

HOSPITALITY Talk

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50



A YEAR OF EXPANSIONS AND COLLABORATIONS

Chefs | Restaurants | Caterers | Canteens



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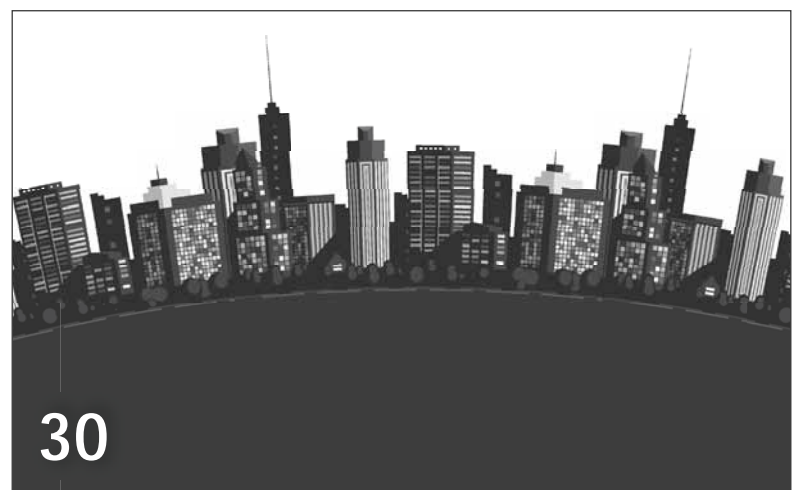
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HANDICRAFTS INDIA YEAR BOOK

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NORTH INDIA

Beachcomber Resorts & Hotels hosts evening for travel trade

Beachcomber Resorts & Hotels hosted an evening function for the Indian market on March 16 in New Delhi. The event saw a great number in attendance from travel agents across the region who came together to learn about Beachcomber luxury properties in Mauritius and create future business prospects. The group also used this opportunity to get acquainted with the demand of travel agents in the capital city.



WEST INDIA

Ginger Hotels launches first property in Aurangabad

Ginger Hotels has expanded its portfolio in Maharashtra with the launch of a new hotel in Aurangabad. The move is in line with Indian Hotels Company's expansion plans in the country by increasing footprint across segments in destinations of importance to business and leisure travellers. Strategically located within proximity of the airport, railway station, bus stand, and the renowned UNESCO World Heritage Site of Ajanta and Ellora Caves, Ginger Hotel Aurangabad is easily accessible for travellers. The hotel houses 63 smartly designed rooms that offer all modern-day conveniences for a hassle-free stay.



WEST INDIA

FSSAI's FOSTAC gains traction with HRAWI

The Hotel and Restaurant Association of Western India's initiative, in collaboration with the Food Safety and Standards Authority of India (FSSAI), to educate and equip hotels and restaurants with food safety and security standards, has gained tremendous success over the last one year. As part of the Food Safety Training & Certification (FoSTaC) programme, the association organises certification and training programmes where Subject-Matter Experts (SMEs) from FSSAI counsel and guide representatives of hotels and restaurants through a series of conclaves held at various locations across the western region. In the month of February 2018 alone, the association trained and certified 111 personnel in Food Safety Supervisor in Advance Catering and 35 in Master Trainer Certification Programme. The association will continue to conduct the certification programmes across the western region.





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SOUTH INDIA

Mango Hotels opens boutique property in Davangere

IntelliStay Hotels, which owns the brand Mango Hotels, has launched Mango Hotels – Naveen in Davangere, Karnataka, with Navdeep Hotels. The 32-key property features MoXa Café, which is an all-day dining restaurant; Xcuse bar; Xtra Grab &

Go café; a Wi-Fi enabled banqueting hall suited for gatherings, meetings and corporate events for up to 200 guests, as well as a conference room.

Prashanth Aroor, CEO, IHPL, says, “With a thriving textile business, an emerging education hub, and a designated Smart City, Davangere is

a key node on the Mumbai-Chennai corridor. Mango Hotels – Naveen is designed keeping in mind professionals, youth, and families.”



SOUTH INDIA

Mercure Hotels expands to Tamil Nadu

Mercure has opened its first hotel in Chennai’s largest and upcoming industrial and automobile belt, Sriperumbudur-Oragadam. Mercure Chennai Sriperumbudur marks AccorHotels’ sixth property in Chennai and seventh in Tamil Nadu. The hotel features 100 guest rooms, including six suites. Speaking at the occasion, **Neeraj Govil**, Chief Executive Officer, SMP Management Group, said, “We have a long-standing association with Chennai and hence, it was quite logical for us to commence our association with AccorHotels from Chennai. We are privileged to partner with them in bringing Mercure to the industrial corridor of Oragadam. The market is looking forward to a new property offering international standards of amenities.”



