

# HOSPITALITY Talk

Monthly Publication  
October 2017  
Vol 4 • Issue 10  
Pages 52  
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## HANDICRAFTS INDIA YEAR BOOK

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Mandarin Oriental Hyde Park,  
London

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**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

## WEST INDIA

## ibis Styles Goa Calangute Hotel celebrates first anniversary

ibis Styles Goa Calangute Hotel has completed one year of operations. Being the first ibis Styles brand in India, the property has achieved a significant milestone over a short period, becoming a favoured choice for travellers to Goa. The

197-room resort offers constantly renewed contemporary creativity to guests with unique, unprecedented, and memorable experiences at an affordable price. **Nikheel Shirodkar**, General Manager, ibis Styles Goa Calangute Hotel, says, "We are thrilled to complete one year and on behalf of our entire team, I would like to thank our guests for making this a success with their continued support. The hallmarks of the ibis Styles brand are to put forward stunning design components in a spectrum of styles and offer an upbeat, stylish, happy-mood atmosphere. We look forward to many more successful years, as we continue to deliver the best of hospitality services to our guests."



## WEST INDIA

## Grand Hyatt Goa launches Confeitaria Coffee Bar

Grand Hyatt Goa prepares to warm up patrons with freshly brewed coffee and toasty warm nibbles at their newly launched Confeitaria Coffee Bar. Nestled in the lower level of Grand Hyatt Goa, Confeitaria Coffee Bar beckons its customers with 35 different types of freshly brewed coffees from different regions, paired with warm, freshly baked artisan bread and noshes. Apart from different varieties from the coffee centres of India – Karnataka, Kerala, and Tamil Nadu, guests can try the more indulgent flavours of Ivory Coast Mocha, Madagascar Vanilla, Cinnamon Verum, and Turkish Arabica. The coffee bar also serves international flavours from Brazil, Ethiopia, Kenya, and Sumatra. If coffee is not your preferred choice of beverage, you can choose from a host of different hot and cold beverages like fresh pressed juices, comforting teas, and milkshakes.



## NORTH INDIA

## Radisson Blu, Agra, set to unveil luxury wing

Radisson Blu, Agra, is all set to establish a new benchmark for luxury in the city with the launch of its new luxury wing in October. The brand new luxury wing has been designed with an aim to turn the city into a two-day wedding and tourist destination. The Luxe Collection wing promises unparalleled elegance and exemplary hospitality for its guests. It has been built keeping in mind the city's traditional aesthetics. What sets this wing apart is the exclusive privilege of being the only hotel in Agra to have an infinity pool facing the Taj Mahal. A majestic banquet hall, Mansion, is equipped to host weddings and events with over 27,000 sqft that can accommodate over 1500 guests.

## WEST INDIA

## Indulge your palate with Panash's new menu

Panash, an exclusive pan Asian restaurant at Four Points by Sheraton, Pune, unveils its new menu that has been curated by Chef **Tenzin Nyandak**. The menu will comprise Crispy Rice Prawns, Shake Tataki, Glazed Pork Belly, Lianhua Jung, and a lot more, including a Chinese cuisine. It also consists of Sushi delights like Tobikko, Maguro, Tai, and Ika. "Teppanyaki is a form of Japanese culinary theatre in which the guests are treated to an impressive exhibition of food cooked right in front of them, which uses the freshest of ingredients. All I can say is, any food cooked with a lot of passion and love will always turn out to be good," says Nyandak.





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## WEST INDIA

## RCI partners with Palm Greens Club, Ahmedabad

RCI has announced an agreement to affiliate Palm Greens Club in Ahmedabad. Situated on the outskirts of the World Heritage City, Palm Greens Club is just one stop away for a luxurious stay with family and friends. RCI will leverage on their experience and expertise in the timeshare space to grow in the Indian subcontinent and create more awareness on the timeshare-vacation exchange industry in India. "Our endeavour is to expand our presence across India, and Ahmedabad is a part of this journey. Through this association, we look to consolidate our presence in the west. The affiliation of Palm Greens Club fits right into our overall plan for the western region," says **Sabina Chopra**, Managing Director, RCI India.

## NORTH INDIA

## TBO launches first BOHO hotel in Rishikesh

Travel Boutique Online (TBO) Group has launched its budget hotel chain under the brand name- BOHO Hotels, with the first property in Rishikesh, Uttarakhand. "The focus with BOHO Hotels is to cater to the budget segment of travellers. We believe there is a lot of demand for budget hotels in the market and especially with GST being implemented, we felt it was the right time to venture into the Tier-II and Tier-III cities. To begin with, we have opened the first hotel in Rishikesh. The second hotel will be launched in a few months in Delhi," says **Ankush Nijhawan**, Managing Director, Nijhawan Group of Companies. The company will soon venture into other cities like Jaipur, Pune, Hyderabad, and Kochi.



## WEST INDIA

## 'True Hospitality to Life' with IHG's Foundation Week

Holiday Inn Mumbai International Airport began the IHG Foundation Week with visitants and hotel associates donating blood. The InterContinental Hotels Group (IHG) Foundation aims to bring 'True Hospitality to Life' by working to create stronger, healthier, more prosperous communities around the world. A total of 350 hotel associates and guests from outside were part of the blood donation drive supporting the worthy cause. The purpose of the drive was to encourage awareness amongst the community on the importance of blood donation and how a drop of blood donated can be instrumental in saving lives. **Suraj Kumar Jha**, General Manager, Holiday Inn Mumbai International Airport, said, "For one week each year, we ask colleagues to pledge their support for the IHG Foundation by organising fun activities. For each activity that a colleague takes part in, IHG donates to the IHG Foundation on their behalf. We saw an overwhelming response for the blood donation camp this year and would continue with our support for helping the community in the future."

## NORTH INDIA

## Hyatt Regency debuts in City of Nawabs

Hyatt has announced the opening of Hyatt Regency Lucknow, the first Hyatt-branded hotel in the capital city. Hyatt Regency Lucknow is the 27<sup>th</sup> Hyatt-branded hotel in India and further expands the company's brand presence in South Asia. With 206 guest rooms, including 19 suites, the property offers elegantly decorated, bright, and spacious accommodations. **Kurt Straub**, Vice President, Operations for India at Hyatt, says, "The opening of Hyatt Regency Lucknow marks a significant milestone for the Hyatt Regency brand as it continues to expand its footprint throughout India. Not only is the hotel strategically located for business travellers visiting Lucknow, it is also well-positioned for leisure guests who are interested in enjoying a journey through Uttar Pradesh's heritage arc of Lucknow, Agra, and Varanasi."



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## NORTH INDIA

## Six Senses makes Indian debut with first resort in Rajasthan

Six Senses Hotels Resorts Spas has announced plans to open Six Senses Fort Barwara, Rajasthan, the group's first hotel in India. Featuring 48 suites and situated 110 kilometres southeast of Jaipur, the property is located in the village of Chauth ka Barwara on the site of a 700-year-old fort, which was owned by a Rajasthani royal family. The project team will seek the 5-star Green rating for the Integrated Habitat Assessment (GRIHA) certification, the highest classification of national sustainable design ratings in India. The property will feature two restaurants, a bar and lounge, a spa and fitness centre spread over 30,000 sqft, two swimming pools, a banquet space, a retail boutique, and a kids club. The key focus of the landscape concept will be at reinterpreting the gracious and regal ambience experienced at Rajasthan's royal forts and palaces.



## WEST INDIA

## Dusit International opens Global Sales Office in Mumbai, the first in India

Dusit International, Thailand's hotel and property development company, has opened a new Global Sales Office (GSO) in Mumbai to promote Dusit Hotels & Resorts in India. The new office will manage sales across all market segments, including leisure, MICE, and corporate business. Primarily, the team will focus on Tier-I cities such as New Delhi, Mumbai, and Bengaluru, but will also cover smaller cities. Keshwar Bhagat, Director of Sales – GSO India, will head the India office. **Lim Boon Kwee**, Chief Operating Officer, Dusit International, says, "With the volume of outbound travel increasing by about 25 per cent a year, India is now one of the fastest growing outbound travel markets in the world. When you consider that the World Tourism Organization (UNWTO) has predicted that the number of outbound Indian travellers will reach 50 million by 2020, now is the perfect time for us to open a GSO in the country. This comes in tandem with our own growth, which will see our current tally of 29 hotels and resorts top 80 worldwide within the next three-four years."

## EAST INDIA

## Howard Johnson expands footprint to Kolkata

Wyndham brings its iconic HoJo hospitality to the cultural capital of India with the opening of Howard Johnson Kolkata. The property offers world-class hospitality standards, great accessibility, free Wi-Fi connectivity, inclusive breakfasts, and the best of room amenities and conveniences for business and leisure travellers. Howard Johnson Kolkata is also ideally situated, being a short drive from the city's airport and shopping districts.

## NORTH INDIA

## Sarovar furthers presence with hotel in Jhansi, UP

Sarovar Hotels has announced the signing of a new hotel in Jhansi, expanding the group's footprint in Uttar Pradesh. One of the fastest growing hotel chains in India with over 75 operating hotels across 50 destinations in India and Africa, the group has signed an agreement for a 72-room hotel, Nataraj Sarovar Portico Jhansi. The hotel is expected to open in January of 2018. Situated close to the railway station, the hotel will have all the modern facilities and comforts that are true to the Sarovar promise. "Jhansi is an important destination with rising number of visitors from across the country. It is an important location for us and a significant addition to our portfolio. This hotel will cater to the needs of corporate, group, leisure, and MICE clients," says **Ajay K. Bakaya**, Managing Director, Sarovar Hotels & Resorts.

## SOUTH INDIA

## Marigold Capital acquires The Leela Palace Chennai

Marigold Capital, a company that specialises in the acquisition and operations of hotels, has announced its plan to buy The Leela Palace Chennai. This move finally ends the speculation on the acquisition of the 326-key hotel. Post the agreement to purchase, the legal and financial process is underway. The advisor for the sale is investment bank JM Financial. The team at Marigold includes Gautam Chitnis, Chairman and Prashant Palayam, Managing Director, Asia Pacific Investment Group. The Leela Palace Chennai is the city's only sea-facing modern palace hotel. It has a banquet space spread over 28,000 sqft and varied dining options. The property is situated 15 kms from the airport and a mere 10 kms from the railway station.





