

# HOSPITALITY Talk

Monthly Publication  
June 2017  
Vol 4 • Issue 6  
Pages 52  
` 50



CHAMPIONING GREEN PRACTICES



# THE AROMA DEPOT.COM

LARGEST COLLECTION OF AROMA SOLUTIONS

FROM THE TRUSTED HOUSE OF  VEDIC AROMA LAB



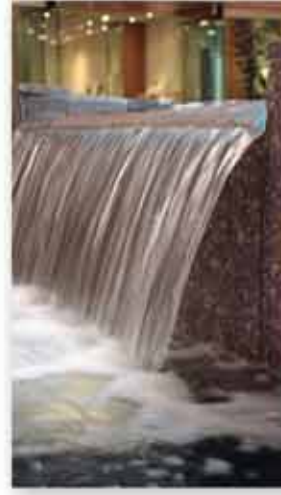
Essential Oils  
for Diffusers



Reed  
Diffusers



Carpet  
Fresheners



Water Fountain  
Fragrances



Anti-Mosquito  
Garden Sticks



Laundry  
Fragrances



Floor  
Fragrances



Hot / Cold Towel  
Aromas



Customized  
Signature Aromas



Strategic Air  
Fresheners

## TheAromaDepot.com

Largest Collection of Aroma Solutions



Lemongrass  
Super 3007



Lavender  
Super 3007



Jasmine  
Super 3007



Rose  
Super 3007



USE PROMO CODE  
**FHRAI7FS** FOR FREE SHIPPING\*

USE PROMO CODE  
**FHRAIF7SP** FOR FREE SAMPLES\*

For more information, pl email [sales@vedicaroma.in](mailto:sales@vedicaroma.in)  
or  95192 11233 or write to us at Vedic Aroma Lab,  
Aroma One Tower, Commercial Plot 35, Jankipuram,  
Sector E, Lucknow - 226 021 INDIA

\*Terms & Conditions Apply

INDIA'S LEADING HOSPITALITY BRANDS TRUST  VEDIC AROMA LAB



# Contents

- 16** **Carlson plans big for India**  
Raj Rana, CEO, South Asia, Carlson Rezidor Hotel Group, talks about the Group's growing presence in India and the coming in of its new brands to the country
- 20** **Going strong in India**  
We take a look at IHG's expanding portfolio and the new regions that the hospitality group is looking to tap
- 24** **Sustainability for sustenance**  
Hotels must continuously look to enhance customer experiences while simultaneously taking care of the environment. We try and understand from experts how this can be best achieved
- 28** **Bringing culture to form**  
Rahul Shankwalker, Founding Partner, Studio HBA, tells us about some of the projects he has worked on and how each is different from the other
- 38** **Maya enchants southern India**  
The successful conclusion of the fourth edition of the South India Travel Awards held at Crowne Plaza Kochi



16



20



24



28



38

## HANDICRAFTS INDIA YEAR BOOK

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

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

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

**Editor & Publisher**  
Sanjeet

**Managing Editor**  
Peden Doma Bhutia

**Associate Editor**  
kanchan.nath@ddppl.com

**Assistant Editor**  
tripti.mehta@ddppl.com

**Correspondent**  
anupriya.bishnoi@ddppl.com

**Asst. Vice President**  
gunjan@ddppl.com

**Advertising : Delhi**  
seema.joshi@hospitalitytalk.in  
jaspreet.kaur@ddppl.com  
Dinesh Sharma +91-9810264368

**Advertising : Mumbai**  
harshal.ashar@ddppl.com  
susan.eapen@ddppl.com  
priyanshu@ddppl.com

**Advertising : South**  
shradha.kapoor@ddppl.com

**Design**  
Yogendra Baghel

**Advertisement Designer**  
Vikas Mandotia  
Nitin Kumar

**eCommerce**  
Ashish Chakraborty

**Production Manager**  
Anil Kharbanda

**Circulation Manager**  
Tarun Jain

**Business Manager**  
Ashok Rana

**Cover Image**  
Hyatt Hotels Corporation

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

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

**Editorial enquiries:**  
(concerning reproduction of articles)  
[talk@ddppl.com](mailto:talk@ddppl.com)

**Advertising enquiries:**  
[gunjan@ddppl.com](mailto:gunjan@ddppl.com)

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

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

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

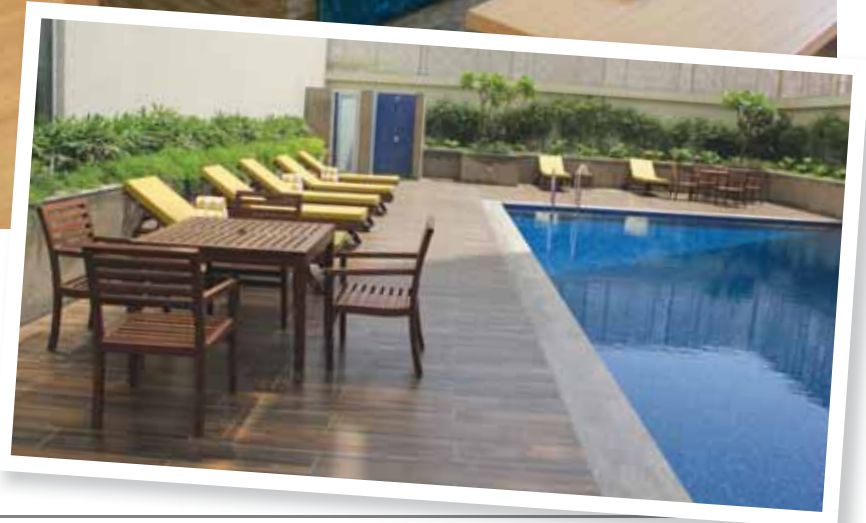


## Lemon Tree opens twin properties in Gurugram

The Lemon Tree Hotel Company has announced the formal opening of its twin properties in Gurugram, thereby becoming the largest owner of hotel rooms in the millennium city. Adding a collective inventory of just under 400 rooms, Lemon Tree Hotel, Sector 60, and Red Fox Hotel, Sector 60, located at a short distance from the business hub of the city also house a separate convention centre with commercial and office space, the largest accessible MICE destination in Delhi-NCR. In line with the fresh, fun, and spirited ambience of Lemon Tree, these properties



promise to delight their upbeat guests with their vibrant interiors, scrumptious food, impeccable facilities, and the distinctive warm and friendly services that Lemon Tree is known for.



## HIFI 2017 at JW Marriott Hotel Mumbai Sahar in November

Burba Hotel Network (BHN) has announced that its hotel investment event portfolio, including HIFI, has been acquired by Northstar Travel Group. HIFI will be produced by Northstar Travel Group in association with BHN and Horwath HTL, India. Northstar's focus on the global travel industry and its established footprint in Asia will add a new level of expertise and resources. Scheduled to be held on November 20-21, 2017, at JW Marriott Mumbai Sahar, HIFI continues to grow and serve the hotel investment community in India and South Asia. Northstar also owns Phocuswright India.



## Park Plaza Noida rebranded Radisson Noida

Park Plaza Noida has announced its rebranding as Radisson Noida, the first Radisson hotel to be inaugurated in Delhi-NCR. Strategically located in proximity of Noida's corporate hub and the central business districts of Ghaziabad and New Delhi, the hotel has completely reinvented itself to better serve its discerning guests. "I am delighted to welcome this hotel to the Radisson brand family. Delhi-NCR is a key market for us and Noida remains a promising destination due to its thriving corporate suburb. We appreciate the investment that our strategic partner, Bestech Group, has made in upgrading this hotel and the trust they have demonstrated in the Radisson brand," says **Raj Rana**, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group.



## Swosti Chilika Resort set to open in June

Swosti Group is soon to open its doors to Swosti Chilika Resort, a place for all travel seekers and holiday enthusiasts who revel in unexplored and untouched tranquility and look to unwind and reconnect in a most spectacular setting one can possibly imagine. Swosti Chilika Resort extends its guest cottages and presidential suites with breathtaking views, while being elegant and well-appointed for a comfortable stay. Four types of accommodation, Sanctuary - The Presidential Suites, Millpond - The Pool Villas, Windchime - The Quad Villas, and Midlake County - The Hotel Blocks, are on offer for a luxurious indulgence.







Profitable Hospitality Businesses have one thing in common...

## PANASONIC BIG CAPACITY COOKERS



CONSISTENTLY GOOD PERFORMANCE



NO SHOCKS IN YOUR KITCHEN



NO SUPERVISION, NO MESS



OPEN UP ANYTIME



IDEAL FOR COUNTERS



SR-932D

COOKS UPTO  
**2** KGS OF RICE



SR-942D (SS)

COOKS UPTO  
**2.5** KGS OF RICE



SR-972D

COOKS UPTO  
**4.5** KGS OF RICE



### COMMERCIAL RICE COOKERS

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

### IDEAL FOR BUFFETS



SR-WA22H(SS)

- Can also be used in Buffet for Steaming or Reheating - Idli, Idiyappam, Vegetables and more.
- Double Steaming Basket

### SUPER MIXER GRINDER



MX-AC300

- SS304 Rust Proof Stainless Steel Jar
- 550 Watts Powerful Motor

### MEAT GRINDER



MK-MG1000 / MK-MG1500

- 1000 Watts / 1500 Watts
- 3 Types of Blades (Rough / Mid / Fine)
- Rotary switch with reverse function

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

OUR HOSPITALITY CHANNEL PARTNER: Bangalore: Crockery World - 9845025420 | Chennai: SSN S Selladurai Nadar - Hotel & Catering World - 044-25356006 / 25331772 / 23456006 / 23456007 | Coimbatore: Chandran Steels - 8056993399 | Delhi: DKG Sales Pvt Limited - 9999826782 | Goa: Grand Empire - 7738425891 | Hyderabad: Agromech Industries - 040-23700280 / 65552669 / 23811097 | Kerala: Cater Circle - 9895756211 | Maharashtra: Janta Steel - 022-24111987 | Vijayawada: One Stop Shop - 8666641113

BRANCHES: Andhra Pradesh - Mr. Uma Maheswar: 90006 34008 | Telangana - Mr. Suman: 9949595112 | Gujarat - Mr. Bhavesh: 9227947310 | Karnataka - Mr. Thomas: 9481516268 | Kerala - Mr. Shyju: 9995891707 | Kolkata - Mr. Dipendu: 9007156490 | Maharashtra - Mr. Rahul: 8655666867 | North - Mr. Vishal: 9871293394 | North East - Mr. Manoj: 9864980610 | Orissa - Mr. Prashant: 9337560190 | Tamil Nadu - Mr. B S Ramesh: 9994054940

FOLLOW US

BUY

VISIT

SCAN

PANASONIC COOKING INDIA on:



www.mypstore.in



JOB CODE: PAI029/17-18/V1



## Novotel debuts in Lucknow with 106 rooms

AccorHotels has announced the opening of Uttar Pradesh's first Novotel in the capital city of Lucknow. Novotel Lucknow Gomti Nagar is located in the heart of the city's commercial hub, Gomti Nagar, a short drive from Lucknow airport and railway station. The hotel features 106 rooms including two suites, all equipped with modern in-room amenities, plush interiors, and high speed Wi-Fi connectivity. Designed to meet the needs of today's modern and hyper connected travellers, the business hotel's lobby features a dedicated web corner, a multi-touch table interactive platform that allows guests to experience a wide range of entertainment, and a virtual concierge help desk that gives guests access to important information to plan their travel itinerary in the city.