WEST INDIA

AccorHotels launches fourth property in Goa

AccorHotels has launched its fourth property in Goa- Novotel Goa Dona Sylvia Resort. The resort features 181 rooms, villas, and suites on the Arabian Sea coastline. Speaking at the occasion, **Jean-Michel Cassé**, Chief Operating Officer, India & South Asia, AccorHotels, said, “The rebranding of Novotel Goa Dona Sylvia Resort strengthens AccorHotels’ presence in the Indian market. With 17 Novotel-branded properties in the country, we believe this brand is particularly well-targeted for the modern Indian traveller and international guests. Novotel is the world’s most recognised hotel brand that offers modern easy living hotels and resorts located in major international cities, business districts, and tourist destinations. We are delighted to partner with the Alcon Victor Group and look forward to bringing our expertise in hospitality to this relationship.”

PAN INDIA

Hyatt Centric to open first property in India this year

Hyatt has exciting plans for India for 2018. **Sunjae Sharma**, VP - Operations, Hyatt Hotels, says, “We have an exciting pipeline for India for 2018. While we are about to open Grand Hyatt Kochi Bolgatty, we are also bringing our new brand, Centric, to the country.”

NORTH INDIA

Avins Beacon Hotel opens in Udaipur

The Fern Hotels & Resorts has added another hotel to its portfolio with the launch of Avins Beacon Hotel, Udaipur. This is the seventh hotel which is managed by the company under the Beacon Hotels brand. The other Beacon properties are located in Ajmer, Amritsar, Bhopal, Jodhpur, Mumbai, and Udaipur. The hotel offers 19 Deluxe rooms and three Executive rooms. It is situated in close proximity to all the major sightseeing attractions in town. **Suhail Kannampilly**, Chief Operating Officer, The Fern Hotels & Resorts, says, “This is the second property which the group is managing in Udaipur; we already have The Fern Residency, Udaipur. With the launch of Avins Beacon, we are looking to service a different segment of clientele in Udaipur, which is growing at a very fast pace.”

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PAN INDIA

Carlson Rezidor Hotel Group is now Radisson Hotel Group

Carlson Rezidor Hotel Group has rebranded to Radisson Hotel Group, as announced at the International Hotel Investment Forum (IHIF) in Berlin. The new identity leverages the powerful, international brand equity of the Radisson name to drive awareness in the marketplace, increase marketing efficiency across the global portfolio, and offering exceptional experiences to make 'Every Moment Matter' for guests and owners. Every Moment Matters will be the new signature service philosophy of the company and all its hotel brands. The new go-to market name, Radisson Hotel Group, capitalises on

a strong partnership between Radisson Hospitality (formerly Carlson Hotels) and Rezidor Hotel Group AB (publicly listed on Nasdaq Stockholm, Sweden and headquartered in Brussels, Belgium) that has master franchise agreements to develop and operate several brands across Europe, the Middle East, and Africa. Currently the 11th largest hotel group in the world, Radisson Hotel Group is made up of eight hotel brands with more than 1400 hotels in operation and under develop-

ment. The launch of the group's new identity is a significant milestone in a five-year operating plan that will transform the business and position it to become the preferred choice for guests, owners, investors, and talent.

"This is the start of an exciting era, united by our new brand and long-

term vision to become a top-three hospitality company in the world. Our five-year operating plan includes initiatives that redefine our value proposition and optimise our portfolio," says **Federico J González**, President & CEO, Rezidor Hotel Group and Chairman of the Global Steering Committee, Radisson Hotel Group.



NORTH INDIA

JW Marriott Jaipur Resort & Spa opens with 200 rooms

Marriott International has announced the opening of the JW Marriott Jaipur Resort & Spa with 200 guest rooms, villas and suites. Targeted at weddings, special events and business meetings, the resort has indoor and outdoor banqueting venues of over 52,000 sqft, featuring multifunctional event spaces equipped with state-of-the-art audio-visual systems, including an 11,000-sqft pillarless ballroom. "We welcome our guests with modern, contemporary hospitality that is steeped in the warmth and beauty of Rajasthani tradition. We offer our guests unforgettable experiences through our impeccable service," says **Chandrashekar Joshi**, GM, JW Marriott Jaipur Resort & Spa.



SOUTH AND NORTHEAST INDIA

WelcomHeritage to expand in South and Northeast India

WelcomHeritage Hotels is going to expand its horizons towards South and Northeast India. The brand already has hotels in Tamil Nadu and Sikkim, and is looking for new properties to strengthen its presence. Talking about the expansion plan, **Sunil Gupta**, CEO, WelcomHeritage, says, "India's rich heritage is a beautiful amalgamation of history and culture. There is a lot of potential in South and Northeast. We have already identified properties and are in discussion with the owners. Very soon we will be making announcements of new properties." The next property, to be flagged immediately, will be WelcomHeritage Ashdale in Nainital, which is an old manor from the British era.

PAN INDIA

Transgender empowerment with Chef Chris Trapani

Keshav Suri, Executive Director, The Lalit Suri Hospitality Group, has organised an awareness event for acid attack survivors, a fashion show for transgender models, meet-up events for those with special abilities, and also made drag shows popular in the country. Taking forward its theme of inclusivity and diversity, The Lalit invited **Chef Chris Trapani**, the first transgender chef to appear on the Food Network in the United States. Since his arrival on the scene over a decade ago, Trapani's popularity has grown leaps and bounds, and has also been a role model for the rights of the LGBTQI community. He says, "My move to Texas changed my life. Today, I am hoping to touch and inspire some lives in India. I want to thank Keshav Suri for giving me this opportunity." Trapani took a five-city tour visiting New Delhi, Mumbai, Bengaluru, Kolkata, and Chandigarh.