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## WORLDWIDE

## IHG announces new regional CEOs

IHG has announced the formation of a new operating region- Europe, Middle East, Asia & Africa (EMEA), leading to two regional Chief Executive Officer (CEO) appointments. Kenneth Macpherson, currently IHG's CEO of Greater China, will lead the new EMEA region, which will be created by bringing together two of IHG's current operating divisions- Europe, and Asia, Middle East & Africa. Taking over from Kenneth is Jolyon Bulley, who has been promoted to CEO, Greater China. These changes will take effect at the beginning of 2018. The EMEA region will be headquartered in the UK and will operate through strong sub-regional divisions based in a number of locations, including Singapore, to ensure business remains close to hotel owners, guests, and colleagues.



## AFRICA

## Radisson RED opens in Cape Town with 252 rooms

The long-awaited Radisson RED Cape Town opens its doors in the V&A Waterfront's newly revamped Silo District. Radisson RED's bold, inspirational design and philosophy is set to shake-up South Africa's staid and traditional hotel scene. Radisson RED Cape Town features 252 rooms ranging from the standard two-sleeper studio to the studio suites with balconies and sea views, and pet-friendly rooms.



## ASIA

## AccorHotels announces 800<sup>th</sup> hotel in Asia Pacific

AccorHotels has announced that the highly anticipated Sofitel Singapore City Centre will open its doors in October and will be the group's landmark 800<sup>th</sup> hotel in Asia Pacific. The 223-room luxury hotel, situated just 20 minutes from Singapore's Changi Airport, will be AccorHotels' 13<sup>th</sup> in Singapore and will be shortly followed by a combined 782-room Novotel and Mercure complex. Sofitel Singapore City Centre will offer 20,000 sqft of meeting spaces across 10 flexible venues including a 600-sqm Wallich Ballroom. The hotel has also partnered with Imperial Treasure to provide premium wedding and banqueting menus.

## ASIA

## OYO and China Lodging Group announce strategic alliance

China Lodging Group, a leading and fast-growing multi-brand hotel group in China, has announced that it has entered into a five-year Memorandum of Understanding (MoU) with OYO to facilitate and strengthen its collaboration to build a global, market-leading hospitality business. Under the MoU, China Lodging Group and OYO will explore opportunities for mutual collaboration in knowledge and technology sharing, strategic alliances and partnerships in various areas, new venture partnership opportunities, and investment. China Lodging Group has agreed to make a \$10 million equity investment in OYO to become a minority shareholder of less than 5 per cent.



## ASIA

## Shangri-La Hotel, Xiamen, opens with 325 rooms

Shangri-La Hotels and Resorts has announced the soft opening of the 325-room Shangri-La Hotel, Xiamen, situated in the city's newly developed business district- Guanyin Shan Business Centre. Over 70 per cent of the guest rooms and suites at Shangri-La Hotel, Xiamen, take advantage of the outstanding sea views. The urban resort features unique Minnan-style architecture that is often associated with the use of red bricks to reflect Xiamen's art and culture and complement the design theme of a botanical paradise in the hotel's public areas. Other facilities include a 1500-sqm pillarless grand ballroom, which can comfortably accommodate up to 1000 guests. In addition to indoor and outdoor areas, nine other adaptable event spaces can host gatherings for 30 to 400 guests.



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## NORTH AMERICA

## ibis Styles debuts in the US with hotel in New York

ibis Styles, the economy brand from AccorHotels, has made its debut in the United States with the opening of ibis Styles New York LaGuardia Airport. Located at the former site of the LaGuardia Airport Hotel, the property has undergone a major renovation to cater to leisure and business travellers seeking a satisfying, comfortable, and thoroughly distinctive guest experience that plays off the vibrant culture of the city that surrounds it. Located just across Grand Central Parkway from LaGuardia Airport, the singular design of the 93-room hotel is inspired by the New York City Subway. Design details create a lively universe, from whimsical in-wall lobby seating to throw pillows and artwork that take cues from the colourful emblems, stations, and route maps found throughout the underground cultural hub.



## ASIA

## Dusit to manage two new resorts in Huizhou, China

Dusit International has signed a management agreement with Huizhou Yuetai Investment Company to operate two new properties in Huizhou in China's Guangdong Province. Opening under Dusit International's luxury Dusit Devarana and upscale DusitD2 brands, respectively, both properties will be located in Huizhou's Shuangyue Bay. "In line with our strategy for sustainable and profitable growth, Dusit Fudu was created to bring Dusit's gracious, Thai-inspired hospitality to China, and these new projects in Huizhou really demonstrate the growing significance of our brands within the country. We are delighted and proud that Huizhou Yuetai Investment Company has chosen Dusit to manage these two unique properties, and we look forward to making the projects a huge success when they open in 2020," says Lim Boon Kwee, COO, Dusit International.



## NORTH AMERICA

## IHG launches new midscale brand- avid hotels

InterContinental Hotels Group has revealed the name of its new high-quality midscale brand, avid hotels. First introduced to owners at the IHG Americas Conference in June, avid hotels is franchise-ready, officially marking the start of licensing in the US for this much-anticipated new brand. More than 150 owners have already expressed interest in the brand, demonstrating the strong demand and great potential for avid hotels in this market segment. IHG expects the first avid hotels locations to begin construction in early 2018, and the first hotel is anticipated to open in early 2019. This brand is designed for travellers who want a hotel stay that finally meets their expectations for the type of hospitality they value most – the basics done exceptionally well – at a price point expected to be slightly less than IHG's industry-leading Holiday Inn Express brand.



## ASIA

## Carlson Rezidor appoints Katerina Giannouka as President of Asia Pacific

Carlson Rezidor Hotel Group has announced the appointment of Katerina Giannouka as President, Asia Pacific. She will be based in Singapore, at Carlson Rezidor Hotel Group's Asia Pacific headquarters and will report directly to John Kidd, Chief Executive Officer and Chief Operating Officer, Carlson Hotels. Giannouka will be a member of Carlson Hotels' Executive Leadership Committee where she will work in tandem with the global and Asia Pacific leadership teams to drive success and growth for Carlson Rezidor Hotel Group. In her role, she will be responsible in leading the Asia Pacific executive committee and its corporate offices in Singapore, Shanghai, and Delhi. "Asia Pacific is a key growth engine for Carlson Rezidor Hotel Group as we expand our presence and develop our successes. Katerina's dynamic and energetic leadership experience, complemented with business intelligence and a tenacious work ethic, are testament to her accomplishments in Asia Pacific and EMEA. I am confident that she will propel our Asia Pacific business to greater heights," says Kidd.



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## ASIA

## Hyatt announces plans for Grand Hyatt Jeju, South Korea

Hyatt Hotels Corporation has announced that a Hyatt affiliate has entered into a management agreement with Lotte Tour Development for a Grand Hyatt-branded hotel in Jeju City, South Korea. The new hotel will mark Hyatt's sixth property in the country and is expected to be the second largest Grand Hyatt hotel in the world. Grand Hyatt Jeju will have 1600 rooms, 11 food and beverage outlets, 1200 sqm of meeting space, indoor and outdoor pools, fitness centre, two spas with a total of eight treatment rooms and two kids clubs. Lotte Tour will be the lead developer of the Dream Tower Integrated Resort project in Jeju, along with Greenland Group, one of China's largest state-run real estate developers. The project will feature two towers as well as a retail podium.

## ASIA

## Cove Manila to soon launch entertainment clubs

Cove Manila is all set to come up with its brand new \$120 million nightclub and beach club. Being built inside of Okada Manila's

iconic Hotel & Casino, the ultra-luxury indoor clubs will be the largest in South East Asia and one of the most sophisticated entertainment complexes in the world. Among its unique features, the beach club will have a butterfly-shaped pool, swim-up bar, 33 well-appointed cabanas, infinity Jacuzzis, and a sand deck boasting its own imported white sand. The nightclub will feature some of the most advanced audio, video, and lighting technologies designed to create a memorable concert experience.



## ASIA

## Four Points, Sukhumvit and Novotel, Phuket, up for sale

JLL Hotels & Hospitality Group has been appointed as the exclusive selling agent for the sale of a portfolio of two internationally branded hotels, Four Points by Sheraton Bangkok Sukhumvit and Novotel Phuket Karon Beach Resort & Spa, located in Thailand's top tourism destinations of Bangkok and Phuket, respectively. Mike Batchelor, International Director of Investment Sales, JLL Hotels & Hospitality Group Asia, says, "Thailand's tourism prospects continue to grow, given the country's already well developed infrastructure, strategic location, and reputation as one of the world's most popular holiday destinations. All these have continued to attract investors to the country's hotel market. However, these investors have faced the same challenge – a fight for investment grade assets, particularly in major cities such as Bangkok and Phuket. For this reason, we expect high interest from both regional and domestic investors attracted by a seldom-offered opportunity to acquire hospitality assets with strong in-place cash flow and the benefit of management under two of the world's largest hotel management companies, Marriott International and AccorHotels."



## AFRICA

## Fairmont positions Kenyan properties as three-stop destination

Fairmont Hotels and Resorts Kenya has announced its new strategic direction to position its Kenyan properties as a three-stop destination with a potential for leisure and business guests to experience the best of East Africa. The resorts offer unrivalled luxury and adventure in three iconic properties- The Norfolk, Mount Kenya Safari Club, and Mara Safari Club. The journey will begin at Fairmont The Norfolk in Nairobi and conclude at Fairmont Mara Safari Club. Guillaume Durand, Group Director - Sales & Marketing, Fairmont Hotels and Resorts Kenya, says, "Drawing on the unique characteristics, location, history, and heritage of each hotel, we aim to highlight the benefits of experiencing all three to both leisure and business travellers. With easy transportation between properties either via small aircraft or road, guests have the opportunity to discover the best of the city and the adventure of safari."

## ASIA

## Mandarin Oriental to manage luxury hotel in Beijing

Mandarin Oriental Hotel Group will manage a luxury hotel project in the heart of Beijing, expected to open in 2018. Situated close to Tiananmen Square, the hotel will provide guests with a rare opportunity to experience luxury living in traditional and authentic Beijing surroundings. Mandarin Oriental Qianmen, Beijing, is presently undergoing a process of preservation and regeneration. The hotel will provide spacious and luxurious landscaped courtyard suites, dining venues, and multipurpose function rooms.