## The Fern Silvanus Resort, Alibaug, opens doors

The Fern Hotels & Resorts has announced the opening of The Fern Silvanus Resort, Alibaug, a premium resort surrounded by densely forested hills. The resort offers 34 spacious cottages with the highest level of comfort. The Fern Silvanus Resort delivers exceptional service, artful décor, and an array of luxury amenities with an unparalleled environmental responsibility. The resort is conveniently located close to the Nagaon Beach and Kolaba Fort. The resort is owned by Silvanus Resort and managed by Concept Hospitality, part of CG Hotels and Resorts.

## 35-room Eastin Hotel opens in Kurseong

Absolute Hotel Services India has announced the opening of Eastin Hotel, the first international 4-star deluxe resort hotel in Kurseong, Darjeeling. The hotel opened its door to guests on April 15, 2017, with special opening rates. Located on the foothills of the Himalayas, Eastin Hotel Kurseong, Darjeeling, offers 35 rooms under Deluxe, Executive, and Suite categories with views of the Himalayan mountain range and tea estates. Other recreation activities at the hotel include local dance and music, trekking, bird watching, and tea tourism. Facilities include a signature all-day dining multi-cuisine restaurant, specialty vegetarian restaurant, lounge bar, terrace café to relax and admire the scenic beauty, banquet and meeting centre, wellness spa, gym, and meditation and yoga centre.



## Clarks Inn adds Belgaum to its growing footprint in Karnataka

Clarks Inn Group of Hotels has announced the signing of a hotel property in Belgaum, Karnataka. The new property, a 60-room, strategically located business hotel is currently in its last phase of development and is slated to start operations by year-end. The hotel is merely an hour's drive from Goa. The 60-key Clarks Inn Belgaum will be a vibrant hotel property that will cater to all the needs of the modern-day discerning business as well as leisure travellers. "As a hotel company, we now have the most widespread presence in Karnataka with as many as eight hotels currently in operation at Badami, Bagalkot, Bengaluru, Gadag, Hampi, Hubli, Mysuru, and Shivamogga and four more slated to open doors over the next one year," says **Rupam Das**, Area Director - Operations (South), Clarks Inn Group of Hotels.



QUALITY SINCE 1984



Ketchup & Sauces

India ka  
International TASTE

Enjoy the wide range of irresistible Tops products!  
Bringing you taste & freshness since 1984.

**Tops Ketchup**

Enjoy the real taste of tomatoes

Also available in Hott 'n' Sweet and  
No Onion No Garlic variants



**Tops Vinegar & Chilli Sauce**

Show off your culinary skills with  
Tops Chilli Sauces (Green & Red)  
Soya Sauce and Tops Vinegar

f TopsSocial @TopsSocial

www.topsindia.com

Jam Pickle Tomato Ketchup Cake Mix Vinegar Snack Sauce Jelly  
Instant Mix Custard Corn Flakes Baking Powder Vermicelli Drinking Chocolate





## Alila Fort Bishangarh, Jaipur, to open in July

Alila Fort Bishangarh, a 230 year-old defence fortress, has undergone a brilliant transformation and will unveil all 59 suites this July. It is the second Alila property in India following Alila Diwa Goa, which opened in 2010. To celebrate its launch, Alila Fort Bishangarh has crafted an introductory package that allows guests to give back to the community with their Gift to Share programme. Renowned for its unique destination experiences, Alila also proudly positions itself as a hotel brand with a strong ethos in supporting and giving back to the local community. In booking the Gift to Share package, guests at Alila Fort Bishangarh will be supporting the local school, Rajkiya Balika Uchch Madhyamik Vidyalaya, whereby 50 per cent of the proceeds after the cost of services will be donated directly to the school. This will help fund the purchase of learning equipment such as laptops, desktops, and smart-boards to support the village students.

## Carlson Rezidor partners with Dineout for restaurant reservations

Carlson Rezidor Hotel Group has announced its partnership with Dineout, India's largest table reservation and restaurant promotion service. The partnership will add breadth to the local connection and brand positioning to resonate with tech-savvy diners. The Group builds on the success of a pilot exercise undertaken in 2016, where select hotels in India had their restaurants and bars promoted on the platform.

## AccorHotels considers acquiring FCDE's stake in Groupe Noctis

AccorHotels and the FCDE (Fonds de Consolidation et de Développement des Entreprises) are in exclusive talks about acquiring 100 per cent of the latter's minority interest in Groupe Noctis. Laurent de Gourcuff, Groupe Noctis' Chairman, CEO, and majority shareholder, established the company in 2008, and has since grown it into a key player in the hospitality market covering a number of segments.



## 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. Priced at ₹2500 and upwards, Townhouse provides a unique hospitality experience in the heart of popular neighbourhoods.

## Swiss-Belhotel International eyes India market

Swiss-Belhotel International has got ambitious plans for expansion in India. Most of the expansion in India's hotel market is taking place in the mid to upscale segments due to growing middle class, stronger domestic demand, tax reforms, and stabilisation of supply and demand chain. Swiss-Belhotel International is the perfect fit for the market with 57 per cent of the group's global portfolio of 145 hotels in the 4-star and 5-star segments.



## Marriott to open 15-17 hotels in India this year

Marriott International has marked its entry into two new countries, Nepal and Sri Lanka, with major expansion plans for India as well. **Neeraj Govil**, Area Vice President - South Asia, Marriott International, reveals, "We have opened our first Fairfield in Kathmandu and will be opening a hotel in Sri Lanka, marking our entry into these two countries. In India, we will be opening about 15-17 hotels in 2017, and most of the growth would be in the tertiary market. We are looking to grow across a spectrum of segments. We now have 30 different brands globally so we plan to bring in new brands as well as grow with the existing ones. India is second in terms of growth after China in the Asia Pacific region for us."





QUALITY SINCE 1984



Pickle

India ka  
International TASTE

Wah!

21

### YUMMY VARIETIES

Tops brings you a range of 21 pickles  
Made from select ingredients,  
with traditional recipe and all the care.  
Enjoy these delectable treats  
along with any meal.



Naya Tiffin Pack  
Hamesha Mere Saath



f TopsSocial @TopsSocial

www.topsindia.com

Jam Pickle Tomato Ketchup Cake Mix Vinegar Snack Sauce Jelly  
Instant Mix Custard Corn Flakes Baking Powder Vermicelli Drinking Chocolate



## Radisson expands to City of Eternal Spring

Radisson has announced the opening of Radisson Hotel Quinta Rubelinas Cuernavaca in Chiconcuac, Mexico. Located in Cuernavaca, nicknamed the "City of Eternal Spring", the hotel features contemporary Mexican architecture and is surrounded by vibrant gardens and palm trees. The hotel also adds convenience to guests being only nine kilometres from the Cuernavaca Airport.



## Two Moxy Hotels in Japan by end 2017

Moxy Hotels, Marriott International's experiential hotel brand created for a new generation of fun hunting travellers, continues its rapid global expansion with the announcement of two new properties in Japan. Much like the culture of Japan, Moxy is energetic, buzzy and bright, and is bringing a new contemporary, playful, and affordable experience to Japan's growing hospitality market. Moxy Tokyo Kinshicho and Moxy Osaka Honmachi are both set to open in late 2017, further expanding the brand's presence in Asia Pacific with the opening of the region's first Moxy in Bandung, Indonesia, slated for the third quarter of 2017.

## 18-hole golf course at Hilton Denver Inverness

Hilton Denver Inverness, formerly known as the Inverness Hotel & Conference Center, will bring a freshly appointed and technologically sophisticated guest experience to the region while also offering all the benefits and high quality service expected from a Hilton resort. Hilton Denver Inverness offers travellers and local customers a retreat with a championship 18-hole golf course, full-service spa, and five award-winning restaurants.

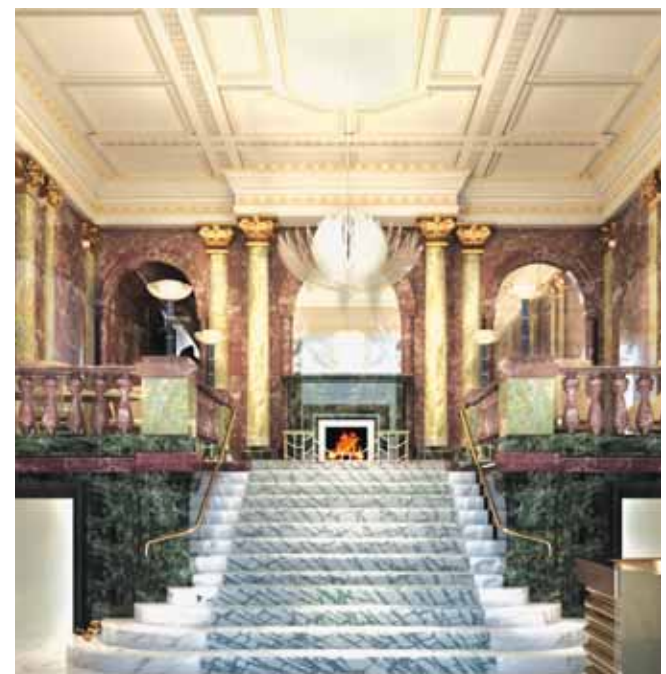


## OYO's first hotel in Kathmandu, Nepal

OYO has announced its foray into Nepal with the launch of its first hotel in Kathmandu. OYO is the global pioneer of a new business model developed in India. OYO partners with hotels to standardise and transform their rooms enabling a better experience for guests. It pioneered the use of technology in the budget-hotel category to make property operation and management more seamless. OYO's network has now grown to 7,000 hotels in 200 cities.

## Mandarin Oriental Hyde Park reveals renovated areas

Mandarin Oriental Hyde Park, London, is undergoing one of the most extensive renovations in its 115-year history and has recently revealed the first part of the comprehensive multimillion-pound restoration with a new reception and lobby lounge. Internationally renowned designer, Joyce Wang, has been commissioned to oversee the overall design concept, and has sought inspiration from the natural beauty of Hyde Park throughout the property. Inspired by the hotel's peaceful park-side location coupled with its royal heritage, Wang has also been influenced by the glamour of the early 20th century's Golden Age of travel.