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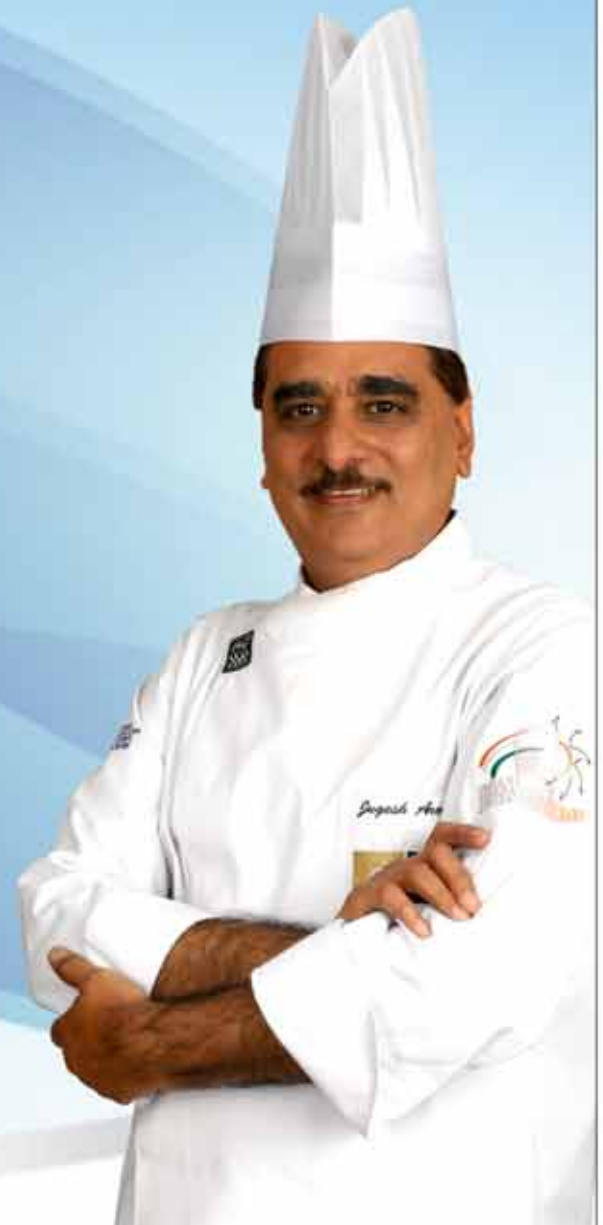
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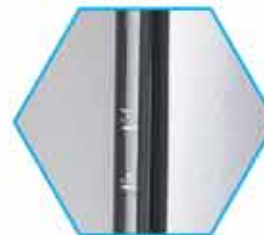
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SOUTHEAST ASIA

Asia's first Holiday Inn water park resort in Thailand

Holiday Inn Vana Nava Hua Hin has opened its doors on Thailand's Gulf coast, becoming the first Holiday Inn water park resort in Asia. The hotel features 300 rooms and suites, including a series of interconnecting rooms and KidSuites, with special rooms decked out with bunk beds

and play areas. Children aged 12 and under can stay and eat for free, and all guests are offered free Wi-Fi and unlimited access to Vana Nava Hua Hin Water Jungle, the water park. Guests can also unwind in

the resort's own extensive facilities, including a dramatic 26th floor infinity pool, the Tea Tree Spa, a 24-hour fitness centre, kids' club and children's pool. As the highest hotel in Hua Hin, Holiday Inn Vana Nava Hua Hin is ex-

pected to become an iconic destination. With 360-degree views from the rooftop, guests can watch stunning sunrises over the Gulf of Thailand in the east, and enjoy golden sunsets over the hills in the west.



WORLDWIDE

IHG acquires majority stake in Regent Hotels & Resorts

InterContinental Hotels Group has agreed to acquire a 51 per cent stake in Regent Hotels & Resorts for \$39 million in cash, paid in three tranches of \$13 million, the first upon the date of completion, the second in 2021, and the third in 2024. These amounts will be funded within IHG's existing capital expenditure guidance of up to \$350 million gross and \$150 million net per annum, into the medium term. IHG will have the right to acquire the remaining 49 per cent interest in a phased manner from 2026. The group will bring Regent into its brand portfolio at the top end of the luxury segment and will accelerate its growth globally, supported by IHG's powerful enterprise. The group's intention is to grow the brand from six hotels today to over 40 hotels in key global gateway city and resort locations over the long term. The acquisition is part of one of IHG's new strategic initiatives focused on continuing to expand its footprint in the fast-growing \$60 billion luxury segment. This initiative is supported by the creation of a new dedicated division to further enhance its capabilities in this area and will be

funded by IHG's efficiency programme. IHG also announced that following an extensive refurbishment due to commence in early 2020, InterContinental Hong Kong will become a Regent Hotel in early 2021.