# Taj's first Sales Mission in India

With a two-city sales mission held in Delhi and Mumbai, Taj Hotels Palaces Resorts Safaris aims to discern the needs of its clients and bring together various stakeholders to strengthen business relationships.

 Anupriya Bishnoi

**T**aj Hotels Palaces Resorts Safaris organised its first sales mission in Delhi from September 5-6, 2017. Taj has forever been the forerunner in providing world-class amenities to its customers and this sales mission was another step towards engaging with the much-valued travel trade associates. The fluid discussions revolved around the business requirements and needs of the esteemed customers and hotels. Nearly 800 travel industry sales partners, managing large-scale business globally, graced the event in Delhi and Mumbai. The list of invitees included inbound and outbound travel agents, tour operators, and wedding planners. Around 550 travel agents confirmed their presence for Delhi over the two days while 250 agents confirmed their participation in Mumbai. In Delhi, 38 hotels exhibited at the event while Mumbai saw a participation of 37 hotels.

**Renu Basu**, Global Vice President - Sales, Taj Hotels Palaces Resorts Safaris, said, "This is an annual initiative by Taj, which will be happening in Delhi and Mumbai as we believe these are our key source markets where most of our customers are based. Delhi was a two-day event while the Mumbai show was held for only a day since Delhi is a much bigger market for the travel

trade, the big business contributors for our group. I believe, this is a great platform for all our general managers as well as directors of sales and marketing to meet our customers for enhancing business as well as engaging on building relationships. Also, all the buyers are given an opportunity to meet the people concerned from Taj and they are allotted ample amount of time where they can share their specific requirements and take back exactly what they are looking for."

Elaborating on the expansion plans of Taj, Basu said, "Theog, in Shimla, is our new exciting property that's coming up under the Taj portfolio and is expected to open by the end of this year. There are also some developments in Dubai that will be revealed later."

The hospitality industry has been faced with enormous challenges this year; the ban on the sale of liquor at certain establishments was just one of them. The Supreme Court directive that no liquor shop shall be visible and directly accessible from the highways or be situated within 500 metres of the outer edge of the national or state highway impacted two of Taj's hotels. The Supreme Court, however, in its recent directive, clarified that the ban on sale of alcohol within 500 metres of

state and national highways did not apply to establishments within city limits (municipal limits), bringing a much-needed relief to the hospitality industry. To this, Basu said, "I am glad the government has taken positive steps to give respite to the hospitality industry."

Taj Hotels Palaces Resorts Safaris deals with various segments of hotels. Talking about the segment that is performing the best for the group, Basu said, "All the segments are doing well for us because the economic status is really good in India and India continues to be a preferred choice for inbound travellers. A number of initiatives have been taken by the government to boost economic activity in India, a benefit for the sector of hospitality." 

“


All the segments are doing well for us because the economic status is really good in India

”



# A SEASIDE 'I DO'

**Giles Selves**, Area General Manager, Anantara Peace Haven Tangalle Resort, Anantara Kalutara Resort, and AVANI Kalutara Resort, Sri Lanka, elaborates on the possibilities the region holds for destination weddings.

 Anupriya Bishnoi

**What would attract a potential client to your resort for a wedding?**  
In my opinion, all three hotels are very different, which is important for us to be able to provide different venue options to potential guests. In Kalutara, we have AVANI and Anantara. Kalutara properties are just an hour and a half from the airport. This is a convenient distance for group arrivals. At Anantara Kalutara, our events space is equipped to hold functions of various formats. Given the variety of venues we have for guests, they don't have to use the same venue over and over again. Our Executive Chef at Anantara Kalutara is Indian, adding a lot of value from an experience point of view. It gets easier for us, as a hotel, to connect to the customer. Anantara Peace Haven Tangalle Resort is completely different. It is slightly compact and we haven't been able to use the beach in the same way as we did at Kalutara.

**Please elaborate on the challenges you face in this segment.**

The biggest challenge we face is getting people to understand the expectations of an Indian wedding. If we look at it from a management point of view, the chefs, director of rooms, etc., understand the requirements of Indian weddings as we have conducted a few in the past. However, getting everyone on the same page about the guest's requirements takes a lot of time and energy. The feedback we have got from the first few events has been fantastic, with food being particularly appreciated. At times, getting a stock of some of the Indian food items is not always simple, so we find ways around it and make it work, though it is not the easiest thing to do. Another challenge we face is keeping an event going into the wee hours





of the morning, where we need to explain to the staff why an event needs to continue that far as it is not something that they are used to.

**What initiatives have been taken by the government to promote the hospitality industry in the region? The government in Sri Lanka is**

reviewing how it can assist the hospitality industry. In my opinion, the fact that they are talking about it is itself a positive move.

There is a possibility that the government will review some of the taxation policies that affect the hospitality industry; it is too soon to say anything. The hospitality

industry will rejoice if the taxes are looked into. It would be great if they are looked at from an immigration perspective as well, as this would add value to the sector.

Overall, the government has been displaying positive signs and is aware of the opportunity that exists in this industry. ↴



**Giles Selves**





# Indonesia maximises Indian arrivals

Spokespersons of some leading hotels in Indonesia elaborate on India's contribution to their hospitality industry and how they continue to attract tourists to the region.

**I** Anupriya Bishnoi  
 ndia continues to be a prime focus on Indonesia's tourism agenda. As the number of hotel

rooms in the country witness a surge, Indonesia endeavours to open up more experiences and destinations for travellers from India. A growing demand

brings with it challenges and opportunities, and Indonesian hotels seek to maximise the latter with comprehensive packages and favoured F&B options.



**Wayan Narada Abhyasa**

## **WAYAN NARADA ABHYASA**

**Senior Sales Manager  
 Anantara Uluwatu Bali Resort**

For Anantara in Bali, we already have a good number of Indian arrivals since the destination is already very popular. However, Anantara Uluwatu is still to see growth as Uluwatu is a young market. Also, Uluwatu being a surfer's

paradise, witnesses arrivals from Australia and Brazil. That said, in comparison to the last two years where the Indian market was not even on our list of top 20 nations, the country now ranks among the top nine markets. I see a lot of po-

tential for this resort and Uluwatu as a destination for the Indian market in years to come. Indians still have limited knowledge about Indonesia. They are mainly aware of Bali, Kuta, and Seminyak, but do not know much about Uluwatu.



**MERY YUMERI**  
 Director of Sales & Marketing  
 Maya Resorts

Bali is famous amongst Indian travellers. As far as our resort is concerned, we have witnessed growth from the Indian market, mostly for Indian honeymooners and family-stays. With a property each located on the beach and in the mountains, Maya is a very well established brand in Bali. We have a seven-day combination package for both our properties, so that travellers have an opportunity to explore both the mountain and the beach. The package takes care of almost everything, including transfers. Indian travellers just need to book their tickets. Also, we have a vegetarian menu at our resorts, which remains one of their biggest highlights.



**Mery Yumeri**

**DAH RAHAYU**  
 Director of Sales, Dash Hotel Seminyak

Indian travellers, when they travel to Indonesia, mostly prefer three to five-star hotels. This, in fact, is the first time Dash Hotels has a marketing plan in place for the

India market. I do understand it will take time, but I also believe we will reach there. We are looking to receive FITs and honeymooners since we are centrally located,

walking distance from areas of importance. We would also like to have corporate group travellers and other young travellers visit the property.



**Diah Rahayu**

**NICOLINE DOLMAN**  
 Director of Sales & Marketing, Bali Dynasty Resort

The Indian market has tripled over the last three years; it is the third largest market for resorts. A majority of Indian guests at the resort are honeymooners and families with children. Though we do get a lot of group travellers as well, the size of

the groups is usually quite limited. This year, the guests at the resort were a mix of 75 per cent FITs and 25 per cent GITs. With that, the need for availability of Indian food at the resort has also grown. To cater to this rising demand, we

have an Indian restaurant at the property. Indian food is available during breakfast as well with a lot of vegetarian options. Generally, we provide flat rates to travel agents that they combine with their transportation services. 🇮🇩

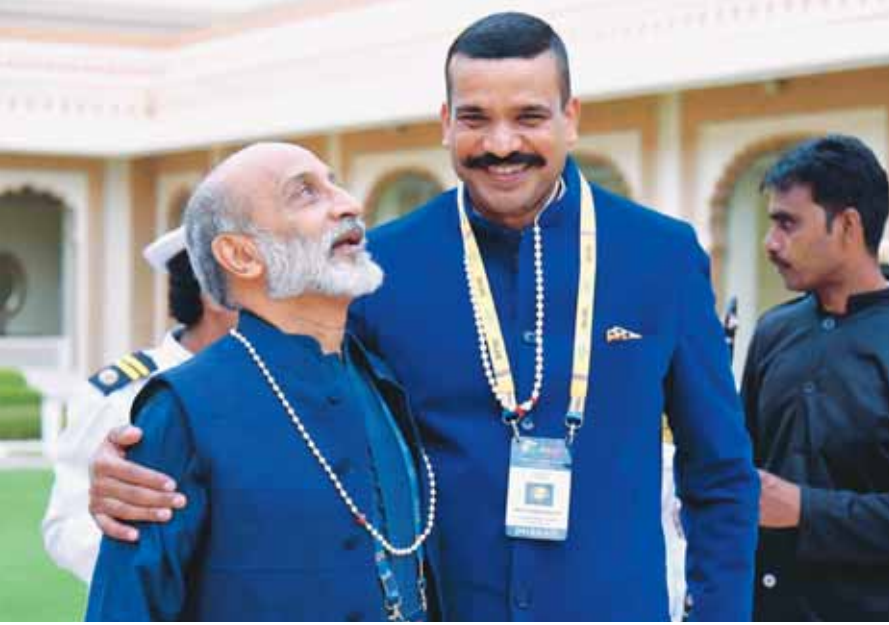


**Nicoline Dolman**

# A FORUM IN FORM

Glimpses of HPMF's seventh anniversary held between September 14 and 16 at Indana Palace Jodhpur, Rajasthan. On the last day, the event was graced by His Highness Gaj Singh, Maharaja of Jodhpur. The Chief Guest for the convention was Rahul Pandit, Managing Director, Ginger Hotels, and the Guest of Honour was Giriraj Singh Lotwara, President of the Sri Rajput Sabha, Rajasthan. HPMF made its way to the Asia Book of Records for the maximum number of people who wore the turban together. Close to 325 attendees were present at the event.