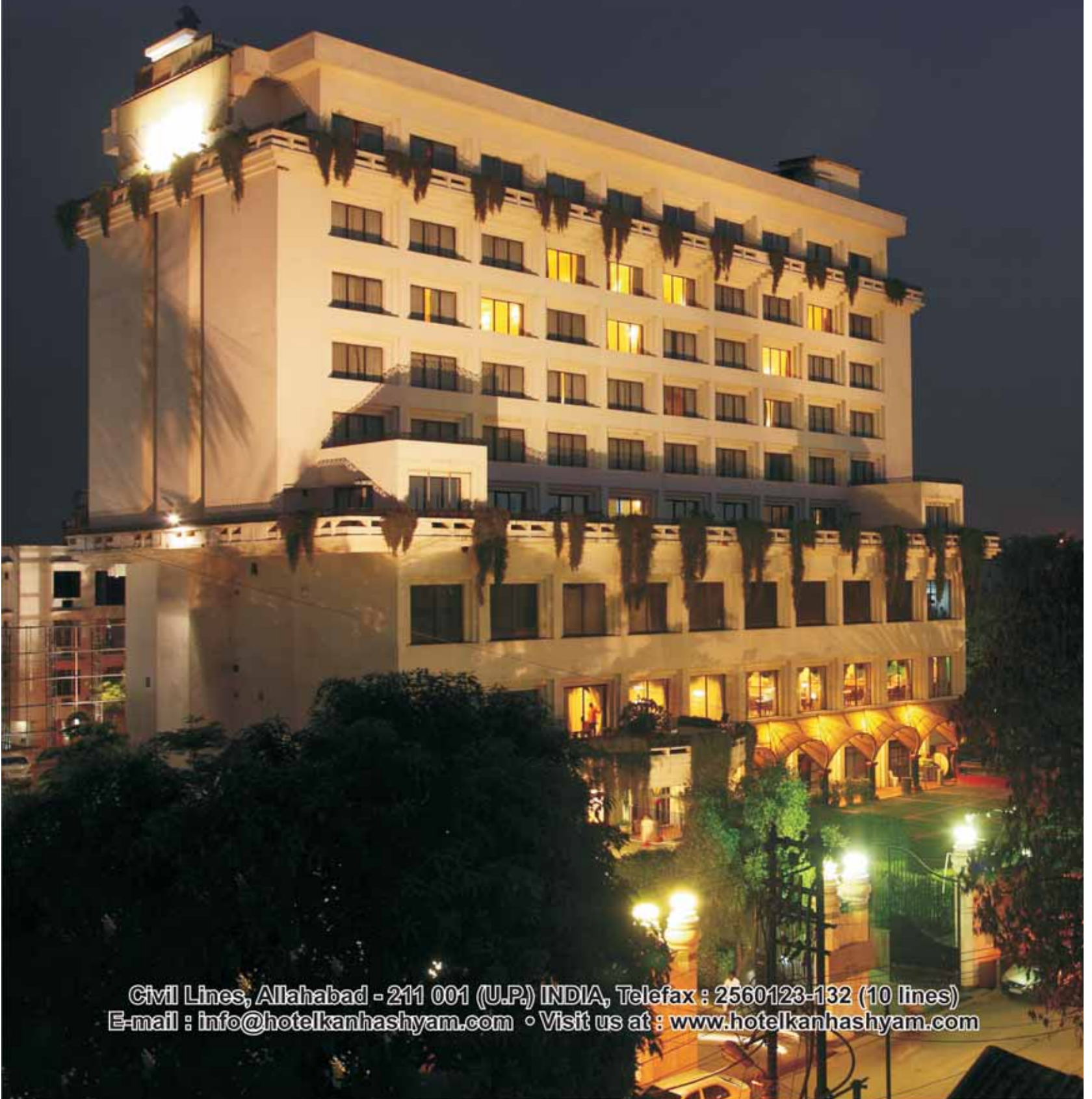


HOTEL

*Kanha Shyam*

ALLAHABAD

[www.hotelkanhashyam.com](http://www.hotelkanhashyam.com)



Civil Lines, Allahabad - 211 001 (U.P.) INDIA, Telefax : 2560123-132 (10 lines)  
E-mail : [info@hotelkanhashyam.com](mailto:info@hotelkanhashyam.com) • Visit us at : [www.hotelkanhashyam.com](http://www.hotelkanhashyam.com)



## Hilton Rio de Janeiro Copacabana opens with 545 rooms

Hilton has announced the opening of Hilton Rio de Janeiro Copacabana. The 545-room beachfront hotel is one of the largest hotels in the famous Copacabana neighbourhood, one of Brazil's most visited destinations, and represents Hilton's second property in the city. "The opening of our 100th hotel in Latin America solidifies our commitment to strategically expanding our footprint and introducing our industry-leading brands throughout this promising region," said **Ian Carter**, President, Global Development, Architecture, Design & Construction, Hilton.



## Park Inn by Radisson opens in Nairobi with 140 rooms

Park Inn by Radisson has announced the opening of the first Park Inn by Radisson in Nairobi's Westlands. The hotel's 140 rooms are impeccably designed, vibrant, and spacious and feature a host of amenities purposefully built to suit the needs of today's modern traveller looking for an international mid-scale hospitality experience. The hotel has five spacious meeting rooms as well as an event terrace. The Rezidor Hotel Group now has three hotels operating in East Africa with an additional two opening within the next quarter. Park Inn by Radisson Nairobi Westlands is Rezidor's 35th hotel in Africa. The Group's Africa and Indian Ocean portfolio now feature more than 16,600 rooms.



## Swissôtel enters Bosnian market with hotel in Sarajevo

Swissôtel, part of AccorHotels, has announced that it has entered into a franchise agreement with Al Shiddi International for development of a new 218-room urban resort scheduled to open in early 2018. Situated next to the Bosnian Parliament, within the expansive mixed-use Sarajevo City Center project consisting of a shopping mall and office tower with 30,000 daily visitors, Swissôtel Sarajevo will enjoy a commanding downtown commercial and residential location, as a new landmark for Sarajevo close to top attractions and the Sarajevo International Airport.



## Mandarin Oriental enters South American market with hotel in Chile

Mandarin Oriental Hotel Group has signed a management contract to manage and ultimately brand a 310-room hotel currently operating in Santiago, Chile. The Group will take over management of the property from August, 2017. Following an extensive guest room and public area renovation, the hotel will be rebranded Mandarin Oriental, Santiago.



## Lords Hotels signs fourth hotel in Nepal

Lords Hotels & Resorts has announced the signup of its fourth hotel property in Nepal. With 105 keys, the premium resort property will be inaugurated as Lords Resort – Budhanilkantha because of its proximity to the sacred temple. Slated to commence operations by the end of 2017, the resort would become Lords Hotels & Resorts' second hospitality offering in Kathmandu with Mirage Lords Inn being its first. Besides these two, the hotel chain has signed up two other hotel properties in Birjung and Bhaktapur which will soon open to tourists.





# Planning to buy New Equipments

Insist with **KMW G N PAN**

Since it is made from **18/8** Superior Grade Stainless Steel  
Totally Rust Free with Anti Jam Function ( No Jamming when Stacked )

**With heavier 0.8 mm thickness** and  
**NSF** Mark (USA Food Grade Certificate)

Matt Finish for Scratches free appearance  
and for Good Looks



We have more than 3000 + products range for Hospitality Industries visit our website [www.kingmetal.com](http://www.kingmetal.com)

### Dealer in :

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

More Dealers are solicited all over country.



For More Information Contact us :

**King Metal Works**

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

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

Email : [marketing@kingmetal.com](mailto:marketing@kingmetal.com) / [sales@kingmetal.com](mailto:sales@kingmetal.com)

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



## Four Points debuts in Hokkaido, Japan

Marriott International has announced the opening of Four Points By Sheraton Hakodate, the first Four Points hotel in Japan. Catering to the needs of today's traveller, the hotel offers approachable design, stylish comfort, and the brand's popular extras including fast and free Wi-Fi throughout the hotel and the brand's signature Best Brews programme. The hotel's guest rooms bring the brand's classic, timeless



style with a modern appeal to life. Each guest room is equipped to provide uncomplicated comfort featuring the Four Points plush

signature bed and flat screen TV among other amenities. The all-day dining restaurant, Main Dining Four Point, serves authentic Japanese

cuisine that includes freshly-made buckwheat soba noodles and succulent pork katsu as well as other international favourites.



## One&Only expands portfolio in Africa

One&Only is evolving its portfolio beyond award-winning Beach Resorts with One&Only Nature Resorts, One&Only Urban Resorts, and One&Only Private Homes. These new experiences will complement the existing award-winning resort collection, set in some of the most beautiful locations of the world, offering guests a distinctive style and personality borne of its local culture, a genuine hospitality, and a lively energy that is unparalleled.

## Belmond Le Manoir aux Quat'Saisons launches horticulture school

The Raymond Blanc Gardening School at Belmond Le Manoir aux Quat'Saisons, the first of its kind in the UK, will be launched in July, 2017. Inspired by a deep curiosity for the wonders of nature, this school promises to combine the passion of the team at the manor house hotel with their love for gardening and the desire to pass on best-kept secrets to guests. It is a perfect marriage of true minds, where nature and culture co-exist.





# SHUBH FOOD PRODUCTS

ISO 22000:2005, FSSC 22000 & HACCP Certified Company

presents

## Tadka Blast

**A unique collection of readymix of Indian spices**



*For more details please contact:*

**Shubh Food Products**  
2104, Bhandup Indl. Estate, L.B.S. Marg,  
Bhandup (W), Mumbai- 400 078.

Contact person:  
Mr. Gaurav Gambhir - +91 9920133604  
Email: gaurav.g@shubhfoodproducts.com

[www.asafoetida.net](http://www.asafoetida.net)





# Carlson plans big **FOR INDIA**

Park Plaza Noida has announced its rebranding as Radisson Noida, the first Radisson hotel to be inaugurated in Delhi-NCR. On this occasion, we speak to **Raj Rana**, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group, about the rebranding, Radisson Red, and much more!

## Anupriya Bishnoi

**Tell us about the rebranded hotel, Radisson Noida.**

Spread over 42,000 sqft, Radisson Noida features 88 contemporary rooms with modern amenities. The revitalised rooms are bright and modern, complemented with LED

TVs, loungers, and new upholstered furnishing. Business Class, a new room category, has been introduced for corporate travellers who can enjoy benefits such as complimentary drinks in the lounge bar. The first Radisson hotel to be inaugurat-

ed in Delhi-NCR, the property offers an array of dining options including an all-day-dining restaurant, The Creative Kitchen, a relaxed dining venue located on the lobby level serving international cuisine. The Great Kabab Factory, an award-





**!! Beat the Summer Heat  
with Param Chhach!!**



For Enquiry Kindly Contact : 1800 111 115 | [www.paramdairy.com](http://www.paramdairy.com)





winning specialty restaurant, is located on the rooftop delighting guests with authentic mouth-watering *kebabs*, prepared in various styles. NI-hao features a culinary journey through Southeast Asia where chefs prepare pan-Asian cuisines using authentic spices and ingredients specially brought in from different regions of Asia. Ethyl, located on the lobby level, offers an array of international spirits and wines, the perfect venue to unwind and enjoy a drink or two. The hotel's pastry shop, Cakewalk, offers a wide selection of home-made cakes, pastries, and chocolates.

**What does the hotel offer in terms of recreational and MICE facilities?**

The Sky Spa & Salon at Radisson Noida promises an exclusive and re-

invigorating experience with a range of massages and herbal treatments to revitalise your body, mind, and soul. Its facilities also feature couple therapy rooms, a salon, steam rooms, a sauna, and two single therapy rooms. A fully-equipped fitness centre at the rooftop features high-tech equipment and changing facilities with steam and sauna rooms. Radisson Noida boasts of over 4,360 sqft of flexible meetings and events space that can be split into four separate ballrooms for smaller events or combined into one large space for functions. With this repositioning, we think the hotel is better placed for success, particularly in the corporate segment. The hotel is located in a corporate hub and we are hoping that this new brand will bring in more business as it rightfully deserves after the renovation and rebranding.