WORLDWIDE

AccorHotels initiates sale of majority stake in AccorInvest

AccorHotels has signed agreements with a group of international investors with a view to selling a majority of the capital of AccorInvest. Under the terms of the agreements, AccorHotels would initially sell 55 per cent of AccorInvest to sovereign funds, namely Public Investment Fund (PIF) and GIC; institutional investors, namely Credit Agricole Assurances, Colony NorthStar and Amundi, and other investors. For AccorHotels, the sale would result in a cash contribution of €4.4 billion. **Sébastien Bazin**, Chairman and Chief Executive Officer, AccorHotels, says, "These agreements represent a key milestone for the group. Following the separation of AccorInvest into a stand-alone legal entity last summer, we are now gathering a round-table of leading investors on the basis of a valuation that fully reflects its global leadership and the quality of its assets, while building a long-term relationship between AccorHotels and AccorInvest."



MIDDLE EAST

HPMF launches Middle East chapter in Dubai

Hospitality Purchasing Managers' Forum (HPMF) has marked its first-ever global entry by launching the Middle East chapter at ibis One Central, Dubai. The entire delegation of over 55 hospitality professionals from across Middle East, along with dignitaries, were

present. The event was presided over by **Mohan Deshpande**, Chairman, HPMF. The Guests of Honour were Shaikh Ahmed Al Habbai, Chairman, Al Habbai International; Thomas Payne, Director, US Highbush Blueberry Council; Juan Esteban Sanchez, Director, Procolombia and Dinesh Shinde, Managing Director, Anusaya Fresh. Deshpande said, "Purchasing Managers are an integral part of the industry and they need to un-



derstand and showcase their own value." **Nitin Nagrale**, Founder, HPMF, took the audience through the journey of HPMF. Highlighting the importance of purchase managers, Nagrale said, "Purchasing is

an integral part of any organisation and forming a forum like HPMF was more a need than a desire. The forum aims at bringing the world closer by networking and collaborating."

EUROPE

Mandarin Oriental to manage luxury residences in Barcelona

Mandarin Oriental Hotel Group has entered into an agreement to brand and manage 34 luxurious residences in Barcelona, housed in a 20-storey tower at the intersection of Passeig de Gràcia and Avinguda Diagonal. The residences are scheduled for completion in 2020. The spacious apartments will be designed in a contemporary style and will provide panoramic views of the city's landmarks. Owners will have access to a private lobby, a club lounge, a variety of meeting and entertaining spaces, fitness facilities, and a luxury spa suite. A connecting footbridge will lead to an outdoor recreation deck and swimming pool.



EAST ASIA

Hyatt collaborates with Tianfu Minyoun to grow presence in China

Tianfu Minyoun Hospitality (Tianfu Minyoun) and Hyatt Hotels have entered into a strategic development agreement to drive the expansion of Hyatt Place and Hyatt House hotels in China. The franchise agreements for the first three Hyatt-branded hotels under this strategic development agreement were also signed. As leading hospitality companies in China and the United States, Tianfu Minyoun and Hyatt will bring together their resources and leverage their respective strengths for the development of Hyatt Place and Hyatt House hotels, with plans to bring both brands to more vibrant business and travel destinations throughout China. Under the strategic development agreement, 50 Hyatt Place and Hyatt House hotels are expected to be developed by Tianfu Minyoun and in co-operation with Chinese investors over the next five years, the first of which include Hyatt Place Nanchong Gaoping, Hyatt Place Changchun Jingyue, and Hyatt House Changchun Jingyue. The three hotels will be operated and managed by Tianfu Minyoun. Additionally, Tianfu Minyoun is also planning to develop hotels under The Unbound Collection by Hyatt and Hyatt Centric brands in unique and attractive destinations across China.

NORTH AMERICA

AVANI announces upscale brand extension with AVANI+

AVANI Hotels & Resorts has introduced its new brand extension, AVANI+, with the launch of its first hotel in Luang Prabang, Laos, on March 1, 2018. The AVANI+ portfolio will encompass a selection of hotels and resorts showcasing the next level in style, design, and facilities. AVANI+ Luang Prabang promises to offer all that millennial travellers expect.

NORTH AMERICA

Fairmont Austin opens with a staggering 1048 rooms

Fairmont Hotels & Resorts has launched Fairmont Austin, a hotel that boasts 1048 guest rooms, five restaurants and bars, the largest outdoor pool and full-service spa in Downtown Austin, a fitness centre, nearly 140,000 sqft of event space, and direct access to the Austin Convention Center via the Red River Canopy Walk. Fairmont Austin debuts as the largest Fairmont property in the United States, as well as the second largest Fairmont hotel globally, in both number of rooms and total meeting and events space. "A strategic opening for AccorHotels, Fairmont Austin is the first in a series of high-profile luxury developments marking a time of significant growth for the group and its brands in North and Central America," says **Kevin Frid**, COO, North & Central America, AccorHotels.