# HOSTING A HOST OF BUSINESS PRODUCTS

Goa Food & Hospitality Expo 2017 sought to bridge the gap between buyers and suppliers of hotel and restaurant equipment, bringing national and international brands under one roof.

The fifth edition of Goa Food & Hospitality Expo, Goa's biggest exhibition on hotel and restaurant equipment and supplies, was organised by Media Promotions at Dr. Shyama Prasad Mukherjee Stadium, Bambolim. The exhibition was one of the biggest in the country due to the number of stalls

and national as well as international brands that showcased their products for the first time in India.

The exposition was inaugurated by Chief Guest Dr. Mridula Sinha, Governor of Goa, in the presence of Savio Messias, President of Travel & Tourism Association of Goa; Gaurish Dhond, President of Goa Hospitality & Restaurant Association; Menino Proenca, President of SKAL International Goa; Ranjeet Pandey, President of Culinary Forum of Goa; Atul Kokas, CEO, Goa Recreational Clubs; and Kedar Dhume and Clive Sequeira, Directors at Media Promotions.

Addressing the media, Sinha said, "I am particularly impressed to see national and international brands participating in this exhibition. Goa is a preferred destination for national-level seminars and high-end weddings. With exhibitions

of such magnitude, the state can become a preferred location."

Following the inauguration, guests went around the stalls and expressed keen interest in the exhibits. The special attractions of the exhibition included displays of kitchen and bakery equipment, exclusive cutlery and crockery, food and bakery products, bed and bathroom linen, refrigeration equipment and industrial dishwashers, IT software systems, communication and security systems, fixtures and interior décor, sound and lighting solutions, housekeeping equipment and hygiene products, water and waste management systems, and many such products associated with the food and hospitality industry. Some of these products were being displayed in Goa for the first time. There were more than 100 companies that showcased over 500 products.



Speaking about the Goa Food & Hospitality Expo, Sequeira said, "People in the business of running a resort, hotel, restaurant, spa, casino, café, bakery, club, catering business or anything similar, should take advantage of this exhibition. The Goa Food & Hospitality Expo was scheduled for the month of August as during this time, most of the hotels take up renovation activities besides gearing up for the season."

The evening of the first day of the event had a hospitality networking soirée for general managers and professionals, held at Cidade de Goa, Dona-Paula. The event was organised by Viva Goa magazine and saw in attendance general managers as well as trade,

tourism, and hospitality professionals from across the state. Some eminent guests for the evening were Dr. Seema Rao, India's first and only woman commando trainer of Goan origin; her daughter, Pro MMA fighter Dr. Komal Rao; and Chief Guest Ashok Menon, Director of Fire and Emergency Service.

While addressing the guests, Seema Rao spoke of her perseverance in achieving her goal in this male-dominated profession. She said, "I wanted to be strong. I took up martial arts training when I was young and achieved my black belt by the age of 20. I wanted to be tough and do something challenging. I found my calling in commando training. Life is strange; you



start at one place but destiny takes you elsewhere. I was meant to be a doctor and ended up training commandos."

The event also witnessed some other concurrent activities like Bed Boss for the fastest bed-maker in the housekeeping division of hotels and Mixology Masterclass by Yangdup Lama, a well-known name in the bartending industry. Some bakery demonstrations were also given by Goa's top bakery experts- Chef Prisca and Kunal Arolkar. Concluding the exposition on a positive note, the organisers assured that Goa Food and Hospitality Expo would be an even bigger and better event in 2018.



# GEARED UP FOR DIWALI

As hotels prepare for the festive season, they tell us about the special offers they have in store for guests. From late check-outs to scrumptious meals, guests are in for a welcome treat.

HT Bureau



Michel Koopman



## MICHEL KOOPMAN

**General Manager**  
The Leela Ambience Gurugram Hotel & Residences

Our exclusive Diwali Leela hampers will be displayed at The Leela Patisserie and in the hotel lobby. They will include perfect pralines box,

magical macaroons box, terrific truffle box, fantastic fruit cake box and much more, all with a fantastic blend of Indian flavours. Lamps

on the walls will further extend the brightness of the festival. The grand lobby will have some beautiful sand art and floral decorations.



Sujeet Kumar

## SUJEET KUMAR

**General Manager**  
Sheraton Grand Bangalore Hotel at Brigade Gateway

We offer a special package named Weekend Escape to our guests during the festive season. The package includes buffet breakfast,

a 20 per cent discount on F&B offerings, a 15 per cent discount on body massage, and Wi-Fi facility, clubbed with Sheraton Grand's

impeccable service of luxury. Guests can also take advantage of a late check-out that is subject to availability.





**VISHI OBEROI**

**F&B Director**  
**Novotel Imagica Khopoli Hotel**

With the onset of the festive season, we are organising Dandiya Nights for our guests between September 21 and 30. Traditional musical favourites being played by the poolside will also add charm to the celebrations. Additionally, we will be conducting a special Satvik food promotion at The Square, Novotel Imagica Khopoli's signature all-day dining restaurant, for guests who are



fasting during this auspicious period. The scrumptious offerings will include delicacies like Vrat wale aloo, Singhare ke poori, Arbi masala, Khatta meetha kadu, and Vrat ka Halwa. This Diwali, we will be organising a

special dinner buffet for our guests at the alfresco. Adorned with conventional rangoli and diyas to give a festive touch, special emphasis will be laid on desserts. The festivities will be incomplete without a display of fireworks.



**Vishi Oberoi**

**NARENDRA PRABHU**

**General Manager**  
**Signature Club Resort**

Signature Club Resort offers a green carpet experience away from the noise of the city. This festive season, we are offering a package to guests that will beckon them

to escape to the tranquillity of the resort. Valid between September 20 and October 20, the package will be complemented by well-appointed rooms fully stocked for

comfort, scrumptious meals at our multi-cuisine restaurant, and an array of sports and recreational activities. Guests will also be able to enjoy our well-stocked bar. 🍷



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# 'Resort'ing

## to ALTERNATES

A resort property is the perfect destination for a staycation for both families and couples. Operating a resort is quite different from running a business hotel. We ask the spokespersons of various resorts about the kind of challenges they face and how they make up for revenue lost in the lean season.



HT Bureau

**M**illennials are increasingly looking to escape the urban milieu with friends and family in

town. This rising trend has made resort properties a haven for relaxation with a serene ambience and something to offer for everyone. Running a resort business, however, is not

as easy as it seems. Being away from cities, supplies and distances can harm operations. Innovation is the key to sustenance and resort properties follow this mantra to a T.



Siddharth Savkur

**SIDDHARTH SAVKUR**  
General Manager  
Alila Diwa Goa

### SETTING THRESHOLDS

Goa has been and continues to be one of the premiere choices for travellers in India, due to which there are more resorts coming up in the state each year. The industry aims to attract business all-year-round by offering attractive deals to travellers during the lean period. With stiff competition, it is imperative for hoteliers to communicate with

each other and agree on pricing and discounting thresholds.

### MAXIMISING ON MONSOON

We experience maximum demand during the festive season. However, we receive bookings even during the monsoon from guests looking to enjoy at Spa Alila or revel in our bespoke dining experiences. The season is also popular for wed-

dings, MICE activities, and weekend domestic holidaymakers. An emerging trend is that of international visitors choosing to come during the monsoon to enjoy the beauty of Goa in the rains.

Alila Diwa Goa has made a strong presence in the destination wedding segment and continues to innovate based on trends and feedback.



**M BALAJI**

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

**INSTANT AID**

Running a resort property is very challenging as it is spread across acres. We have to be constantly alert about the safety and security of guests as well as the staff. Sometimes, while cycling or trekking around the property, our guests hurt themselves or get caught in a heavy, unexpected rain with nobody around to offer help on immediate basis. People expect us to deliver services like any other 5-star hotel and we do our best to provide them that.

**AN INSUFFICIENT RECOVERY**

We do witness lean periods and it is not that easy to cover it up. We try to recover by introducing packages and offers to guests.

Seasonal rates are hiked up so that we cover the deficit. In spite of implementing such measures, only 25 per cent of the total loss can actually be recovered.

**M Balaji****AMIT SAMSON**

**General Manager  
The Leela Kovalam, a member of Preferred Hotels & Resorts - LVX Collection**

**COSTLY MAINTENANCE**

I have had the fortune to manage both leisure and business properties in my career. Both have their own set of challenges but resorts, especially the ones in close proximity to the sea, have higher expenses in terms of repair and maintenance.

**ENGAGING OTHER AVENUES**

Hotels with a large inventory have a lot of segments to play with to maintain optimum room revenues. The Leela Kovalam is a preferred destination for high-end MICE and weddings. These two segments add to the overall top-line performance during the low FIT demand period.

**Amit Samson****PRANAY VERDIA**

**General Manager  
Goa Marriott Resort & Spa**

**A BLESSING IN DISGUISE**

There has to be a certain amount of challenge to grow. We see it as

an opportunity and we focus on delivering memorable guest experiences, meeting guest

expectations, and customising our services for them.

**QUALITY, A FOCAL POINT**

Goa can be visited throughout the year. During the lean season, we see a rise in domestic tourists who essentially want a competitively priced holiday but seek the Marriott luxury experience. We focus on delivering excellent service in terms of guest satisfaction that enables us to retain our customers and increase our customer base. We constantly engage with our clients and stakeholders in order to drive more business.

**Pranay Verdia**



Kumud Singh

**KUMUD SINGH**  
Resident Manager  
Jaypee Greens Golf & Spa Resort,  
Greater Noida

#### SOMETHING FOR EVERYONE

The resort is spread over a vast area and every aspect of the property requires special attention. It is important to maintain the flora and fauna to keep the property beautiful and attractive. Also, with the property being situated away from the hustle and bustle of the city, a focus on activities to keep guests engaged is a must.

#### NO SEASON IS LEAN

Since Jaypee Greens Golf & Spa Resort has a golf course, spa,



and several recreational as well as sports activities, the lean season hardly exists for the

property. Resultantly, revenue remains almost steady through the year.



