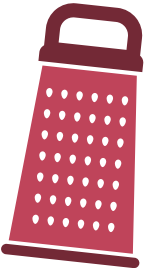
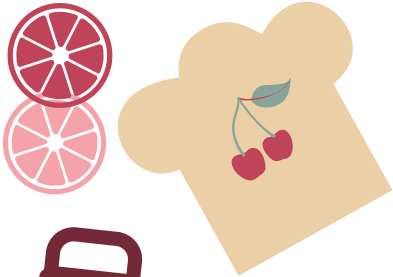
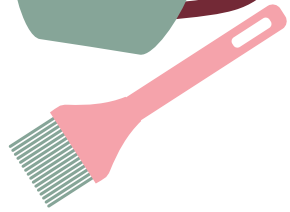
Munnilal Tandoors carries a legacy of making tandoors for five decades. The company which celebrates 52 years of hand-crafted excellence, is the only tandoor company that has established its brand on merits and is now well-known around the world.



Each of the tandoors are hand-crafted and the products are in accordance to the defined standards as under NSF approved listing (the

US) and also as per the Certified Gas Product Listing (conforming to CSA standards) (Canada). The company exports its tandoors to over 30 countries and is a testament of delivering quality products. We feel that with constant development in food culture, the demand for equipment is also going through subtle changes. For example, tandoor cuisine has come of age, and is changing the tandoors. Our experiences with so many companies have made us realise that it is time to move towards automation. These days even the smallest of

hand-based work in the hospitality domain is getting automated, which warrants the need to adopt it. We are initiating changes in the production to take enable optimum quality of the product. Further, with changing customer demands, we have launched a variety of tandoors, which are unique, from conventional clay tandoors, yet efficient. Although the company has achieved a lot over the years, there is no end to adding to the repertoire of products, and reaching out to many more countries to showcase the art form of making tandoor.



SHAHED ALI KHAN

**Operations Head
Nipun**

INTEGRATED SOLUTIONS

Our main focus has always been on ensuring pure quality with technical knowledge and these are our starting points always. Our team is well trained and has sound technical knowledge which enables us to provide our customers with a complete solution, i.e. designing, conceptualisation, supply and service. We have also developed a strong distribution reach and network, and we have a pan India distribution network.

EVOLUTION OF DEMANDS

As the pace that the Indian market is growing, the focus is not only on getting customised solutions, but is

more of comprehensive solutions. The demands have evolved a great deal over the last few years, and now hoteliers look for integrated solutions which includes, design, plan, supply and service. There is a need for a single point of contact and personal attention to every customer. Our customers are more aware of what they want and clear with their ideas and requirements. Another change that we have noted is the increasing levels of demand for off the shelf inventory. This is mainly because of the high real estate prices, and the hoteliers wanting to make most of each day. The change in demand makes it necessary for us to have available

stock at any given point of time. The previous year has been wonderful for us, and now we all lined up with our new product range in retail refrigeration segment.

GENUINE CHARACTERISTICS

The Indian markets, unlike other markets need more mechanical machines as compared to electronic machines. Focusing on the Indian markets needs attention to the four S's, i.e. strength, sturdiness, simplicity and service. These we believe are the key characteristics that can make a company successful in India. Our excellence in after sales service is what differentiates us from our fellow competition.



NARENDRA VERMA

NARENDRA VERMA

**Principal Consultant
Hospitality Consultants India Pvt. Ltd.**

THE CORRECT PRODUCT

In the modern commercial kitchen, the Combination Steamer Oven unit has taken pride of place over other machinery and equipment, proving to be indispensable to chefs in all types of kitchens around the world. However, in India the open flame burner has not been removed from its place in the kitchen despite many worthy challengers being introduced over a period of time, like with developments in engineering and technology from tilting kettles and braising pans to combi ovens and induction based cooking units. So, while new equip-

ment is brought in regularly, the open flame burner is definitely the one that chefs have not learnt to do without as yet.