**What was the rationale behind the rebranding?**

We felt that being in such a strong corporate market, the demand for upscale hotels is higher and Radisson is strongly positioned

in this upscale segment. It is a popular brand that people are already aware of.

**Do elaborate on the Group's expansion plans.**

India remains one of the strongest markets for Carlson where we have 84 hotels in operation and 140 hotels in the pipeline. We are opening a new hotel every six weeks on an average and we sign a hotel every four weeks, which is a good run-rate. With this run-rate, we will easily hit 170 hotels by 2020, in India. The India growth story remains very strong as the cost of connectivity continues to decline. This creates more demand in secondary tertiary markets where Park Inn by Radisson and Country Inn and Suites are two strong mid-scale brands, positioned to capture more market share and provide good facilities to travellers.

**When will India be a new address for Radisson Red?**

The first flagship is under construction in Mohali, Punjab, and we expect it will open in the first quarter of 2018. We are



India remains one of the strongest markets for Carlson where we have 84 hotels in operation and 140 hotels in the pipeline







about it. On the contrary, it has contributed to more transparency of transactions and increased confidence in the Indian market for the purpose of real estate investments.

As far as liquor ban is concerned, there has definitely been an impact. Almost 30 per cent of our hotels are on the highway within the 500-metre range. We have had to look at other ways to increase our displaced revenues. We are steadfast in honouring the orders of the honourable Supreme Court but on the other hand, we do hope that clarity will come, maybe through industry forums because the intent may not have been to impact licenced justifiable businesses that were on highways or that have been built on highways. For no fault of their own, they have been impacted. Also, it affects the livelihood of those employees who serve beverages at hotels, something that we must monitor.

On our part, we are seeing how best we can place those employees in other areas of operation so that their livelihood is not impacted. It is also important to address the social issue that revolves around the liquor ban.

exploring good deals all across the country and we do believe that it will be a very successful brand because the cost of investment in building a Radisson Red is less than that of a typical upscale hotel. Another reason is that the hotel has been planned in such a way that the cost of operating it is comparatively lesser. A lot of planning has been done to ensure ease of operation, thereby resulting in better margins for investors and success for us.

**The year has so far been quite challenging for the industry. What do you see as the way forward?**

If I look at India where I have been for some time, I see Carlson as a long-term player in the region. In every country, there are always some blips and some road bumps along the way and India is no different in that sense. The initiatives are, of course, commendable. There is inconvenience in the short-run but nothing that can't be overcome. If you now look at the effects of demonetisation, they're passé. Today, nobody is even thinking



We must review the impact that drunken driving has on the image of the country as a progressive nation wanting to compete for international conventions and businesses. If we want more corporate investments to come to India, more FDI to come to India, responsible drinking and driving is not something that is out of the ordinary.





# GOING STRONG IN INDIA

Shantha de Silva, Head of IHG's South West Asia region, talks to us about IHG's expansion plans for the India market and what makes their presence so strong in the region.

Anupriya Bishnoi





# California Walnuts



- Accounts for 99% of the commercial US supply and 2/3<sup>rd</sup> of world trade.
- Known worldwide for their excellent quality.
- Grown, harvested and processed following strict Federal and State food safety regulations with finished product often exceeding quality standards set by USDA.

Walnut consumption is significantly increasing in India. California Walnuts provide the perfect opportunity for Indian dry fruit trade to expand their product portfolio and fulfill the needs of Indian consumer.



#### California Walnut Commission

651 Pace City-II, Sector 37, Gurgaon (HR), INDIA 122 004

• Ph: +91(124)434-4500 • Fax: +91(124)434-4501 • [www.californiawalnuts.in](http://www.californiawalnuts.in) • [walnuts@scs-group.com](mailto:walnuts@scs-group.com)

Find us on: [facebook.com/CaliforniaWalnuts.India](https://www.facebook.com/CaliforniaWalnuts.India) [twitter.com/CaWalnutsIndia](https://twitter.com/CaWalnutsIndia)

**Non-Discrimination Statement:** In accordance with USDA, the California Walnut Board and California Walnut Commission prohibit discrimination in all programs and activities on the basis of race, colour, national origin, age, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal or because of all or part of an individual's income is derived from any public assistance program. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). California Walnut Board and California Walnut Commission are equal opportunity employers and providers. © 2008 EO/AA





**Shantha  
de Silva**

**Tell us about IHG's plans for the India market.**

Currently, IHG has 28 operating hotels in India. We recently opened Holiday Inn Kolkata Airport, followed by the opening of Holiday Inn Chennai OMR IT Expressway. Now we have 30 operating hotels.

For the next 3-5 years, we have 36 hotels in the pipeline. Our expansion is primarily in the Holiday Inn and Holiday Inn Express categories. We expect to establish 100-150 hotels in the next 10-15 years. That's our ambition.

**What is the reason behind IHG's strong presence in South India, especially in Chennai?**

It is not just South India but other regions of the country as well where we have a strong presence. For instance, we are very strong in Delhi-NCR where we have about eight operating hotels. Chennai is special for IHG because it is the first city in the country which has all four

of IHG's operating brands in India. Here, we have InterContinental, Crowne Plaza, Holiday Inn and Holiday Inn Express. It is all about having the right location, right partners, and right opportunities to develop.

**In which other cities are you looking to expand?**

We want to grow in Mumbai and Bengaluru. In fact, we are opening Holiday Inn Express properties in collaboration with Brigade Group, our partner in Holiday Inn Chennai OMR IT Expressway. One of these properties is scheduled to be opened within the next year or so. The second one will open soon after.

**Is expansion in Tier-II and Tier-III cities on the cards?**

As the domestic market in India grows, the potential to expand also increases. I think if the opportunity comes, we will be open to expanding to these market segments as

well. Through government-led initiatives, a number of airlines have been encouraged to cater to smaller cities, resulting in increased opportunity to expand to these regions. We see Holiday Inn and Holiday Inn Express expanding beyond key metros.

**Which brand is performing the best in India?**

I would say every brand of IHG is doing well because each brand caters to a different audience. If you look at it from a growth perspective, Holiday Inn and Holiday Inn Express are doing phenomenally well.

More than half of our portfolio comprises the Holiday Inn and Holiday Inn Express brands. Ninety per cent of the hotels we have in the pipeline are also under these two categories. With a rapidly growing middle class, there exist huge opportunities to cater to this segment. The Holiday Inn brand is





pretty much synonymous with this group of people.

It is one of the most recognised brands globally. In India too, it is one of the most preferred brands in its category. Holiday Inn and Holiday Inn Express are two brands that are currently strengthening their growth in the country and will continue to do so.

**The year has been unfavourable for the industry so far. How, do you think, the rest of it would fare?**

We need to work with the authorities in mapping out solutions to issues that are hindering the growth of the hospitality sector. There still is a lot

of talk around liquor ban on how things can be worked out. Yes, there are challenges but then there are a lot of opportunities as well.

If you look at the Indian hospitality market, in the last three years, there has been a stabilisation of demand and occupancies have reached the level of 60 after a long time. We see that going forward as well. With demand growing, we are hopeful that opportunities will also grow.

Challenges do come, but over a period of time, things will stabilise. While some challenges will get stabilised with time, some others will have to be worked around.



“

With a rapidly growing middle class, there exist huge opportunities to cater to this segment

”

**METINOX**  
WE CREATE *Masterpieces*

Manufactured from the high quality Stainless Steel, our exciting range of Cutlery, Kitchenware & Chef Helpers is synonymous with quality, durability & class.

[www.metinoxindia.com](http://www.metinoxindia.com)

**METINOX INDIA**

M-20, First Floor, Badli Industrial Estate Phase- 1,  
Delhi - 110042, Phone : +91-9811486767, +91-9555326767  
E-mail : sales@metinoxindia.com, metinoxindia@gmail.com



# Sustainability for sustenance

Nowadays, hotels are big on sustainability, a trend stemming from the realisation that a one-time investment can reap long-term benefits. **HospitalityTalk** finds out how hotels ensure guest comfort while simultaneously taking care of the environment.



Tejinder Singh



We have had energy-efficient systems installed in all areas of operation, from VFDs on water pumps to LED lamps



Anupriya Bishnoi

## TEJINDER SINGH

General Manager  
ITC Rajputana, Jaipur

### STRIKING A BALANCE

ITC Hotels, as a core business philosophy, uses sustainability in everything they do. This involves reduction of energy and water consumption without compromising on guest experience by adopting energy efficient technologies and practices. Our hotel is the only LEED (Leadership in Energy Efficient and Environmental Design)

Platinum certified building in Rajasthan, certified by the USGBC (US Green Building Council). With two windmills

of 2.5 MW capacity installed to harness renewable energy, two-third of the requirement of the hotel is met by renewable sources. We have had a solar-based hot water system installed to reduce fossil fuel consumption for hot water generation, a heat pump to reduce HSD consumption, and an IBMS (Integrated Building Management System) to monitor and control the central air-conditioning plant that is based on building load and outside weather condition. We have had

energy-efficient systems installed in all areas of operation, from VFDs on water pumps to energy-efficient LED lamps in place of CFL and GLS lamps. Our sewage treatment plant recycles wastewater for use in gardening. In addition to all these steps, we also harvest rainwater through our three rainwater harvesting pits, enabling us to be self sufficient in our water requirements. Our low-pressure LPG gas ranges reduce LPG consumption. We also ensure all our vendors conform to our beliefs.







**PRASHANT VAIDYA**

**Director of Engineering  
Sofitel Mumbai BKC**

**RECYCLING IS KEY**

We have installed appliances that are efficient, thereby ensuring wise utilisation of energy and water. For example, tap fixtures in all the washrooms run on sensors, resulting in minimum wastage of water. Targets are set every day for energy and water conservation and these are monitored at the end of each day. Moreover, guest rooms, public areas, and kitchens have regulated water flow and this has resulted in a 40 per cent reduction in water wastage. In our Planet 21 initiative, we have an in-house cultivation programme called 'Herb Garden'. This not only helps fulfil our corporate responsibility where our ambassadors engage in planting trees, but also helps deliver on our economic promise of serving guests scrumptious dishes made from fresh ingredients. As for organic produce, we make use of both quinoa and free-range eggs. We also place sustainable development cards in all the rooms so that every guest is encouraged to contribute towards the environment by reusing their towels. Proceeds from this are invested in a special project - Khaithal (Inde) - with which we have planted 13,849 trees till date.