Ramandeep Marwah

**RAMANDEEP MARWAH**  
General Manager  
JW Marriott Mussoorie Walnut Grove Resort & Spa

#### JUGGLING EXPECTATIONS

Managing the expectations of guests is the biggest challenge in the leisure segment. When guests arrive on business trips, often times their stay is taken care of by the company and therefore, the guest does not bother much about the experience. However, when it comes to a stay with family, it's their own personal money being invested and they expect best-in-class service. We need to not only meet their

expectations but also surpass them. JW Marriott Mussoorie is at its peak in terms of guest satisfaction, not only among all the JW Marriott hotels in India, but also among those in Asia Pacific.

#### PACKAGING SPECIAL DEALS

We have our peak season during summer holidays for kids, which is May to July. Our average occupancy throughout the year is about 60 per cent while in the peak season,

we experience about 95 per cent occupancy. Our continued marketing efforts as well as deals and packages throughout the year ensure that people come to experience the resort over and above the destination. Long weekends for us are usually sold out and the same goes for national holidays and festivals. Our special packages, rolled out twice a year, ensure we have a steady influx of discerning travellers throughout the year.



Rishi Chopra

**RISHI CHOPRA**  
General Manager  
Le Méridien Mahabaleshwar Resort & Spa

#### REGIONAL DRAWBACKS

Overseeing a premium resort property like ours is more fun than challenging, more so because of the nature of guests who visit the property to unwind and relax.

Maintenance and upkeep in a forested area is one of the primary challenges as Mahabaleshwar is a destination that receives a lot of rainfall. A secondary challenge lies in accessibility to the nearest city, as we are highly dependent on larger cities for electrical and day-to-day supplies.

#### RAINS BRING GAINS

We run different promotions to promote weekend getaways. We also compensate through

destination selling as we are uniquely positioned in this regard. We experience a lot of footfall in Mahabaleshwar, especially to experience the monsoon.

Apart from domestic tourists, we explore new markets such as

Gulf countries where they experience less or no rainfall. The heavy monsoon is a welcome change for them. We do provide attractive MICE packages for domestic travellers and corporate off-sites that are otherwise on the higher side during peak season.





Vinita Manik Khar

### VINITA MANIK KHAR

Director of Sales & Marketing  
Park Hyatt Goa Resort and Spa

#### CONSTANT INNOVATIONS

We believe that challenges bring with them multiple opportunities. Managing a resort property means recreating and introducing unique experiences and activities for guests at all times, as we are a destination within a destination and need to have an array of options for guests

to stay engaged at the resort. Also, maintenance and upkeep is a big focus area, which is handled very efficiently by our passionate horticulture, engineering, and housekeeping teams.

#### BANKING ON STAY PACKAGES

Goa is an evergreen destination with no lean season as such. The

guest demographics change as per time of the year and depend on various factors like school vacations, long weekends, and festive holidays. Owing to the unique stay packages and attractive offers on our website, we are able to cater to a wide audience by offering them stay packages that perfectly suit their requirement.

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**NOSHIR A MARFATIA**  
**Senior Vice President - Sales & Marketing**  
**The Fern Hotels & Resorts**

**SMALL TOWN, BIG CHALLENGES**

Dapoli is no Goa or Kerala, so lacks awareness of all that it can offer guests for a relaxing and memorable getaway. Connectivity to the resort from Mumbai and Pune, the two main gateway cities for Dapoli, is a challenge with limited trains and timings. Being a small town, limited availability of goods and vendors, and cost are issues that impact resort operations. Even then, we are able to provide guests with fresh produce. Also, sometimes getting the right people to operate the resort can be an issue.

**MORE TO EXPLORE**

We offer attractive packages year-round, with offers during the lean season including spa treatments, extra free nights, group discounts,

etc. We also do special food festivals periodically, which help bring in the footfalls. The resort is also being positioned as a new conference destination.



**Shridhar Nair**

**SHRIDHAR NAIR**  
**General Manager**  
**The Leela Goa, a member of Preferred Hotels & Resorts**

**DELIVERING THE LEELA EXPERIENCE**

There is very little margin for error in our guest service delivery systems and all the sectional teams have to work with each other seamlessly. Continuous training is one of the most challenging facets of running this successful resort and this plays a significant role in ensuring that we exceed our guests' expectations during their stay.

rates fluctuate widely between the monsoon and winter months. While we predominantly host Indian families and conferences as well as weddings between April and

September, the focus later shifts to European markets of UK, France, Germany, and Russia in the winter months. The European charter market also plays an important role.



**SERVING INTERNATIONAL MARKETS**

We do not have a lean season in terms of occupancy, but surely the



**Animesh Barat**

**ANIMESH BARAT**  
**General Manager**  
**The Westin Sohna Resort & Spa**

**DISTANCE, A SPOILER**

Spread over 40 acres of green pastures, distance to our villas keeps the service team at the resort under pressure to perform efficiently. Extreme weather and climatic conditions cause difficulties for our room service and housekeeping staff. Being a bit far from the main supply pushes our operations team to be more planned with their resources and guest needs.

business; the large banquet spaces, great indoor and outdoor locations, and innovative recreation activities

help us compensate for lost revenue with more residential groups and company meetings.

**BUSINESS KEEPS GOING**

We have started to see year-round business. Months of April-July do get a bit soft in terms of transient



## LUDOVIC GALLERNE

Area Director of Sales & Marketing  
Banyan Tree Phuket

### COLLABORATION, THE KEY TO SUCCESS

It is never easy to run a property, be it a city hotel or an island resort. There are always both internal and external challenges that a hotel faces, some we can control and others we can only try to find ways to avoid. It starts by adopting the right approach and strategy to manage revenue, proper positioning of the property, and building continuous engagement with the target audience. Banyan Tree Phuket is the largest property on the island, which means we require a big multi-talented team to achieve our goals. However, talent alone is not enough and we need to establish and maintain a certain standard in line with our brand's identity to exceed guest's expectations. We need to provide exceptional training and be able to manage our human resources in the most creative, yet dedicated way. Every associate needs to feel part of the team and

be accountable to deliver what we promise. At Banyan Tree Phuket, we are lucky to have a great synergy among the team and this collective collaboration helps us achieve our goals and the task of running the resort becomes easier.

### A COMPREHENSIVE APPROACH

We do witness a lean season, which could be on account of many factors, including the monsoon season on the island or schools starting in September in tourist outbound markets. Usually, this period is the months of May, June, and September. We try to counter that by maintaining a diverse and healthy mix of target markets without focusing on a main one. We look at alternative markets and different traveller characteristics; we focus on honeymooners or newlyweds who are yet to have kids or older couples with empty nests; we also focus on geographical characteristics such

as families from places where the school period is yet to start. We also review our strategies and focus on providing our associates training opportunities to maintain our high standard of service. We use that time to do more on CSR where we raise money to provide nutrition for the children in Phuket's orphanages.



Ludovic Gallerne



## VIJAY KRISHNAN

General Manager  
Alila Fort Bishangarh

### A CHANCE TO EXPLORE

The soul of the fort has been passionately brought to life, recreating the courtly flavour of Shahpura's royalty while retaining its stark and inherent simplicity. With Alila Fort Bishangarh, we focus

on Bishangarh as a destination and the local offerings that remain unexplored by discerning travellers.

### POPULARITY IN TOW

Since our opening in July 2017, we have seen a lot of interest from

our feeder markets. Guests are keen on spending their long weekends and include Alila Fort Bishangarh in their milestone celebrations. We expect a positive growth with the upcoming festive season. 📈



Vijay Krishnan



# A SWEET FINALE

For Indian diners, the dessert remains an integral part of the meal. We talk to some notable spokespersons on the relevance of presenting desserts and how they are sustaining Indian 'meethas' in the age of macaroons.



HT Bureau

**N**ot binging on a dessert after a meal is next to impossible for most of us. What

fascinates our new-age diners more is the way a dessert is presented. While offering guests some delightfully sweet delicacies from around the world, chefs strive to promote

Indian desserts among travellers of all ages and nationalities by giving the dishes a new twist, ensuring they are as intriguing to the eye as they are to the palate.



## CHAKRADHAR DANDOTHKAR

Executive Chef

Howard Johnson Bengaluru Hebbal

### CONCOCTING THE RIGHT BLEND

Desserts are the grand finale to any meal. They are literally the icing on the cake. Though flavour, texture, and ingredients may be the key components of desserts, presentation and design are what stimulate the taste buds and compel one to take a bite. No matter how delicious a dessert may be, if it is not served in an appealing manner, a customer is not tempted to taste it.

Dessert plating has evolved over the decades and today it is a work of art. When plating a dessert, one must always keep in mind that the main attraction is the dessert and that all other garnishes, sauces, and

decorations are secondary.

That said, the garnishing should be such that it complements the flavour and aesthetic appeal of the dish. Portioning is also extremely important as it not only helps to keep things consistent for the guest but also helps ensure that there is enough for everyone. At a dessert café, the portion of a serving is larger as that is the only dish available; at hotels, portions are smaller as they are meant to balance out the main course with an appetizing sweet taste.

blend of international as well as Indian desserts that are equally relished by our guests. At Nest, our all-day dining restaurant, we focus on ensuring a proper balance of multi-flavoured desserts from various parts of the country and the globe.



### LOVED BY GUESTS

- Sweet Potato Puran Poli
- Bharwan Parwal ki Mithai
- Steamed Banana with Elaichi and Coconut Milk

### SUSTAINING INDIAN DESSERTS

To ensure that diners don't lose interest in Indian desserts, our buffet menu consists of a perfect



## DEVENDER BUNGLA

Corporate Pastry Chef

Hyatt Regency Delhi

### A FEAST FOR THE EYES

We eat with our eyes first, so it's important to learn how to plate desserts properly. Presenting a dessert is a cooking technique that makes a pleasing visual feast even before the spoon or fork is picked. Creating plated desserts with a pleasing palette can be tricky, yet emphasises the visual, fun, and creative expressions of a dessert, keeping customers coming back for more.

### KEEPING SUGAR TO A MINIMUM

While working on dessert recipes, my goal is to add items with less

than 200 calories with a minimum use of sugar, use of low-fat dairy products, and inclusion of seasonal fruits, olive oil, and yoghurt wherever possible.

### MAKING PRESENTATION MORE APPEALING

People in India still have a taste for Indian desserts such as Gulab Jamun, Jalebi, Rabri, and Rasmalai.