METEORIC GROWTH & MORE BRANDS

Jean-Michel Cassé, Chief Operating Officer, India and South Asia, AccorHotels, talks about his India plans for the group and how important the Indian market is for them.



What are the group's expansion plans for this year?

We will continue our strong growth momentum in 2018 as we expand our network of hotels in the country across a portfolio ranging from international luxury and upscale to midscale and economy brands. Globally and as a leading operator, AccorHotels now has 4200 hotels, resorts, and residences across 95 countries, with India as one of our significant growth markets.

In 2017, AccorHotels added seven hotels to its network and this year, we plan to add at least another four, having already opened our first hotel in 2018 – ibis Pune Hinjewadi. Chennai remains a key market for us with five existing hotels and 982 rooms, making us one of the largest hotel operators in the city. We are also the largest operators in key markets like Hyderabad and Goa. This year is going to be an exciting year for us and we look forward to accelerated growth opportunities for our luxury, upper upscale, and upscale family of hotels in India.

Will AccorHotels emphasise more on mid-segment hotels?

At AccorHotels, we believe that we have something to

offer to every segment of traveller, given our expansive portfolio and dense network of hotels. In India, we have witnessed a major shift in the focus of our industry for the past decade. Today, mid-segment hotels form a larger percentage of the total room inventory, also accounting for nearly 50 per cent of all the hotel rooms in the country. A significant portion of our expansion is driven by our midscale brand Novotel and smart economy brand ibis. Currently, we have 17 Novotel and 18 ibis branded hotels in the country with an active and robust pipeline across major cities.

In this segment, we see a significant demand and supply gap, which we seek to bridge with our Novotel and ibis brands. We see this growing demand as a potential growth engine for the future. Our recent openings in Lucknow, Dwarka, Chennai OMR, Pune, and Goa along with upcoming openings in Kochi and Sriperumbudur further highlight our focus to cater to the needs of a diversified growing base of business and leisure travellers alike.

If you had to sum up 2017, how would you describe it in terms of AccorHotels' business and that of the industry?

AccorHotels has been around for the last 50 years. In India, we just turned 11 and are committed to building the world's most enviable collection of brands

in the most powerful emerging markets, making our guests feel welcome at each of our properties. What has been accomplished during the last 50 years has not only been extraordinary, but has shaped the size of our network; with the acquisition of FRHI we not only enhanced our position as a luxury operator but we also repositioned the way people thought about AccorHotels. We now have some of the best-known brands in luxury within our portfolio and some of the best people in luxury on our teams. We are seeing new trends towards experience and personalisation being the key factors for luxury travellers. Lifestyle and design-focused hotels are also very much in demand and we are following these trends in our development strategy.

During our operations in India, we have gained solid momentum. The previous year was an eventful one for all of us at AccorHotels and we are geared up to achieve more this year. Last year, we opened eight new hotels as part of our network expansion and densification strategy in India, which brought us closer to our target growth of 80 hotels by 2020. Apart from this, the ongoing focus on mid-segment brands helped us establish a strong foothold in India.

Where do you see AccorHotels and the Indian market in the next five years?

In line with our global approach to development based on luxury hotels, private residences, lifestyle concepts and resorts, we are increasingly focused on similar segments in India, where we see selective but interesting opportunities in key commercial hotel markets. AccorHotels' luxury and upscale portfolio of hotels includes some of the world's most celebrated and iconic hotels enriched with distinctive heritage, such as Raffles Singapore, Sofitel Legend Metropole Hanoi, and The Savoy in London, a Fairmont-managed hotel. Banyan Tree Phuket and Bangkok are two excellent examples of what our partners brought to the network. Our luxury portfolio in India is represented by Fairmont Jaipur, Sofitel Mumbai BKC, Swissotel Kolkata, and Pullman New Delhi. While we seek opportunities to introduce the entire gamut of brands at the appropriate time, we are

engaged in some very active and interesting discussions to bring the Raffles and Banyan Tree brands to India as a start. We envision growth of the Fairmont and Sofitel brands in markets such as Mumbai, Gurugram, Delhi, Bengaluru, and Goa among others. We would be very keen to engage in discussions for these brands and have seen interest from some of our existing partners as well as those new to AccorHotels. Branded private residences co-located with hotels under brands are also of interest to potential partners.

A significant portion of our expansion in India is driven by our internationally renowned midscale brands such as Novotel, which is renowned for its modern, easy living and flexible concept, as well as our smart economy brand ibis, which will remain important for us in the years to come.

What kind of challenges do you foresee for 2018?

The core challenge for the hospitality industry at large is the ability to attract and retain the right talent, which is intrinsic to driving great guest experience and ensuring all guests feel welcome. With attrition at around 25-30 per cent across different levels, a metric often considered amongst the highest across all service industries, talent and culture is an area we focus on strongly as a group. We focus on instilling the right attitude and service to increase guest satisfaction through AccorHotels Académie, a learning network offering real time, online, and virtual courses.