**Prashant Vaidya**

# Nominate Now

for




# 2017

*For further details, please contact:*  
 Gunjan: +91 96503 99905, gunjan@ddppl.com, Amit: +91 96509 13334, amit.bhasin@ddppl.com,  
 Seema: +91 96501 96531, seema.datt@ddppl.com, Sonia: +91 96503 11774, sonia.butalia@indiahospitalityawards.in

**To nominate and vote, please log on to: [www.indiahospitalityawards.in](http://www.indiahospitalityawards.in)**

Supported by  


Few of our 2016 Associate Partners  


Endorsed by  






Anil Kumar

### ANIL KUMAR

Director of Engineering  
The Imperial, New Delhi

#### STANDARDISATION

Hotel engineers can either establish standalone systems, whereby each room operates in a silo, or integrate guest room systems into the hotel's larger BMS. To maximise system performance and associated savings, engineers should integrate guest room systems into the hotel's BMS and property-management system. Such integration allows

deeper temperature setbacks for unoccupied guest rooms. The use of open standards allows BMS and room controls to be integrated with the facility's front desk and PMS, enabling centralised control of room comfort and promoting a building-wide approach to energy management. Certain factors must be taken into consideration such as installation costs that vary

depending on a large number of factors, a management strategy that ensures data provided by the BMS is being acted on and inefficiencies are being addressed in a timely manner, location of the hotel, regional climate, and customer base wherein vacationers and business travellers operate on different schedules and have different energy-usage levels.



Kasi Rao

### KASI RAO

Director of Engineering  
Sheraton Hyderabad Hotel

#### MAKING SMALL CHANGES

Hotel guest rooms account for 60-70 per cent of energy used in the hospitality industry, with high-end guest rooms consuming 50-70 kW and luxury guest rooms consuming more than 80 kW per day. Guests and members of the staff are not directly accountable for the overall utility bill, giving them little incentive to follow energy-efficient practices. Concerns about the impact of

energy-efficiency initiatives on customer satisfaction have kept many hoteliers from investing in energy-management solutions. With recent advances in building management systems, the balance between energy savings and guest comfort can easily be struck. Some of the sustainable practices that we follow at our hotel are solar hot water systems, LEDs, heat pumps, sun control films, VFDs, etc.







Samuel David

**SAMUEL DAVID**

Chief Engineer  
Novotel Chennai SIPCOT

**SAVING EVERYWHERE POSSIBLE**

Everyone in the hospitality industry understands that guest satisfaction is the number one priority and keeping guests happy requires a high level of service and comfort, which typically means consumption of a high level of energy. With energy costs at an all-time high, hotels are facing the pressure of

balancing the guest experience with the need to implement facility-wide energy saving measures.

Being sensitive to these issues, our first step was to identify which areas of the hotel had the highest consumption of energy. Heating, ventilation, and air conditioning equipment, that are essential for the comfort of guests, were identi-

fied in this process. To make sure that comfort is not compromised, we maintain the temperature in the guest rooms through digital thermostats that allow us to programme the heat or air conditioning to turn on or off at set times. We also use LED lights in the guest rooms and public areas to further save on energy.



**RAJAN KINJAWADEKAR**

Director of Engineering  
ibis and Novotel  
Bengaluru Techpark



Rajan Kinjawadekar

**SIMPLE MEASURES**

We ensure that we meet all the expectations of the guest without compromising on the quality of their stay. The implementation of simple energy-efficient measures can not only increase the level of staff and customer comfort, but also help improve the general morale. Guests today are conscious about environment-friendly practices and protecting the environment through use of sustainable methods. There is a genuine enthusiasm among guests when they hear about the environment-friendly policies of the hotel. This has not only helped create goodwill, but has also helped in building a loyal customer base.



Namit Vijn

**NAMIT VIJH**

Director of Rooms  
Courtyard by Marriott Gurugram Downtown

**INSPIRING GUESTS TO JOIN IN**

Marriott's environmental vision is to be the global hospitality leader that demonstrates how responsible management of hotels can be a positive force for the environment, create economic opportunities around the world, and lead by example in inspiring personal action in the communities where we live and work. Our guests also want to contribute to the conservation effort. Through surveys and customer forums, many have expressed

a desire for the option to reuse their linen and terry when they visit our hotels. A Linen and Terry Reuse Brand Standard has been created to meet this guest demand as well as reduce water and energy consumption and costs associated with daily laundering. Our hotel has already implemented measures that give guests this option. We also use recycled water, which is used for cleaning and gardening in the hotel. The hotel is also fully LED compliant, saving energy and reducing the carbon footprint.



# BRINGING **CULTURE** TO FORM





**Rahul Shankwalker**, Founding Partner, Studio HBA, describes what makes him a successful architect. He says his tailored approach to projects enable the firm to be a single-source hospitality provider, giving clients the opportunity to choose integrated, comprehensive services.



**Rahul Shankwalker**

**Tell us about the hospitality projects you have worked on.**

My portfolio expands across the globe and I am proud to have worked on numerous projects over nearly two decades of my designing career.

A few of the notable projects include Ritz-Carlton Reserve, Phuket; Hotel Harder-Minerva, Switzerland; Grand Park Kodhipparu, Maldives; Meditere, Israel; Grand Park City Hall, Singapore; NEXT Hotel, Colombo; Radisson Jass Shimla; and Conrad Bangalore.

**Is your architectural style conformist or non-conformist?**

I think that in order to be a successful designer who is responsive to the client's needs and an ever-evolving market, one must intrinsically be a non-conformist.

I have the innate ability to carve out and see design potential in even the most mundane of spaces and everyday objects; it's that ability that leads to exceptional creativity and allows my team and I to create the kind of work we do. I also place special emphasis on creating a highly-aware human experience in each space, one that engages all senses and evokes an emotional response.

**Architecture is to be revelled in or marvelled at. What is your take?**

Architecture is made to be indulged in with all senses. Maya Angelou said, "People may not remember exactly

what you did or what you said, but they will always remember how you made them feel". That iconic mantra can be translated to architecture.

**Modern or cultural, which has been a more definite influence in your work?**

Modern spaces that are deeply rooted in a sense of place with a strong context influence my work. The spaces that are most relevant to the time and the place they inhabit have been the most impactful for me.

**How much of your work represents the local ethos?**

One of Studio's biggest strengths is operating locally, so whenever the case, we take advantage of sourcing materials locally, working with local craftsmen, etc., as a means to truly engage with the location, giving guests that authentic experience they desire.

**Tell us about the hospitality projects you have worked on.**

Let me tell you about two of the projects that I have worked on.

**Grand Park Kodhipparu, Maldives:** Inspired by travellers and tales from far off places that have not been visited often and are steeped in stories, the resort tells the tale of an intrepid traveller who lands on a remote island and makes it a home.

**Conrad Bangalore:** The hotel describes the story of a neighbourhood, the streetscapes and the houses, and their elements come together to form the design of this hotel. The hotel has an international flavour, yet is rooted in Bengaluru culture.

**What are the trends in design you see for this year?**

Travellers are becoming more discerning and expect authentic and culturally indulgent experiences. Sense of place is no



I place special emphasis on creating a highly-aware human experience in each space, one that engages all senses



**WONDERPLAST**

Create your own world of convenience !



**WORLD-CLASS FOLDABLE FURNITURE**



**ezeebin**  
PROMOTE YOUR BRAND FOR A CAUSE



**wonderloo**  
URINAL & HAND WASH COMBO- THE SUPER WATER SAVER

**MAGNUM KUNSTSOFF TEKNIC (P) LIMITED**  
(AN ISO 9001-2008 & 14001 COMPANY)

**Sales Helpline No : 9999887031**  
**Service Helpline No : 9999887028**

E-mail : wonderplast.ecomm@gmail.com





longer a luxury, but an expectation. Technology is also no surprise for trends, but it is now expected to be seamlessly integrated into the guest room, evoking the comforts of home. With our guests, more time is spent in communal spaces, socialising, and interacting with the local culture rather than in the room, so we're challenged with designing creative ways to entice visitors to explore public spaces in new, unexpected ways.

**How do you ensure your projects are sustainable?**

I cannot stress the use of local materials enough. Local craftsmanship, how far materials travel to arrive at the job site, and even the geographic vicinity of the site are all taken into consideration.

**Are debates with owners over project budgets a hindrance to delivering the best?**

While these situations undoubtedly come up in our industry, we see them as opportunities to think outside of the box and to create something more unique and special. Budgets are real, both to the owners and ourselves, and need to be respected.

“

Local craftsmanship, how far materials travel to arrive at the job site, and the geographic vicinity of the site are all taken into consideration

”





# POSIFLEX

Flexible ! Powerful! Reliable POS!



## XT-4015

- ▶ Bezel-free design for easy & fast touch operations
- ▶ Projective capacitive touch for rugged reliable operation even on the sea shore
- ▶ Powerful Intel processor up to Core i7 3.9GHz (optional)
- ▶ New 7th generation foldable base that allows XT Series to be configured into different configurations
- ▶ Mini-PCIe expansion slot (optional wifi)
- ▶ Dual LAN ports
- ▶ VESA mounting for flexible deployment
- ▶ Suitable for Fine Dine Restaurants, QSR / Fast Food Chain



POSIFLEX Technology (India) Pvt. Ltd.,

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

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

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



# BOOSTING F&B REVENUE

The F&B segment of a hotel business drives the maximum revenue. Amidst tough competition, hotels have to make sure that they continuously reinvent themselves.



**Chef Diwas Wadhera**

## **CHEF DIWAS WADHERA**

**Executive Sous Chef  
Crowne Plaza New Delhi Mayur  
Vihar Noida**

The most important thing that keeps me motivated as a chef is a smile from my guests. The profession of a chef is not what you choose but one that chooses you. I not only imbibe the interests of guests at the hotel but also educate them on various cuisines.

We strive to maintain quality and consistency in the delicacies we serve. Meeting guest expectations while still leaving room for experimentation helps bring customers back for more, boosting revenue in the long run.



The millennial generation of today is keen on exploring new options and cuisines, and is not hesitant to spend more. The trend of accompanying food with good beverages

is also catching up. Regular F&B promotions and deals on social networking sites also help boost sales, thereby enhancing revenue earnings.



**Varun Kumar**

## **VARUN KUMAR**

**F&B Manager  
Holiday Inn Chennai OMR IT Expressway**

Maximising revenue is all about regularly looking at new opportunities for attracting potential customers. The main elements in formulating any strategy are location and what guests want from a brand. Promo-

tions are streamlined based on what is already there in the market and what guests would love to experience. All these elements boil down to the question of whether or not your guests are enjoying what

you have for them. You need to analyse if you are targeting all your market segments. For instance, our hotel is located at one end of Old Mahabalipuram Road that goes upto Puducherry. The East Coast Road that runs behind the hotel is a high-end residential area. We are also nestled in the heart of the corporate hub of the city. Hence, we are strategically located to cater to the corporate, family, and leisure guest. We also aim to promote our breakfast menu besides lunch and dinner and have an elaborate spread laid out on all days. Our guests are already in love with what we offer.





# Business On A Platter !!

*Participate in the  
Region's Biggest Exhibition  
on Hotel & Restaurant  
Services, Products, Equipment  
& Supplies*

## 5<sup>TH</sup> ANNUAL Goa Food & Hospitality expo 2017

**BOOK YOUR  
SPACE SOON!**

**AUGUST 17 • 18 • 19**

Venue: Dr. Shyama Prasad Mukherjee Stadium, Bambolim  
Air Conditioned Venue

**MEET YOUR TARGET  
AUDIENCE OF THE INDUSTRY**

- ✓ On-the-spot Sales & Contracts
- ✓ Great visibility for your Brand/Business
- ✓ Launch your Latest Product/Service

Our Expertise & Home-Grown Network Make Us the Best in the Region.