Keeping this in mind, we need to bring a change in the style and presentation of desserts instead of bringing about a change in taste. We must also make certain that

Indian desserts are sugar-free and gluten-free by using seasonal fruits.



### LOVED BY GUESTS

- Tiramisu
- Water Ganache Chocolate Almond Cake
- Hazelnut Praline Semifreddo



## SIDDHARTH ANAND

Executive Pastry Chef  
Sofitel Mumbai BKC Hotel

### SMART REPLACEMENTS

At Sofitel Mumbai BKC, we try to incorporate ingredients such as whipped cream, which is soy milk-based and zero-fat, providing the satisfaction of consuming cream but without the guilt of consuming calories. Sugar has also been replaced by honey or sucrose, adding to the health quotient of the dessert. Another ingredient that has recently been introduced in the market is stevia leaves- a natural ingredient that has lower saccharide content.

### INNOVATING THROUGH THE YEARS

Indian desserts have always been and will always remain an integral part of our culture; no one has ever really lost interest in them.



It is true that these days, guests do have the option of presenting macaroons, chocolates, and cupcakes during auspicious occasions, however, we always seem to follow the traditional route of *mithai* and other Indian desserts. Having said that, at our hotel, we try to incorporate the culinary trends for desserts in our Indian offerings as well, with modifications through the year. A simple example is the sugar-free *barfi*. Other modifications include fusion desserts such as Gulab Jamun-Boondi cheesecake,

Rasgulla in dark chocolate, Rabdi mousse and others.

### UNIQUE DELIGHTS

A few examples of unique desserts that we prepare at Sofitel Mumbai BKC include a Japanese cheesecake with Gulab Jamun, baked cheesecake with Boondi, baked yoghurt with saffron and cardamom, and Shahi Rabdi mousse among many others. We try our best to innovate and present something new to the customers as often as possible.



### LOVED BY GUESTS

- Dark Chocolate Cake
- The Berry Trail
- Textures of Chocolate

## TANVEER KWATRA

Director of Cuisine  
W Goa

### KEEPING A BALANCE

In my opinion, presentation is supposed to be balanced and should give guests a fair idea of what they should expect when they taste it – notes of crunch, smooth mousse, chunks of fresh fruit and much more.

### THE 'W' TWIST

Modern guests want to eat healthier. Travelling doesn't mean that a guest should compromise on their diet and feel guilty indulging in their cravings. It is the age of granola, skimmed, and organic ingredients. Diners often

look for desserts that won't blow their diet. One of our passion points is 'fuel', which represents the energy to look good, feel good, go longer, and stay later. It is a 'W' twist to healthier options so that guests can indulge freely and also feel good about it. Focusing on the same, we have created healthy options using fresh fruits and ingredients such as nuts and low-fat milk products. Sorbet is also another key item seen in our menu, which is made with natural flavours and seasonal ingredients.

### THE RIGHT BLEND

For us, there has to be a balance of both domestic and international desserts, especially when our guests come from all around the world. A lot of our international guests want to experience the taste of a real Indian dessert; we cannot let them go back without tasting those crispy Jalebis or Kheer, the Indian version of rice pudding. One can find such desserts at our all-day dining restaurant, The Kitchen Table. We create eclectic delights where presentation and cooking style make flavours come alive.



### LOVED BY GUESTS

- Salted Chocolate Brownie
- Orange Cheesecake
- Caramel Bodino





### ANIL KUMAR

Executive Pastry Chef  
Le Méridien Gurgaon, Delhi NCR

#### A PERFECT CONCLUSION

The presentation of a dessert is of foremost importance. We try and create edible pieces of art for guests while plating desserts. We understand that a dessert is a perfect conclusion to a guest's meal.

#### TREATING GUILT-FREE

A healthy lifestyle will never

restrict you from treating yourself. That said, we do have the option of sugar-free desserts with an array of guilt-free desserts, which are low on fat and high on fibre.

#### FOOD FESTIVALS FOR EMPHASIS

We make sure that we always provide a combination of Indian desserts in our buffet spread



alongside international ones. The same is repeated in outdoor catering menus. To up the ante of Indian desserts, we experiment a lot with presentation, fusion concepts, and ingredients. We also emphasise on Indian food festivals, the recent one being Uttarakhand Food Festival that was held at our all-day dining restaurant, Latest Recipe.



### VIKAS BAGUL

Cluster Executive Pastry Chef  
Marriott Suites Pune

#### TIME AND TEXTURE ARE CRUCIAL

Food presentation is as essential to the success of a dish as its taste and flavour. The way the food looks on the plate is what tempts our eyes and makes you want to taste it. It can make or break a restaurant and it can turn a dinner party into a great success if done right.

Food presentation is all about timing. There is no point in offering guests a fancy dish if it is served cold when it is really supposed to be served hot. Hence, a chef must spend just enough time in plating a dish. Another important rule of food presentation is balancing variety

and contrast. It is good to have a variety of textures on the plate, but how these textures are combined is just as important.

#### HEALTHY ALTERNATIVES

I use a combination of ingredients to create a balance of taste and health. For instance, heart-healthy olive oil and protein-rich Greek yoghurt take the place of butter in the lemon pound cake. Egg whites also help reduce calories, fat and cholesterol, and whole-wheat flour boosts fibre.

The secret to a low-fat cheesecake that still tastes rich and creamy is a combination of Neufchatel cheese (a French

cheese that is naturally low in fat), reduced-fat sour cream, and fat-free cream cheese. In a pumpkin cheesecake, the pumpkin pie spice gives the cheesecake its flavour and reduced-fat cream cheese and Greek yoghurt ensure that it has all the creaminess of a traditional cheesecake with a fraction of the fat.

#### FUSING INDIAN WITH WESTERN

I use a lot of Indian flavours and fuse them with my desserts. It offers me a broader choice to play with. I blend them with western techniques to create a fusion dessert that is still true to its core Indian flavours.

#### LOVED BY GUESTS

- Chocolate Feuillant
- Tiramisu
- Maracaibo 65% Chocolate Tart





## ZORAWAR KALRA

**Founder & Managing Director  
Massive Restaurants**

### PRESENTATION AND TASTE GO HAND IN HAND

When you place a playful dish in front of a patron, they are already anticipating great food. Fundamentally, the focus of the meal is always taste, however, it is extremely essential to have a perfect balance of taste and presentation. The philosophy at all restaurants under the Massive Restaurants group is to create food that engages and entices all the five senses as we firmly believe that dining should be a sensory experience. The dishes at our restaurants are carefully conceptualised to offer a perfect balance of taste and flavour, and are innovatively presented to ensure

that they not just surprise the palate but delight the eyes as well. Our desserts are prepared using novel flavour combinations, contemporary presentation, and modernist elements, including elements of molecular gastronomy, which truly add value to the taste and visual aesthetics to delight patrons with an exquisite dining experience.

### MODERATING SWEETNESS

Our desserts are created using fresh, natural, and plant-based flavouring agents and colours to ensure that no compromise is made with either quality or taste. We use low-fat milk for our desserts with sweeteners added in moderation, while exten-

sively using fresh, seasonal fruits to enhance the taste without adding to the calories.

### DELIGHTFUL COMBINATIONS

Showcasing culinary innovation with desserts, the menu at Farzi Café offers delights like Ghewar Malai Tart, Saffron Aire, Ras Malai Tres Leches, Carrot Cream, and Rose Petal Net, among many others. Masala Library by Jiggs Kalra offers innovative desserts like Chenna Payesh Cheesecake, Lachcha Rabri, Almond Chikki, Ashen Kulfi, Jalebi Caviar, Saffron Glaze, and Pistachio Rabri, thereby reinventing popular Indian desserts with contemporary, post-modern presentations.

#### LOVED BY GUESTS

- Ras Malai Tres Leches
- Pistachio Rabri
- Chenna Payesh Cheesecake

## RAHIS KHAN

**Executive Chef  
The Metropolitan Hotel & Spa, New Delhi**

### RIGHT PORTION AND GARNISH

For the success of a dessert, its presentation is as important as its taste and flavour. The way it looks on the plate is what tempts guests' eyes and makes them taste it. Moreover, the presentation is more about balancing variety with contrast. Having a variety of textures on the plate and combining these textures with proper garnishing and portion sizes is what presentation is all about.

### NATURAL BEATS ARTIFICIAL

We have Khumani ka Meetha, which includes apricot that is good for the heart and is rich in fibre. Secondly, our desserts contain less sugar and we try to use natural

sweeteners over artificial ones. We also have fresh fruits in a dessert form.

### ADDING A TWIST TO THE TRADITIONAL

We have various Indian desserts to attract customers. One of them

is Paan Kulfi, a betel flavoured ice cream. We also have Gulab Jamun in the shape of a sandwich with a filling of Gulkand, a sweet preserve of rose petals. Our list also includes Modak, a type of sweet with a filling of grated coconut and pomegranate. 🍷



#### LOVED BY GUESTS

- Paan Kulfi
- Gulab Jamun Sandwich
- Khumani ka Meetha



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## STAND-ALONE: WAY OR NAY FOR HOTELS?

A few years ago, hotels without collaborations would fare well because there was no competition in the market and the gamut of international hotel chains was absent. However, nowadays, hotels are mostly tying up with bigger groups as business is laden with risks. Some accomplished experts throw light on this growing trend.



Anupriya Bishnoi



Nirupa Shanker

### NIRUPA SHANKER

Director  
Brigade Hospitality

As a group, our strategy is to expand our portfolio and not go for a particular brand. We are not looking to manage one hotel or two hotels; we have six hotels, with the latest coming into the portfolio very soon. We are very clear that we want to have larger hotels of 125 rooms and above. However, there are some projects

that we manage in-house; they have 30-40 rooms and it doesn't make sense to operate them in collaboration with international brands. A lot of companies don't want to manage small units. We developed an in-house capability to self-manage smaller properties. It makes sense there because it's

cost effective and you have the liberty to take quick decisions. These are extremely localised products and when you have such a product, it is easier to manage because no one understands the local market more than you. It is better to implement decisions in a stand-alone environment.