We invest a lot of time conducting trainings, developing and managing employee engagement plans, understanding and supporting the work-life balance needs of our people, openness for flexible timings, specially designed programmes to benefit employees, and developing resources with initiatives such as the AccorHotels New Gen Leaders programme to facilitate leadership development. Also, taking forward our motto of 'Feel Welcome', one of our initiatives

NOVOTEL





We are engaged in active and interesting discussions to bring the Raffles and Banyan Tree brands to India



is oriented towards culture change at the workplace and is known as Heartist. Through this, we build our distinct identity, share a common language, common set of values, common desired guest experience, common way of being with our colleagues around the globe.

When it comes to staying ahead of competition, what are your areas of focus?

One of the key game changers in the industry has been consumer empowerment. Consumers' access to information about prices, destination choices, the possibility of alternative styles of accommodation, and sharing experiences with a global audience has become increasingly fluid, which requires traditional players to play catch up.

While earlier hotels would once court travel agents and retain tight control over their relationships with their customers and other stakeholders, in the recent years we have seen a new breed of Online Travel Agents (OTAs) and digital influencers who have come to develop an increasingly strong impact on consumer decisions. Keeping these developments in mind, to stay on top, we are focusing on digital transformation, including broadening our direct booking platform, adding

new services, and expansion in our luxury segment footprint. We are also promoting our own direct distribution channels.

How important is culture to AccorHotels? How do you instil it in your employees?

We believe in recognising each person's value, the talent they bring to the group, and to make them a proactive part of their own development process as well. Each employee is empowered and autonomous, learns from others, is engaged in sharing knowledge and experience, and relies on new digital environments. While we promise our guests that they will feel welcome, we promise our employees that they will feel valued and that we will recognise a talent in each of them and make them the actors of their own progress.

AccorHotels' phenomenal growth in India and around the world will not be possible without an engaged workforce, which is united by the same passion. In India, AccorHotels is a family of more than 20,000 employees and growing, and I say this with great pride that each one of them is truly a flag bearer of our success.





Indian luxury for Accor Hotels

The hotel company will continue to expand heavily in the luxury and lifestyle space in India by bringing in three new brands – Raffles, Fairmont, and Banyan Tree.



Hazel Jain

AccorHotels expects an increasing opportunity in the upper-upscale, luxury, and leisure space in India, and it is putting its money where its mouth is. **Gaurav Bhushan**, Global Chief Development Officer, AccorHotels, reveals the company's line-up for 2018, which includes bringing three brands into India. He says, "We have a very interesting pipeline for 2018 for our luxury and leisure hotel brands. Raffles, Fairmont, and Banyan Tree are the three brands that we are bringing into India. We see big potential for the luxury, lifestyle, and leisure space here. We have already expanded quite heavily in this space in India over the last few years with our brand portfolio going from 15-16 brands to 26 brands now. So, this space is going to be our big focus area this year."

AccorHotels expects to add over five hotels to its network in 2018, which will translate to

1000-plus rooms. It already has 45 operating hotels in India and is also actively signing up new hotels.

Mid-segment market

Speaking about the mid-segment market in India, Bhushan adds, "Leisure travel is increasing radically across the country and we want to capitalise and leverage that opportunity. So, the mid-segment hotels will continue to grow. We have been doing mid-segment hotels in India for the last 10 years. But speaking in terms of the next large opportunity that we see in the market, it will be the luxury space."

India market is growing

AccorHotels sees a lot of potential in this market. "There is an increasing opportunity in the upper-upscale and leisure space and in the luxury space that was much smaller before. So, whilst the midscale segment is increasing steadily and doing well, there is also a huge opportunity in the

luxury space, the lifestyle space, and the leisure space," he says.

Challenges in India

For the company and the industry at large to grow, Bhushan feels that the political stability must continue to be fuelled by the right economic policies. "The hotel business depends heavily on disposable income while corporate travel is based on the health of the economy. So, we need the economy to be stable and strong and when that happens, you see great benefits," he adds.



Kempinski partners Nijhawan Group for

Kempinski Hotels recently conducted its roadshow in New Delhi, where **Theo Ocks**, Vice President - Sales, Kempinski Hotels, spoke about India as a potential market for the brand and the group's strategies towards the trade. He also recited the top markets for the hospitality brand.



Anupriya Bishnoi

What was the agenda for the roadshow? How beneficial was it for the group?

This is the first time we have come to India. We have a presence of 12 hotels in the roadshow and 14 representations. The agenda is to meet with the key leadership of travel agencies and tour operators, and to talk about Kempinski and understand the needs of Indian travellers, as well as determine what exactly their expectations are from us in terms of services in our hotels, popular locations, and how we can best serve them.

When exactly will India see a Kempinski?

We would love to get a new Kempinski in India. We used to have a partnership with Leela, which unfortunately, we don't have anymore. That said, we are fully committed to the Indian market and I feel it would be fantastic to have properties here. Our development team is pursuing leads in the Indian market, especially in Mumbai, Delhi and Bengaluru, but we would also like to look into secondary and tertiary cities.

Which are the top markets for Kempinski and how important is India as a market for you?