H I G H L I G H T S :

**CULINARY DEMOS | BAR TENDING CHAMPIONSHIP | TRADE MEETINGS/SEMINARS | PRODUCT LAUNCHES**

*...and much more...*

FOR FURTHER DETAILS, LOG ON TO:

[www.goahospitalityexpo.com](http://www.goahospitalityexpo.com)

Call for Details & Best Rates!

☎ 9822689598

[mktg.support@mediagoa.com](mailto:mktg.support@mediagoa.com)

Host State



GOA TOURISM

Premier Media Partner



Lifestyle Magazine Partner



GOA'S FIRST & ONLY LIFESTYLE MAGAZINE

Conceptualised and organised by



EXHIBITIONS • MEDIA • EVENTS



# TRAVEL EXPERIENTIAL SHOW: 1800 MEETINGS

The second edition of Travel Experiential Show - Beyond Luxury, held from April 8-9, 2017, at Sheraton New Delhi Hotel, brought together exhibitors and buyers in a B2B speed-meeting format to transact business and target High Net-worth Individuals (HNIs) of India.

## Ankita Saxena

The second Travel Experiential Show was inaugurated by His Excellency **Alphonsus Stoelinga**, Ambassador of Netherlands to India, Bhutan and Nepal. The show saw nearly 1,800 meetings conducted among 27 exhibitors and nearly 60 buyers. Representatives from hotels, travel agencies, cruises, railways, tourism boards, etc., met tour operators and travel agents from Tier-I, Tier-II, and Tier-III markets under one roof to network and explore business opportunities for the experiential and luxury segment of travel.

Deliberating on his understanding of luxury, Stoelinga said, "I feel luxury begins from the airport. What is the point of travelling Business Class if your flight lands at an economy-standard airport? Also, luxury is in the destination. It is how welcome and at-home a traveller feels away from home. It's also defined by the fact that people are at ease with the destination and themselves."

**Tekla Maira**, Director, Luxury Sales - India, AccorHotels Luxe, elucidated on the different trends and growth horizons for the market in India. According to the report by Kotak Wealth Management, Top of the Pyramid India - Decoding

the Ultra HNI 2014, the ultra High Net-worth Households (HNHs) in India are estimated to have grown from US \$45 trillion in 2010 to a whopping US \$135 trillion in 2016, with as many as 146,000 HNHs in FY-2016. "An HNI or High Net-worth Individual is somebody who has a net-worth income of over ₹ 25 crore or approximately US \$4 million. The luxury market has grown tremendously in the last five years and is still growing. It is estimated that by 2025, the net-worth of HNHs in India will be US \$319 trillion," said Maira.

Maira further added that for those with a high disposable income, shopping featured very high on the spending list while holiday contributed 15 per cent to that spend. "The fact that holidays feature in the top three, warrants the fact that luxury

travel is bound to grow," Maira commented. According to the report by Amadeus, Shaping the Future of Luxury Travel, the luxury segment in India is growing at 12.8 per cent CAGR, which is the highest amongst the BRICS nations. "Luxury travel also outpaces other forms of travel and is the highest from South Asia where India is a major contributor. While 55 per cent of luxury travellers are from Tier-I cities, the remaining 45 per cent is contributed by Tier-II and Tier-III cities. The smaller markets have the propensity and will to pay and the accompanying bragging right is for us to capitalise on," added Maira.

**Neha Liddar**, Head of Marketing, DLF Emporio, defined luxury as bespoke. "Luxury in India is an oxymoron. The biggest brands of the world have been catering to royal families for centuries and their riches have been displayed in museums globally. Anything that has been tailor-made and delivered with special care to provide an experience is luxury."

Agreeing with Liddar's concept of luxury, **Shahnawaz Shah**, Manager Marketing, SKICC, said, "A satisfying and fulfilling experience can be termed as luxury and different people will have a different understanding of the same."

“  
The show saw nearly 1,800 meetings conducted among 27 exhibitors and nearly 60 buyers

”











# Lemon Tree broadens reach

The Lemon Tree Hotel Company opened its twin properties, Lemon Tree Hotel, Sector 60, and Red Fox Hotel, Sector 60, in Gurugram recently. In an exclusive interaction, **Vikramjit Singh**, President and Chief Revenue Officer, The Lemon Tree Hotel Company, spills the beans on the company's upcoming plans.



**Vikramjit Singh**



By putting two brands here instead of just one large inventory, we can cater to different segments for the business



## Nisha Verma

### Why have you chosen Gurugram as a destination for the new properties?

With these twin hotels, our count in Gurugram goes to about 530 rooms. The reason why we chose this location is because the catchment area includes the Golf Course Extension Road, Golf Course Road, and Sohna Road, which are coming up in a big way. After Cyber City, this is where the next boom is going to happen, as the maximum commercial development is coming here. I feel that there will never be a dearth of business in this part of town. We have also put up one of the largest convention centres in this part of the NCR region that will help us fill up the rooms.

Our experience says that one can never go wrong in Gurugram. We have been in this city since 2004. All our hotels have an average

occupancy rate of more than 80 per cent, making us very bullish about the city.

### What was the rationale behind the opening of these two starkly different properties?

While Lemon Tree is a mid-scale brand, Red Fox is our economy brand. By putting two brands here instead of just one large inventory, we can cater to different segments for the business. We will also be promoting the F&B outlets for walk-ins, as there are not many dining options along this stretch.

### Please elaborate on the convention facilities here.

The convention centre here can take just under 2,000 people across two floors in free style. It is going to be one of the largest convention facilities in this part of town, and would be a big magnet for business. Gurugram does not have a very large convention centre and this is going to be the first of its kind. We have a huge capacity for weddings and can also cater to parties, conferences, corporate events, and MICE groups.

### How has business fared so far?

As against the average Indian occupancy of 60-61 per cent, Lemon Tree finished the year at

about 76 per cent. We are anyway among the highest in the country in terms of occupancy and we are hopeful that we will maintain that position. The only way to grow fast is through a price increase and we are looking at some aggressive strategies in this relation in the coming year.

### What are the upcoming properties for the company?

There are two hotels under construction in Mumbai. We are opening new properties in Udaipur, Kolkata, and Shimla and are expanding our hotel in Alleppey. We are also looking at managing hotels in Gangtok, Siliguri, Jammu, and Coimbatore.

All these hotels will be up within the next two years. Jammu will open early, followed by Gangtok, Corbett, and Siliguri. We already have three hotels in Hyderabad and will be opening another one there.

### What makes the hotels stand out in the Indian context?

We are a well-accepted brand with 40 hotels across 23 cities and are growing very fast. Our nationwide presence is something that a lot of the other brands do not have and I think that will help us in good stead against competition.







# BEST BUDGET BUSINESS HOTEL



**Nandhana Hotels**  
**Your Social Destination!**  
 Something Special

Nandhana Hotels are amongst one of the most well designed and maintained creation of Nandhana hospitality sector. With ample amenities and facilities at every corner of our hotels, we have successfully distinguished and acknowledged of our class in the Hotel Industry on an international level.

[www.nandhanahotels.com](http://www.nandhanahotels.com)

## ROOMS



Standard



Executive



Suite

The salient features that compliment the guest's safe and luxury stay at Nandhana are:

- All the rooms are Air conditioned
- 12:00 Noon Check in / Check out
- Free Internet - Wi-Fi & LAN Connectivity Rooms and Public Places.
- Doctor on call
- Travel Assistance
- Currency Exchange
- Laundry service

### KORAMANGALA

No. 52, 5th Cross, 6th Block, 60ft Road, Koramangala, Bangalore - 560 095. Ph: +91-80-41858299, 99800 29797. Email: [reservations@nandhanagrandhotels.co.in](mailto:reservations@nandhanagrandhotels.co.in)



### INDIRANAGAR

No. 4033, 100ft Road, Next to Domlur Flyover, Indiranagar HAL 2nd Stage, Bangalore - 560 038 Ph: +91-80-43311700 E: [reservations@nandhanahomestay.co.in](mailto:reservations@nandhanahomestay.co.in)



### KAMMANAHALLI

No. 83, St.Thomas Town, Kammanahalli Main Road, Bangalore - 560 084 Ph: +91-80-40990555, 42065677 E: [reservations.vista@nandhanahotels.com](mailto:reservations.vista@nandhanahotels.com)



### MARATHALLI

No.1, 1st Floor, Outer Ring Road, Next to Reliance Fresh, Bangalore - 560 037 Ph: +91-80-43111555/666 E: [sales.comforts@nandhanahotels.com](mailto:sales.comforts@nandhanahotels.com)



### KORAMANGALA

No. 11, 4th Block, 7th Cross, Behind Nandhana Palace, Next to BDA Complex, Koramangala, Bangalore - 560034 Ph: +91-98802 21042

« OPENING SHORTLY...



# MAYA ENCHANTS



The fourth edition of South India Travel Awards celebrated the best talent from the tourism and hospitality industry, as stalwarts from the region descended at Crowne Plaza Kochi to raise a toast to them.



(L-R): Hanneli Slabber, Riyaz UC, M.P. Purushothaman, Dr A Jayathilak, Arni Sapkal, K.C. Chandrahasan, and SanJeet

## Nisha Verma

**K**ochi played host to South India Travel Awards that were held at the Crowne Plaza Kochi on May 2, 2017. Leaders and achievers from the travel and

tourism industry of the region were rewarded for their hard work and dedication. The gala evening saw in attendance high flyers from the tourism and hospitality industry

from not just Kerala but all of South India.

Gracing the occasion with his presence as Chief Guest was



# SOUTHERN INDIA



The winners of South India Travel Awards 2017 with their trophies at Crowne Plaza Kochi

**Dr A Jayathilak** (IAS), Chairman, Spices Board of India, Ministry of Commerce & Industry. Acknowledging how awards act as a catalyst for the industry to excel, he said, "It's a great initiative because we need to identify and encourage talent of all kinds in this vibrant sector and any award of this kind will go a long way in stimulating and encouraging more talent to develop themselves and also to contribute more to the development of this industry."

India Travel Awards recognises stalwarts from the industry in all the regions, pan-India. These exclusive awards are based on the deliberations of a unique jury and a final list is made after a fair online voting process. The formal black-tie event was attended by over 150 notable personalities from the South Indian travel industry. Welcoming the guests for the award, **SanJeet**, Mentor, India Travel Awards, said

that the awards acknowledged the consolidated efforts of trade partners from the southern region, owing to whom the travel industry had achieved a benchmark.

The awards were divided into four categories, that were Personal Awards, Business Awards, Trending Awards, and Partner Awards. Adding a touch of glamour and elegance to the evening was the Guest of Honour, Arni Sapkal, Gladrags Mrs India Mumbai 2017, who handed over the trophies to the winners alongside Dr Jayathilak.

Awards were presented in a total of 47 categories in both travel and hospitality. **K.C. Chandrahasan**, Vice Chairman, Kerala Travels Interserve, received the coveted Gallery of Legends award. Having served the travel industry for over four decades, Chandrahasan has worked tirelessly towards outbound

travel, inbound travel, events, and social projects. On receiving the award, he said, "I feel greatly honoured to receive this award, especially on the day when I started my career in travel and tourism."