# g Strategigies dalone Hotels



## DHRUV HOON

Vice President - Lodgings Development  
Marriott International

Being stand-alone essentially depends on where the hotel is located, the type of property it is, what the target market is, etc. For instance, if a hotel is large, then that hotel needs to be plugged into a system that has a large distribution. You wouldn't want a Marriott, Hyatt or Hilton

to manage 20-25 rooms because they don't need that kind of distribution. You need distribution when the hotel is large; you need distribution when you are located in a micro market like Whitefield or Hitec City, Hyderabad; you need distribution if you have a hotel that requires

MICE and convention business to come in. It depends on size, location, and how much competition exists in the market. Twenty years ago, there was a hotel in Bhopal that didn't need branding; it did pretty well. Today, you have international hotels growing in Tier-I and Tier-II markets.



Dhruv Hoon

## R SRINIVASAN

Managing Director  
Hotel Radha Regent

In our case, when we started small hotels of 40 rooms, there was not much competition in the market. Even today, it's doing very well. Then we wanted to build a 91-bed hotel in Chennai. We had all the confidence that we could build it ourselves. At that point of time, a rule had been laid down by Tourism Finance Corporation of India that borrowing a certain amount of money would be possible only if the organisation in question had a

professional tie-up to manage the property. This is how we got into Sarovar Hotels. From day one, we did really well. The amount of time that a chain of hotels can devote to run your hotel matters a lot. Following this, we opened a hotel in Whitefield, a 102-room Hometel under Sarovar Hotels, and that was a successful hotel as well. Our strategies have never been to rush; first borrow, then build, then consolidate after you have earned some reve-

nue, and then build again. Later, we built a 104-room hotel in Electronics City. This was a small hotel, but by the time we opened, there was a financial slowdown and for the first 10 days there was no one staying with us. Today, it is a very successful hotel with an occupancy rate of 75-80 per cent. That said, if you are passionate enough and have enough time to devote to the operation of the hotel, then you should go the stand-alone way. ↴



R Srinivasan



# CATERING OVER RESTAURANTS?

Catering, as a segment, refers to creating a special experience for clients and diners, where they visit a restaurant to relish specialties of a particular food concept in a pre-defined ambience. This defines catering as the art of bringing a unique food concept to the table.



**Chef Gautam Chaudhry**

**T**oday, caterers have become very experimental with the food choices that they promise to offer, coupled with innovative presentations that speak volumes of their expertise in the food business. On the other hand, restaurants offer a permanent aesthetics that cannot be customised.

Till a few years ago, restaurants were the trendsetters in dining concepts, driving the quality and consistency quotient of cuisines. However, today, the situation has completely reversed. The catering industry is now flourishing and defining trends, and driving product and consistency factors. Hence, catering is adversely affecting the restaurant business.

## **THE GROWTH OF CATERING**

A number of factors have led to the

development of catering as a more lucrative business option.

- In the catering industry, as you deal in larger volumes, the scope for financial gains increases. When you serve a large number of people, it yields higher margins. A restaurant, on the other hand, is not equipped to generate high revenues due to restricted customers, menu, and space.

- A caterer delivers myriad choices and spends high to be able to churn high profitability, which in turn gives a free spending hand to him/her.

- A restaurant generates lesser revenue on everyday basis under the same conditions vis-à-vis a caterer. A caterer puts in constant effort under different circumstances with every single event, from select-

ing a menu and choosing a setup to handpicking ingredients and allocating manpower. It is a difficult task at each stage, but brings in an element of surprise as diners get the opportunity to see and explore something unique for the first time.

- The catering industry in India is worth `200 billion and the majority proportion of the business herein is unstructured or unorganised. The business gives high returns, hence becoming a very lucrative opportunity for today's generation that wants to delve into the business of food. Chefs are coming up with new strategies and concepts that are creating a buzz in the market with each occasion, with the freedom to tweak a concept to serve a client's needs. This way, they are able to explore more opportunities of displaying their talent.



**THE CHALLENGES**

As every positive comes with a rider, the opportunities of making easy money in the catering industry come with some challenges.

- Competition has started mushrooming, giving rise to buyers' market.
- When the scope is with the buyer, he takes the liberty to reap maximum benefits from the seller, leaving less room for the latter to gain profits.
- The customer gets into details and the menu items keep adding up, with a high demand for food of the best quality. This leads to the need for specialist chefs for each cuisine or even sub-cuisines, which increases the cost.
- The arrangement of a setup is another big ticket. The investment that a caterer has to make in a fancy setup is very high and is getting dearer with each passing day.
- Each and every cuisine is handled with gloves and the buffet space is set up like a 5-star specialty restaurant. In any luxury catering setup, there are at least six international and four to six local cuisines or sub-cuisines.

- Owing to customers' demands, caterers are forced to get the right talent, which makes the human resource expense very high.

The difference between 'good' and 'great' has always been defined by the attention given to detail in whatever you do. In the catering business, attention becomes a priority, a necessity that cannot be ignored if you wish to succeed.

**ABOUT THE AUTHOR**

**Chef Gautam Chaudhry** represents the exclusive group of creative chefs who pioneered the trend of Progressive Indian Cuisine. Having started his career with the Radisson Hotels, Chaudhry went on to work with The Oberoi Group. He was instrumental in launching Threesixty degrees at The Oberoi, New Delhi, before heading to Tanzore Restaurant & Lounge in Beverly Hills, USA. Today, he operates Giant Foods, Dubai, and owns Demiurgic Hospitality, through which he conceptualises restaurants and provides hospitality solutions to restaurateurs.

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# YOUR HOTEL HOTSPOT



**Rukman Naik**, Founder and CEO, WiFonic Networks, talks about the evolution of technology in the hospitality sector and how the company aims at building strong relationships through its unique products.



**Rukman Naik**

**Tell us about the portfolio of your company.**

WiFonic Networks provides best-in-class AAA services with centralised subscriber management and billing solutions. It also provides secure, high-speed internet access for hotel guests or visitors across wired and wireless networks within the property premises. The solution comes with various authentication methods such as offline, online, PMS, OTP, RADIUS, QR code, social media, etc., which enable the property to have seamless private and public internet access in the same infrastructure.

We also provide end to end solutions for Wi-Fi hotspot services, such as site survey, solution design, supply, installation, and maintenance of wireless network within customer budgets. We are brand-agnostic and ISP-neutral.

**What makes your products pertinent to the hospitality industry?**

WiFonic Networks' hotspot solution is best suited to the hospitality industry as it is a cloud-based model and highly customisable. We have also added new features that enable hotels to do promotions post logout, be

in touch with the guest, and play advertisements or third-party content, which gives them an avenue for revenue generation. Since Wi-Fi has become complimentary, hotels are looking for ways to monetise their service and we are constantly looking out for ways to adopt new technologies to provide value-for-money solutions.

**What is your view of the evolution of technology in the hotel sector?**

The evolution of technology in the industry, specifically with regard to Wi-Fi services, has been gradual, with periodic upgrade of equipment and features that provide better coverage and throughputs, given how bandwidth cost has been reducing and more video-based content is being accessed by guests. This evolution is a boon for the industry because it has to cope with changing technologies across the globe and around internet content delivery.

**Technology is replacing the human touch in the industry. Do you agree?**

I do not agree. Technology is inevitable but human interface cannot be replaced by it; it can only help enhance the guest experi-

ence when used appropriately. Over the past five years, the hospitality industry has introduced a variety of high-tech innovations designed to revolutionise the guest experience. Everything from robot concierges to smartphone room keys and mobile check-in tools is changing the way hotel customers interact with properties. The problem with this sudden rush to implement hotel technology is that it often happens without considering the business goals of the hotel, and more importantly, the needs of guests.

**What is your view of the Indian hospitality industry?**

The Indian hospitality industry has emerged as one of the key drivers of growth among the service sectors of India. Hospitality in India has significant potential considering the rich cultural and historical heritage, variety in ecology, as well as terrains and places of natural beauty spread across the country. Tourism is also a potentially large employment generator besides being a significant source of foreign exchange for the country. India's rising middle class and increasing disposable incomes have continued to support the growth of domestic and outbound tourism. We see more business opportunities and we are quite optimistic about them.



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# IFCA CONCLUDES CHEFS CONFERENCE

A nodal body of culinary professionals in India, IFCA continuously works towards the development of the culinary profession in the country, regularly organising events and conferences that aid its evolution.



Indian Federation of Culinary Associations (IFCA) provides a platform to industry stakeholders and key players to share knowledge, opening up the vista of the national culinary arena, promoting culinary knowledge, propagating different kinds of food, and bringing obscure culinary styles and practices to the forefront. The seventh IFCA International Chefs Conference, held from September 1-3 at Hotel Pullman New Delhi Aerocity, was attended by more than 1000 chefs

from India and abroad. According to Tristan Beau De Lomenie, Director of Operation LUXE India and General Manager Delegate of Pullman Novotel New Delhi Aerocity, the conference was successful in developing a stronger culinary network between the chefs who attended the event.

"IFCA's seventh International Chefs Conference ushered in new ideas and infused knowledge on current global culinary trends. Bocuse d'Or

All India Selection and the National Culinary Exhibition contests consistently push benchmarks to global standards. While networking provided young chefs an opportunity to connect shoulder to shoulder with other experienced chefs, it also created space for a positive interaction that encouraged cross learning and adopting best practices in their respective organisations," said Chef **Soundararajan**, General Secretary, IFCA and Honorary Member, World Chefs.





# Gathering soars at FHRAI Convention

The Federation of Hotel and Restaurant Associations of India recently concluded its annual convention for the year where eminent guests, keynote speakers, and industry stakeholders congregated for pertinent and impactful deliberations.



Anupriya Bishnoi




The 52<sup>nd</sup> FHRAI Annual Convention was held at Shangri-La Hotel, Bengaluru, from September 14-16, 2017. At the three-day event, delegates got a chance to attend panel discussions on relevant topics and were able to network with fellow hoteliers. The theme chosen for this year's convention was 'Hospitality 2025 – The Future is NOW'. The inauguration ceremony was presided over by Sri Sri Ravi Shankar who blessed the function. Ananth Kumar, Union Minister for Chemicals and Fertilizers; Ashok Chandra Panda, Minis-

ter of State, Department of Tourism, Government of Odisha; RV Deshpande, Minister for Large & Medium Industries & Infrastructure Development, Government of Karnataka, and many other dignitaries were also present at the event. The convention had expected an audience of 600 persons but received a whopping 1000 spectators.