ENABLING EFFICIENCY

The efficiency of all equipment specified in the kitchen is of great importance as the hidden cost of consumption of resources such as water, electric power and gas can greatly affect the operating costs of the restaurant. The cost of ventilation is often overlooked but is also greatly impacted by the efficiency of certain equipments, as the choice

of heat source and also generation of heat from a particular unit should be considered when designing the ventilation system. Composting and waste reduction is playing a big part in restaurants in hotels these days. Waste management has always been a consideration for commercial kitchens. New rules require better segregation at source and introduce in house treatment in organic waste composting machines among other rules. These rules do consider the size of the establishment and requirements increase proportionately to the increase in waste generation. ↴

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MOVEMENTS

OLIVER BONKE

Chief Operating Officer
Shangri-La Hotels and Resorts

Shangri-La Hotels and Resorts have announced the appointment of **Oliver Bonke** as President and Chief Operating Officer. Reporting to Shangri-La Asia Limited Chief Executive Officer LIM Beng Chee, Bonke will assume responsibilities on September 1, 2017, and will be based at Shangri-La's headquarters in Hong Kong. Bonke has nearly 30 years of experience in the hospitality industry, most recently with Loews Hotels as Chief Commercial Officer.



VIJAY JAISWAL

Sr. VP – Sales & Marketing
Sarovar Hotels

Sarovar Hotels announces the appointment of **Vijay Jaiswal** as Senior VP–Sales & Marketing. An industry adept professional, Jaiswal brings with him over 29 years in the hospitality industry. At Sarovar Hotels, he will be responsible for overseeing the planning and implementation of sales, marketing and product development programmes for each brands targeted toward existing and new markets. Earlier, Jaiswal was associated with ITC Hotels as Head of Sales & Marketing for Fortune Hotels.



ABHISHEK MALIK

Director of Operations
JW Marriott Pune

Abhishek Malik has been appointed as the Director of Operations at JW Marriott Pune. In his new role, he will be leading business and strategic operations of the property and will be responsible for implementing the brand service strategy and initiatives. He will also be working with various department heads to develop and implement respective departmental strategies. During his 17 years in the hospitality industry, he has been responsible for managing Rooms Division verticals and Food & Beverage assets of a number of leading luxury hotels in India.



SUMAN DUTTA SHARMA

General Manager
Hyatt Amritsar

Suman Dutta Sharma has been appointed as the General Manager of Hyatt Amritsar. He started his hospitality career with Choice hotels International and worked in various capacities in India and abroad with hospitality majors like Starwood, Hyatt International, The Leela Palaces, Hotels & Resorts, etc. With over two decades of work experience with organisations of repute he is known for his turn around abilities and crowning glories.



**PRINCESS RAJYASHREE
KUMARI BIKANER**
Chairperson
The Lallgarh Palace

“

I have a childhood love for reading. Also, gardening is a great therapy.

I have been fortunate enough to have been able to travel since an early age thanks mainly to my father who loved travelling and was a life-long student of life. My favourite cities are Bangkok, London and Munich, each has its own interesting vibe and character. Within India, it would be Jaipur in my own home state of Rajasthan. I have a childhood love for reading. Also, gardening is a great therapy. I confess I am not a foodie but, my favourite all time cuisine, then it would have to be Italian and Lebanese.



SAIDA EL MASSMOUDI
Director,
Wedding- Events
Atlantis, The Palm
Hotel & Spa, New Delhi

“

My favourite holiday memory is when I made a trip to Ireland and visited the cliffs of Moher”

I de-stress by visiting the gym and praying. My husband and my mother are the inspiration in my life. My favourite book is '7 Habits of Highly Effective People' by Stephen Covey. India is one of my favourite destinations to holiday because of its wonderful culture, different cuisines, the people and the nature. My favourite holiday memory is when I made a trip to Ireland and visited the cliffs of Moher. One thing about me not too many people know is that I can sing in Arabic. My favourite cuisine is Italian and French.



ASHISH R THADANI
CEO
TI Absolute Concepts

“

I believe in the motto live and let live. When I'm not working, I enjoy cycling”

I believe in the motto live and let live. When I'm not working, I enjoy cycling. I hope the bicycle cafe culture catches on. I also like to spend time with my family. What more inspiration can we ask for? My favorite book is Lee Iacocca's autobiography. My favorite holiday destinations in India and abroad are Kodaikanal and Austria.



NIKHEEL SHIRODKAR
General Manager
ibis Styles Goa Calangute

“

My passion lies in travelling; I like to discover diverse cultures and lifestyles

Riding a bike is not only my hobby but helps me de-stress as well. My passion lies in travelling to different places as a backpacker. I have an innate appreciation to discover diverse cultures and lifestyles and having interesting travel experiences. I relish simple, homemade Goan Saraswat cuisine. The perfect balance of rice, seafood, coconut, vegetables, meat and local spices are some of the main elements in Goan cuisine.



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