**M.P. Purushothaman**, Chairman and Managing Director, Empee Group, was given the DDP Trailblazer award. Besides being at the helm of Empee Group, a conglomerate that includes hospitality, sugar production, property, power, and packaging across South India, Purushothaman has served as the President of Federation of Hotel & Restaurant Associations of India (FHRAI) for three terms and President of South India Hotels and Restaurants Association (SIHRA) for 10 years. "I am very happy that I was selected as a recipient of this prestigious award," he said on receiving the award.







#### GALLERY OF LEGENDS

K.C. Chandrahasan, Vice Chairman, Kerala Travels Interserve, received the award for Gallery of Legends. He is felicitated by SanJeet, Mentor, India Travel Awards; Dr A Jayathilak, Chairman, Spices Board of India; and Arni Sapkal, Gladrags Mrs India Mumbai 2017



#### DDP TRAILBLAZER

M.P. Purushothaman, Chairman & Managing Director, Empee Group, received the award for DDP Trailblazer. He is felicitated by SanJeet, Mentor, India Travel Awards; Dr A Jayathilak, Chairman, Spices Board of India; and Arni Sapkal, Gladrags Mrs India Mumbai 2017



#### ENTREPRENEUR OF THE YEAR

Riyaz UC, Managing Director, Spiceland Holidays



#### MOST ENTERPRISING GENERAL MANAGER

Shuvendu Banerjee, General Manager, Crowne Plaza Kochi



#### BEST SALES & MARKETING PROFESSIONAL

Rajan Malhotra, Director of Sales & Marketing, Shangri-La Hotel, Bengaluru



#### BEST HOSPITALITY PROFESSIONAL

Pankaj Gupta, General Manager, Aloft Bengaluru Whitefield





**BEST GLOBAL DISTRIBUTION SYSTEM (GDS)**  
Travelport Galileo



**BEST AIRLINE - INTERNATIONAL**  
SilkAir



**BEST AIRPORT**  
Kempegowda International Airport, Bengaluru



**BEST TRAVEL TECHNOLOGY PROVIDER**  
Provab Technosoft



**BEST DESTINATION MANAGEMENT COMPANY**  
STHI Holidays India



**BEST WEDDING AND MICE HOTEL**  
Le Méridien Kochi



**BEST DESTINATION MANAGEMENT COMPANY- SOUTH EAST ASIA**  
TravelBullz



**BEST ADVENTURE DESTINATION**  
South African Tourism





**BEST BUDGET HOTEL BRAND**  
Nandhana Hotels, Bengaluru



**BEST CORPORATE HOTEL**  
Crowne Plaza Bengaluru Electronics City



**BEST EXECUTIVE HOTEL**  
Howard Johnson Bengaluru Hebbal



**BEST DEBUT RESORT**  
Glyngarth Resorts, Ooty



**BEST MID-MARKET BUSINESS HOTEL**  
Holiday Inn Express & Suites Hyderabad Gachibowli



**BEST BUSINESS HOTEL**  
Crowne Plaza Kochi



**BEST LUXURY HOTEL**  
Park Hyatt Chennai



**BEST TOUR OPERATOR**  
Spiceland Holidays





**BEST CITY HOTEL**  
Radisson Blu Plaza Hotel Hyderabad Banjara Hills



**BEST TOUR OPERATOR - INBOUND**  
Cholan Tours



**BEST WILDLIFE LODGE/RESORT**  
Waterwoods Lodge And Resorts



**BEST DEBUT MID-MARKET HOTEL**  
Holiday Inn Express Chennai Old Mahabalipuram Road



**BEST METROPOLITAN HOTEL**  
Ramada Chennai Egmore



**BEST BUSINESS TRAVEL AGENCY**  
Archana Travels



**BEST LUXURY AND MICE HOTEL**  
Shangri-La Hotel, Bengaluru



**BEST CORPORATE INCENTIVE TOURS OPERATOR**  
Parry Travels





**EXCELLENCE IN CUSTOMER SERVICE**  
Radisson Hyderabad Hitec City



**BEST AIRPORT AVIATION MARKETING TEAM**  
Bangalore International Airport



**BEST HOTEL & RESORT MANAGEMENT COMPANY**  
Tatva Hospitality



**BEST DESTINATION WEDDING RESORT**  
Anantya Resorts



**BEST DEBUT HOTEL**  
Holiday Inn Chennai OMR IT Expressway



**BEST BOUTIQUE RESORT**  
Mountain Club Resort



**BEST B2B TRAVEL PORTAL**  
Travel Boutique Online



**BEST DEBUT MICE HOTEL**  
Holiday Inn Cochin





**BEST AIRLINE - DOMESTIC**  
SpiceJet



**BEST LOYALTY PROGRAMME FOR TRAVEL AGENTS**  
GMR Hyderabad International Airport



**BEST BUDGET HOTEL**  
Ramada, Bangalore



**BEST TRAVEL AGENCY**  
Narayani Holidays & Hospitality



**EMERGING TOURISM DESTINATION**  
Réunion Island



**BEST GREEN HOTEL**  
Holiday Inn Express Chennai Mahindra World City



**BEST CUSTOMISED TOUR OPERATOR**  
Shanti Travel



**PREMIER PARTNER**  
Mystifly Consulting India



### The power of small by RATIONAL

The smallest unit from the CombiMaster Plus series now fits into the smallest professional kitchens with the introduction of the CombiMaster Plus XS. With the new unit, RATIONAL continues to maintain its reputation as an innovative equipment manufacturer. In addition to its compact size, The CombiMaster Plus XS stands out due to its sophisticated technology, modern design, and a convenient and friendly user-interface. The door opening is fitted with energy-saving triple-glazing, while the LED strips in the door provide perfect visibility into the cooking cabinet.

The unit is also equipped with an automatic cleaning function and is characterised by extraordinary robustness for top food quality. Simply select the cleaning stage, place the displayed number of cleaner tabs, and the work is done. The units become hygienically clean and stay perfectly maintained. The XS unit also has a fresh steam generator which makes it unique in its class. The powerful steam generator ensures you get intensive colours and great flavour while also making sure that vitamins and minerals in vegetables are preserved. The unit, like the SelfCookingCenter XS, is great for a front-cooking area and also as a station unit in the restaurant. RATIONAL continues to take special requirements of customers into account when innovating on its products.



# Indian weddings are the biggest events *in the world*

**Indians save 18% of their total life's income for a wedding!**

**Meet:**  
 The top wedding planners  
 The top travel agents for weddings  
 In a pre-scheduled B2B meetings environment  
 Over an exclusive private networking session

## Travel

**WEDDING SHOW**

Jaipur Marriott Hotel

July 8 & 9, 2017

punam@travelshow.world, +91 98111 58785  
 sarika@travelshow.world +91 98101 91852  
 shveta.sharma@ddppl.com +91 96503 11773



Pacific Leisure Group

Hospitality Associate:





DDP  
PUBLICATIONS  
PRIVATE LIMITED



# Cleaning Aid Products

For Laundry, Housekeeping & Kitchen Stewarding

## For Laundry

- **SUPER BRIGHT-HD-ULTRA**  
Eco-Friendly Concentrate Detergent for Mechanised Laundries.
- **SUPER BRIGHT-WHITNER**  
To improve reflectance of both coloured as well as white clothes.
- **SUPER BRIGHT-OPAL**  
Detergent Builder for heavily soiled fabric & imparts high cleaning properties.
- **SUPER BRIGHT-SOFTNER**  
Fabric Conditioner with anti-static properties to maintain softness, whiteness / brightness of clothes.
- **SUPER BRIGHT-SOUR**  
Removes excess alkalinity, chlorine & detergent from the cloth. Protects from greying.
- **RUST-X**  
Removes rust stains.



Newly Launched  
KARE Range of  
Chemicals for  
Housekeeping

## For Kitchen

- **CHEF-FL**  
Excellent hygiene floor cleaner with anti-bacterial properties.
- **GARBAX**  
Eats away the foul smell from the garbage once this is sprayed.
- **CHEF-DWL**  
Dish Wash Liquid.
- **X-POL**  
Multi-purpose liquid cleaner for kitchen.
- **CHEF SS**  
Stainless steel polish.
- **COPPER/BRASS/SILVER DIP**  
Instant Copper/Brass/Silvercleaner Brightener.



## For Housekeeping

- **CRYSTAL**  
Ready to use liquid glass cleaner.
- **SANITEX**  
Sanitizer cum floor cleaner.
- **KARE-107**  
Neutral Floor Cleaner for All Types Stones including Marble.
- **TILEX**  
For tile cleaning.
- **PEARL**  
Hand Wash (Anti Bacterial Agent)

Ask for our detailed catalogue  
having information of 100 plus  
Cleaning chemicals.

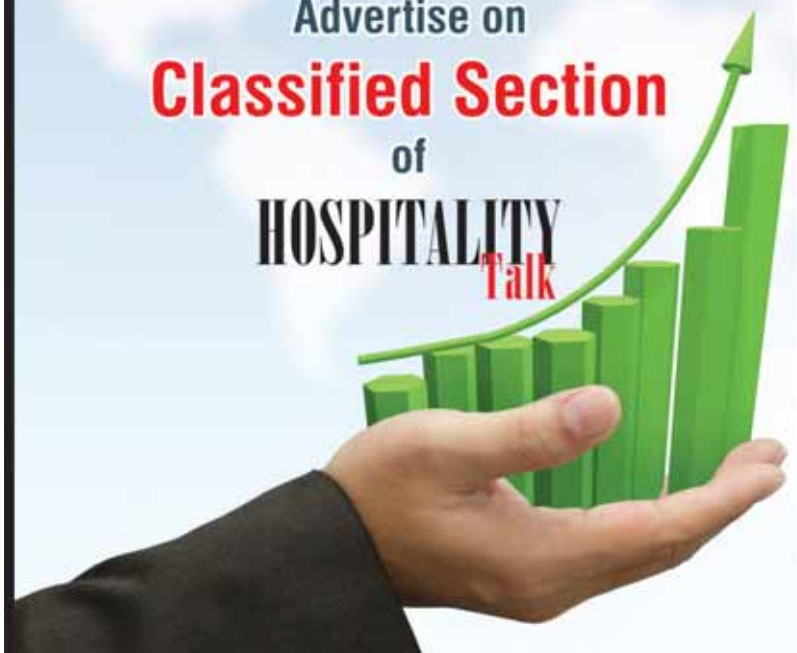


Delhi Off. : 81, DSIDC Sheds, Scheme-I, Phase-II, New Okhla Indl. Complex, New Delhi-110020,  
Phone: 26386392, 26387377 Fax: 011-26386063 Mobile: 9810259863  
E-mail: navinpolycon@rediffmail.com www.navinpolycon.com  
Agra : 09837077627 Calcutta : 033-24554959 Jodhpur : 0291-3110779



# Grow your BUSINESS

Advertise on  
**Classified Section**  
of  
**HOSPITALITY Talk**



Contact:

[seema.joshi@hospitalitytalk.in](mailto:seema.joshi@hospitalitytalk.in)  
+91 9650196517

# Mattress Comfort Enhancer

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



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



Euro Top (3 inch thick)



Mattress Doubler



Pillow Top (1 inch or 2 inch thick)

### Internal Filling Types



### Filling Choices available

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

## SLEEP PRODUCTS MFG. CO. PVT. LTD.

Regd. Office : # 4, On 3rd Floor, Dattawad Renaissance, Next to Trade Centre, C.S.No 334, E ward, Station Road, Kolhapur 416001. Maharashtra (INDIA) • Ph : 0231-2653462, 2667146 • Fax : 0231-2652108 • Email: kprmidra@gmail.com



E-mail : [sandeshgandhi@gmail.com](mailto:sandeshgandhi@gmail.com) klp\_nidra@bsnl.in URL : [www.nidrasleepsystems.net](http://www.nidrasleepsystems.net)



# MOVEMENTS

## SHRIKANT WAKHAKAR

Complex General Manager  
Hyderabad Marriott Hotel &  
Convention Centre and Courtyard  
Hyderabad

Marriott International has appointed **Shrikant Wakhakar** as the Complex General Manager for Hyderabad Marriott Hotel & Convention Centre and Courtyard Hyderabad. Prior to this, he has worked as the Complex General Manager for The Westin Chennai Velachery and Le Méridien Kochi. With a career spanning 27 years in the hospitality sector, Wakhakar has held key leadership positions in various brands like Taj and IHG.