Globally, our top markets are the US, UK, and Germany, which is our home market. China is coming up very fast for us. We have a large number of hotels in China, about 25 hotels, not only in primary and secondary cities but also in tertiary



India is just nudging towards our top 10 markets, but we think there is more volume to grow



with India

ones. In China, we have a good presence. India, at the moment, is still a very modest market for us. We see several hotels being a great success in hosting Indian weddings, like Çırağan Palace in Istanbul and Emirates Palace in Abu Dhabi. We would like to see more of that.

We have an amazing hotel in Venice, which is a great venue for weddings and where you can rent out the entire island. It is also good for honeymooners who are looking at spending some time in Venice.

How supportive are travel agents in the Indian market and what are your strategies towards the trade?

We have good support from India, but you really

have to be in the market for visibility. This is why we have partnered with the Nijhawan Group. We looked into the market for partnership and to us, Nijhawan Group came out to be one of the top representation groups. During our roadshow in Delhi, Bengaluru and Mumbai, we will constantly be talking to agents to make sure their needs are met and that they get answers and quotations quickly.

According to you, what makes the Indian market different?

The Indian market is unique. One of the reasons we are here is so that we can get in-depth knowledge of the market.

Our general managers should observe and learn about unique requirements of Indians- what is it that they need when they are in a hotel. For instance, we need to make sure that we have proper Indian food. In several of our hotels, we also have Indian chefs.

Globally, where would you place the Indian hospitality market?

I think India is just nudging towards our top 10 markets, but we think there is more volume to grow; there is a lot of potential for us to grow in this market.



CHALET HOTELS TO EXPAND INVENTORY

Chalet Hotels, the hospitality arm of K Raheja Corp, has ambitious growth plans through both greenfield and brownfield acquisitions apart from adding about 800-odd rooms by 2021.

 Hazel Jain

Sanjay Sethi, Managing Director & CEO, Chalet Hotels, is back with Chalet Hotels in Mumbai after just a six-month stint at ITC Hotels. It was as if he never left. Picking up from where he left off, Sethi sounds extremely upbeat about the coming year. "We have about four hotels under development right now. These will add roughly about 800 more rooms to our current portfolio of 2800-odd rooms. These will take about two to three years to build," Sethi reveals.

Chalet Hotels currently has about eight hotels, of which seven are owned by Chalet Hotels 100 per cent and operated by Marriott. One out of the eight is run by Chalet Hotels. Speaking about the route that the hotel company will take for growth, Sethi says, "We have ambitious plans. We are looking at acquisition opportunities in the market and we want to grow through both greenfield and brownfield acquisitions."

While charting these plans, Chalet Hotels will stay true to its portfolio which is largely upper upscale and luxury segments. "Of course, we are also looking at



We are looking at both greenfield and brownfield acquisitions



upscale assets. So, a couple of developments we are doing are in that segment. We will stay in the upscale and upper upscale because that's a sweet spot for us. We might do select luxury or mid-segment hotels as well," Sethi adds.

CHALLENGES

Sethi feels that the hotel company is in for a good run. "The industry is likely to do extremely well given the macro-dynamics of the business. The demand-supply situation is looking extremely favourable for a healthy growth. So, I think we have a good five to six year run, not taking into consideration the healthy growth that we predict on account of the recent economic activities. We still think we will grow at about eight to nine per cent, and if things go positive on that side, we might even touch low teens," he predicts.

For the year ended March 2017, Chalet Hotels' turnover for its total seven hotels stood at ₹ 950 crore with Earnings Before Interest, Depreciation, Tax and Amortization (EBIDTA) of ₹ 350 crore. After including the performance of the company's co-owned hotel in Juhu, the turnover stood at ₹ 1100 crore and EBIDTA at ₹ 400 crore.

A holistic PERSPECTIVE

Harpreet Vohra, General Manager, Radisson Blu Faridabad, talks about the evolving market of Delhi-NCR, how competitive it has become, and tactics that can help the players in the region survive.



“A sustainable procurement policy, efficient use of resources, and clear communication will go a long way

”

In India, the concept of shelter for travellers is not new. In fact, it is as old as its recorded history. The historical records are replete with mention of Viharas, Dharamshalas, Sarais, Musafir khanas, etc. These establishments provided a home to wayfarers, whether they were pilgrims and scholars or adventurers and merchants. The shelters under various names have always been a part of India's culture as a valuable institution providing a vital service. Delhi-NCR is developing rapidly with the sub-markets of Delhi, Gurugram, Noida, and Faridabad. While the region is fast emerging as one of the largest hospitality markets in the country, it is mostly witnessing the advent of location-specific budget and midscale hotels more suited for day travellers or those on a very short business trip. Going forward, Faridabad and Greater Noida will become independent micro-markets and hotels will rely on support from

the growing industrial activity, housing boom, and large-scale project investments. Gurugram has been a very stable market over the years and will continue to do so; Delhi will continue to remain strong.