**Sri Sri Ravi Shankar**, addressing the audience, said, "India is still lagging and needs improvement in infrastructure. We need to have Greece as the benchmark where tourism is soaring. Also, India needs

more colleges to train youngsters."

Deshpande said, "Infrastructure has to definitely be looked at and we are getting there. Karnataka has the best connectivity in the entire country with some of the best national and district highways. Karnataka has always been a visionary state. The city of Bengaluru has all kinds of tourism opportunities; there isn't anything that it doesn't have."

The FHRAI Awards and a cultural programme, held on the third day of the event, were the perfect conclusion. 



# A MOMENT OF 'PRIDE' FOR MUNNILAL TANDOORS

Munnilal Tandoors has been serving a vast number of premium companies in the field of hospitality, particularly hotels, restaurants and catering segments, with its high-end tandoor products.



Munnilal

Keeping pace with growth in demand for less-premium products that usually come from small enterprises, Munnilal Tandoors has launched its new non-premium offering, Pride, which has been positioned to address a wider market that had not been tapped earlier. "We have been contemplating on extending our brand's presence in the non-premium category for some time. Earlier, many small hospitality companies liked our range of products that matched their requirements, however, budget was the only constraint for them; they avoided investing in premium products that we have been known for. Keeping this concern in mind, we decided to launch this new

range," says Munnilal, Founder and CEO of the company.

Though Pride will be an economy-range product, quality will not be compromised. The focus of the new brand will be on quality output and economic operations, which are of paramount importance for small and medium enterprises in the hospitality sector. While the range will be priced competitively, it promises to provide value for money. "Going by our consistent efforts to deliver on quality products and seamless customer services, the new range will come with a defined standard conforming to industry needs and specifications. Automation will play a key role in this brand. We are ex-



tremely happy to launch this new range right at the beginning of the festive season when several companies make decisions on buying equipment," adds Munnilal.

## Living DESIGNER DREAMS

The charisma of hospitality is inherent in uniqueness of the ambience. Well-designed, durable, and comfortable furniture and accessories for good living go a long way in developing that special feature for a welcoming hotel or restaurant. Mehta Furnishers lets you discover the world of comfort, style, and elegance as it uncovers the aesthetic, artistic, and environmentally friendly wicker artwork as manifest in designer furniture.

The new housekeeping strollers, the mobile caddies of Mehta Furnishers, have carved a niche for themselves in boutique hotels that are always looking for unique ideas and aesthetic values. The huge housekeeping service stations that blocked corridors



are set to become a thing of the past. These new trolleys are not only compact but their mobility makes them extremely versatile. Other such products from the company are user-friendly, workably priced for the value they deliver, and are environmentally friendly.

Mehta Furnishers reveals what makes them a preferred choice among hospitality brands in the country.

Closely working with top-of-the-line hospitality managers, Mehta Furnishers has earned a well-deserved reputation of a trendsetter in the field of wicker arts.

Products from the company cover natural wicker furniture, teakwood outdoor furniture, patio umbrellas, trays, butler-stands, luggage-jacks, trolleys and strollers for housekeeping, multipurpose baskets and bins, picnic hampers, loungers, and many other options that are personalised to suit individual requirements of clients.

Acknowledged by the hotel industry for over 30 years for providing a personalised service to clients, Mehta Furnishers are the pioneers of cane and wooden products.

# A doorway to security

Ozone continues to provide innovative security solutions for hotels, the latest being an RFID digital card lock for hotel rooms that delivers much more than just simple door access.

Ozone, a popular brand in the segment of security solutions, has introduced an RFID card digital door lock with advanced features and an appealing look for hotel guest rooms. This intelligent RFID card lock is designed to deliver much more than just a means to securing the guest room door. It comes with a mechanical key for emergency access, alarm alert if door is not closed properly, passage function, terminating feature, and low-battery indicator. It can be integrated with PMS and can store up to 1000 access records, which can be retrieved through an audit trail device to check the access of records whenever required. Multiple cards like time setting card, floor card, master card, group card, guest card are provided with the lock, which is easy to register and de-register.

This new RFID door lock from Ozone has been crafted to deliver smooth functionality and robust security that will create a better user experience and memorable stay. These advanced RFID door locks can be used for wooden doors of 35-50mm thickness.



# Travel

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# MOVEMENTS

## AMIT RANA

General Manager  
The Westin Pushkar Resort & Spa

**Amit Rana** has been appointed as the General Manager at The Westin Pushkar Resort & Spa. He started his career in 2002 with IHG and had a successful association of 15 years with the same organisation, before he decided to move to Marriott International and take over The Westin Pushkar Resort & Spa. He had also taken up a more strategic role by venturing into revenue. Prior to this, Rana was the General Manager at Holiday Inn, Amritsar.



## GAURAV TANEJA

General Manager  
Radisson Blu Atria Bengaluru

Radisson Blu Atria Bengaluru has appointed **Gaurav Taneja** as the new General Manager of the property. A seasoned hotelier with more than 22 years of industry experience, Taneja will be spearheading responsibilities of ensuring the newly opened property continues to enhance its reputation as a leading hotel in the city. Prior to joining Radisson Blu Atria, he worked with several leading brands in the country such as Novotel Mumbai Juhu Beach and Oberoi Group of Hotels.



## MAHINDER RAWAT

General Manager  
Howard Johnson Kolkata

**Mahinder Rawat** has been appointed as the first General Manager of Howard Johnson Kolkata. Rawat started his career with Oberoi Hotels and later joined The Lalit, Bengaluru, where he was instrumental in the opening of new restaurants. With an extensive experience in the hospitality sector, he will be responsible for developing strategies that further the growth and presence of the property. Rawat moves to this role from that of F&B Manager at Howard Johnson in Bengaluru.



## NORTON PEREIRA

General Manager  
Le Méridien Goa, Calangute

**Norton Pereira** has been appointed as the General Manager of Le Méridien Goa, Calangute. In this role, Pereira will be responsible for overall hotel performance and driving overall guest satisfaction. With more than 19 years of experience in the hospitality industry, he brings a wealth of experience in handling leisure destinations and resort properties. Prior to this, Pereira was the General Manager at Le Méridien, Mahabaleshwar.







## VIKAS ARORA

Director of Rooms  
JW Marriott Mumbai Juhu

**Vikas Arora** joins JW Marriott Mumbai Juhu as the new Director of Rooms. He comes with over 14 years of experience spanning across the finest international brands. Having worked in various verticals of the service industry, he is equipped with an in-depth understanding of business operations. Prior to joining JW Marriott Mumbai Juhu, Arora was the Director of Rooms at Andaz Delhi, as part of the pre-opening management team. He has worked with numerous brands such as Taj and Oberoi Hotels.



## RISHI KUMAR

Director of Operations  
Sheraton Grand Bangalore Hotel at  
Brigade Gateway

Sheraton Grand Bangalore Hotel at Brigade Gateway has appointed **Rishi Kumar** as the Director of Operations. He comes with an experience of over 14 years in the industry and has worked with brands like Taj Group and The Orchid Hotels. In this role, he would lead the overall operations of the hotel while working in tandem with different head of departments. Prior to this, Kumar worked as the Director of F&B at Taj Lands End, Mumbai.



## SYED ASAD GAUHAR

Food & Beverage Manager  
Sheraton Hyderabad Hotel,  
Gachibowli

**Syed Asad Gauhar** is now the Food & Beverage Manager at Sheraton Hyderabad Hotel, Gachibowli. Gauhar comes with over 12 years of experience in the hospitality industry and will be responsible for the day-to-day operations of the F&B unit, achieving revenue targets and driving unique guest experiences at the hotel. His last assignment was at the The Leela Palace Udaipur. Gauhar has also worked with leading hospitality brands like Anantara Resorts & Spa, Maldives and The Oberoi Udaivilas.



## MEHAK SACHDEVA

Marketing & Communications  
Manager  
Radisson Blu Faridabad

**Mehak Sachdeva** has joined Radisson Blu Faridabad as Marketing & Communications Manager. She will be responsible for the planning, development, and implementation of all marketing strategies, marketing communications, digital marketing and public relations activities, both internal and external. Her last assignment was with Australia-based StayWell Hospitality Group, where she worked as Regional Marketing Communications Manager.



MOVEMENTS

### TRISTAN BEAU DE LOMENIE

Director of Operations  
(Luxe Hotels India) &  
General Manager Delegate

**Pullman & Novotel New  
Delhi Aerocity**



*I enjoy listening to Sultan of Swing by Dire Straits as I love solo guitar numbers”*

Living an expat life for the past 30 years, there is nothing like returning home for a great holiday in France, obviously for good food, good wines, and lifestyle. I enjoy listening to Sultan of Swing by Dire Straits as I love solo guitar numbers. One of my favourite books is Freedom at Midnight by Dominique Lapierre and Larry Collins because I enjoy reading about history and this book describes the events that took place around Indian independence.



### MAYURI GHOSH

General Manager –  
Sales

**Lords Hotels & Resorts**



*I am influenced by spirituality and its different interpretations”*

Immersing into a good book works like meditation for me. Reading rejuvenates me and gives me the kind of break I could use after a long day at work. Other than this, I have a penchant for creating embroidered work and I love to travel, even if it is local. Kashmir and Kerala are my top travel destinations and I can travel to these places at the drop of a hat. I am influenced by spirituality and its different languages as well as interpretations.



### VIKAS KUMAR

Hotel Manager

**Courtyard by Marriott  
Kochi Airport Hotel**



*I workout because fitness helps me have a productive day at work”*

I am a fitness freak and even on a busy day, I find the time for a workout because fitness helps me have a productive day at work. I love taking short vacations that include visiting local places and exploring nature and local food. Driving through natural surroundings excites me and I believe that this has helped me discover myself. I love listening to Bollywood music and singing tops my list of hobbies. Internationally, I love to travel to the Maldives.



### ARCHANA GUPTA

Hotel Manager

**The Westin Pushkar  
Resort & Spa**



*Travel, for me, is arriving at a destination that keeps me close to nature”*

I de-stress by listening to music as it gives me a sense of nirvana where I can leave everything behind and just soak in the melodious tunes. Travel, for me, is arriving at a destination that keeps me close to nature and away from the concrete jungle. With my endless love for nature and its creations, I would definitely like to visit Switzerland, primarily for the Swiss Alps. In India, it would have to be God's own country, Kerala.



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