## RAJ SINGH

General Manager  
Novotel Lucknow Gomti Nagar

AccorHotels has appointed **Raj Singh** as the General Manager of Lucknow's very first Novotel, Novotel Lucknow Gomti Nagar. Singh, with his extensive experience and domain expertise in the hospitality industry, will steer the hotel to scale new heights of success. A seasoned hotelier, Singh holds specialisation in hotel operations, having spent over eight years in the role of a General Manager at leading hospitality brands such as Ramada, Fortune Hotels, and Choice Hotels.



## RAM SHETTY

Director of Rooms  
Sheraton Hyderabad Hotel,  
Gachibowli

Sheraton Hyderabad Hotel, Gachibowli, has announced the appointment of **Ram Shetty** as Director of Rooms. He comes with a broad spectrum of knowledge and an experience of 13 years in the hospitality industry. Prior to his current role at Sheraton Hyderabad Hotel, Shetty was Director of Rooms at Novotel Kolkata Hotel and Residences. He has previously been associated with prestigious hotel brands like Novotel, Marriott Hotels & Resorts, The Westin, and Taj.

## KAMAL DEEP SHARMA

Director of Sales & Marketing  
Hyatt Pune, Kalyani Nagar

Hyatt Pune, Kalyani Nagar, has brought on board **Kamal Deep Sharma** as the Director of Sales & Marketing. With an experience of more than 26 years in the hospitality industry, Sharma has earlier worked with a number of luxury and business hotels including Taj Group of Hotels, Radisson Blu, and The Park Hotel. In the new role, Sharma will be managing all sales channels and business development of the company.







## MALLIKA CHATTERJEE

Director of Sales & Marketing  
Hyatt Regency Pune

**Mallika Chatterjee** joins Hyatt Regency Pune as Director of Sales & Marketing. In this role, Chatterjee will be responsible for positioning the hotel as a destination for business as well as leisure travellers, MICE groups, and providing the best of Hyatt Regency Pune's hospitality. She began her career with InterContinental Hotels & Resorts in 2004, and has spent the maximum time with Marriott Hotels including three pre-opening properties.



## APARAJITA DAS

Director of Services  
JW Marriott Hotel Pune

**Aparajita Das** has been appointed as Director of Services at JW Marriott Hotel Pune. In the new role, she will be responsible for maintaining the highest standard of cleanliness and aesthetics at the hotel as well as developing new systems and procedures for overall process efficiency. A self-driven, disciplined, and goal-oriented professional, Das has more than a decade of experience in the housekeeping department, of which eight years have been at a managerial level. She has proven herself to be a front runner in leading operations.



## ANUJ SRIVASTAV

Assistant Marketing Manager  
Lords Hotels & Resorts

**Anuj Srivastav** has been appointed as Assistant Marketing Manager for the corporate brand, Lords Hotels & Resorts. His role involves managing all the marketing activities for the hotel brand, maintaining social media presence, and online marketing. His core role demands him to streamline all forms of communication and marketing to follow a strict guideline. He has also worked with WOW Design, a brand design consultancy.



## HARPREET KAUR BAKSHI

Assistant Manager, Marketing  
Communications and PR  
Eros Hotel, New Delhi, Nehru Place

Eros Hotel, New Delhi, Nehru Place, has appointed **Harpreet Kaur Bakshi** as Assistant Manager, Marketing Communications and PR. She holds a post graduate diploma in Travel and Tourism Management and has an experience of six years in the hospitality industry. At Eros Hotel, Bakshi will be responsible for conceptualising and executing marketing strategies and managing advertising, promotions, and media relations.



MOVEMENTS



**GAURAV P SHETTY**

Managing Director  
Goldfinch Hotels



I look to create opportunities for myself and pass the same essence to my team”

I believe one must always convey a strong sense of purpose to one's team members and then let them execute it freely. I look to create opportunities for myself and I pass the same essence to my team. My favourite destination for travel is London. I love the look of the city with its historical and modern-day attractions fit for even the most thrifty of travellers. In India, it has to be Mumbai, the city of dreams. In my free time, I like reading trade books such as Contagious by Jonah Berger.

**SANZEEV BHATIA**

General Manager  
The Metropolitan  
Hotel & Spa, New Delhi



I love to explore the new developments and future possibilities of the digital world”

Teaching and training as many people as possible is my favourite hobby. In my free time, I love to explore the new developments and future possibilities of the digital world where each second there is something new happening. The future of this world is going to completely be based on digital technology so my target is to gain as much as possible from these developments. Within India, my favourite destination is Goa, followed by Nainital and Dalhousie. Among international destinations, my favourites are Spain, Dubai, and Singapore.

**NISHANT AGARWAL**

General Manager  
The Westin Pune  
Koregaon Park



I believe that travel helps enrich your perspective towards life”

I have always believed that travel helps enrich your perspective towards life. As a kid, I was fortunate enough to travel extensively and I make sure I continue to do the same with my family in tow. I have no particular preference in terms of destination, though hill stations have always been a favourite. In terms of hobbies, I enjoy playing squash. Being from the hotel industry, I have had the opportunity to try an array of cuisines. If it is about comfort food, I prefer Indian food with dal makhni and butter chicken being my favourites.

**DEEP VAHI**

Director of Sales  
Courtyard by Marriott  
Mumbai International  
Airport



Exploring different cultures is something that gives me a great sense of fulfilment”

Travelling to different places and exploring different cultures is something that gives me a great sense of fulfilment. One of my favourite destinations is Southeast Asia, known for its beautiful beaches, mesmerising historical sites, and a plethora of cuisines. My favourite dish is Khawsuey, which consists of a fusion of different elements and always leaves me craving for more. In my leisure time, I love watching cricket matches and indulging in adventure sports for physical fitness.





**BEAUTIFY YOUR SPACES.  
STONE FINISH POTS FROM DECORA.**



Available in 8 Models and 29 Sizes, in Terracotta, Grey Stone and White Stone Finish  
• UNBREAKABLE\* • NON-FADING\* • LIGHT WEIGHT • RECYCLABLE • ZERO MAINTENANCE • LESS WATER ABSORBENT



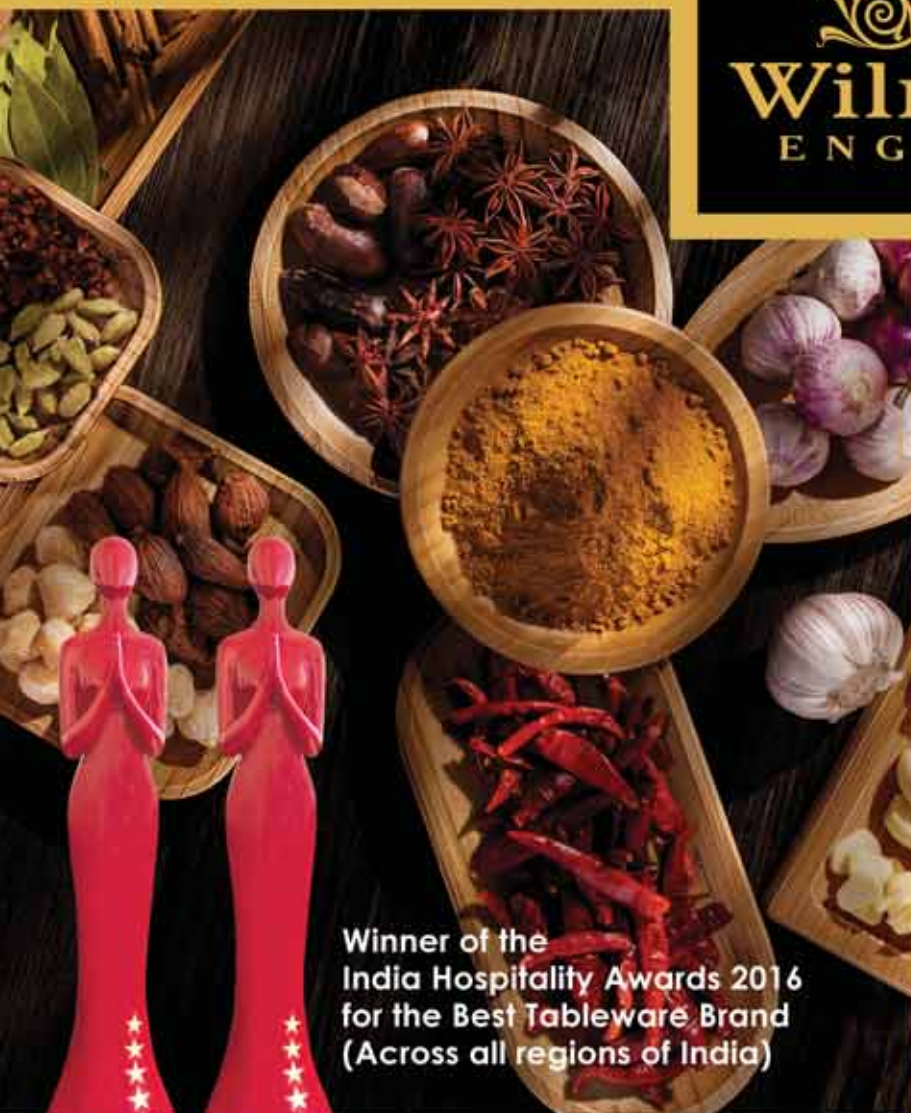
**Decora**

POTS FOR INDOOR AND OUTDOOR

**INTERMOLDE FURNITURE PVT. LTD. MUMBAI**

Tel: 65297907 / 26876590. Email: [intermolde@rediffmail.com](mailto:intermolde@rediffmail.com). Website: [www.intermolde.com](http://www.intermolde.com)






Winner of the  
India Hospitality Awards 2016  
for the Best Tableware Brand  
(Across all regions of India)

North & East West & South Wilmax England offers a truly vast and diverse range.  
Now present your global and Indian cuisines in accentuating settings.

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

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