Infrastructure needs an upgrade

Despite several success stories in the industrial, commercial and education sectors of Faridabad, poor infrastructure remains a hurdle. Riddled with electricity cuts, faulty drains and bad roads, Faridabad's business finds it difficult to sustain growth. Infrastructure issues have put most industries at stake. These problems have severely damaged the future growth prospect of business. Making a lasting impression on foreign clients and retaining them is an uphill task for the players here. Due

to the poor infrastructure in terms of service roads, accessibility and power supply, foreign clients shy away from visiting the industries here and prefer holding their meetings in Delhi.

A solid policy

Improving sustainability practices in the hospitality sector is essential, but not difficult to achieve. A solid sustainable procurement policy, maximising efficient use of energy and water, and clear communication strategies will go a long way towards running a cost-effective and environmentally-aware business. Although sustainability is seen as an important factor in decision-making processes for hotel owners and managers, it's not yet fully entrenched in business thinking.



Runway to Revenue

Hotels in the vicinity of airports have their own set of challenges and advantages. **HospitalityTalk** gets in touch with spokespersons of some of these hotels to get a clearer picture of their business and the pros and cons of being located near such a facility.



Anupriya Bishnoi



SANJAY SHARMA

Market Vice President, North India and Nepal
Marriott International

ADVANTAGES OF AN AIRPORT HOTEL

For me, Delhi is blessed in a way that Delhi has a city airport. We don't have an airport like this in other metropolitans of the world where you have to drive 50-100 miles just to reach the city. In our case, the habitat of the city is spread-out between Gurugram, Dwarka and Delhi, and we don't have an airport which is on the outskirts. We also have a hospitality complex, which is an added advantage for travellers who are in and out of the city. Proximity to the airport also makes it a secure location. Nowhere in the world do we have a complex like Aerocity, which is a hospitality complex. There are about 4000 rooms today; that's a huge inventory and Aerocity enjoys high occupancy levels.

As far as key metros are concerned, the proximity of business to your hotel becomes more important than the brand itself, which continues to attract more clientele. That said,

today, with traffic growing but infrastructure not being able to match its speed, hotel accommodation is the first priority. That's why most of the brands are spreading their footprint within cities, so that guests have multiple locations to choose from.

MICE PLAYS A KEY ROLE

If a hotel has a large room inventory and an expansive ballroom space, MICE will play an important part in the revenue share of the hotel. However, if a hotel has a smaller inventory with lesser banqueting space, then the market dynamics will change. MICE plays a major role as well, but local corporate and transit guests play a major role in airport hotels. MICE would probably account for 30-35 per cent of business at an airport hotel.

ANCILLARY SERVICES, THE KEY

For Marriott, we have special programmes for dealing with the airport segment, but those are more

in terms of ancillary services we provide. The guest mix also includes those who need to catch connecting flights or have short meetings. We also have airport-related business but that is mostly supported by the ancillary services we provide.



BHAGWAN BALANI

General Manager
Hilton Mumbai International Airport

DISTANCE, NO MORE A ROADBLOCK

Every location has its own advantages and opportunities. While we gain on quick travel time from the airport, one needs to travel a little more distance to reach the major tourist attractions of the city. With recent developments in connectivity routes, Sahar Elevated Road and Bandra-Worli Sea Link, the travel time has significantly reduced and made it easier for guests to reach their destinations faster, both towards North and South Mumbai.

VARIED ROOM CATEGORIES

The hotel has 171 rooms designed with elements of a nineteenth-century summer presidential palace. Apart from reduced travel time between the airport and the hotel for business and transit travellers, the hotel is conveniently located in the vicinity of prime business, shopping, exhibition, and entertainment

districts. This is indeed a prime advantage since the airport is within the city. Guests staying at the property face no discomfort of aircraft or city noise, which otherwise is quite common to hear at airport hotels and downtown city hotels. The other advantage of being an airport hotel with varied room categories is that airline companies find it best suited for accommodation of their airline crew and team members.

EQUIPPED FOR MICE

The hotel provides around 10,000 sqft of events and meetings space, a combination of both indoor and outdoor venues. Our largest banquet hall, Chancellor Suite, makes up for 2420 sqft.





GAURAV CHAVAN

Hotel Manager
ibis Mumbai Airport Hotel

LACK OF ENTERTAINMENT

We do not see any significant challenges in being an airport hotel, however, at times, distance becomes an issue given that airport hotels are usually situated on the outskirts of the town and commuting takes some time. Apart from that, entertainment opportunities for guests are limited given the proximity to the airport, which sometimes can be a challenge in retaining guests within the hotel.

LOCATION, AN ADVANTAGE

The biggest advantage of being an airport hotel is undoubtedly the

proximity to the airport. ibis Mumbai Airport is 15 minutes from the corporate belt in Andheri East, Bandra Kurla Complex, and BKC exhibition centres. The domestic airport is just two minutes away while the international is seven minutes, giving it a locational advantage.

CLIENTS FROM EVERYWHERE

There is a misconception that airport hotels see only transit passengers and airline crews. Being in the financial capital of the country, ibis Mumbai Airport sees a healthy mix of both domestic and international

travellers from both leisure and business segments.

MORE FOCUS ON ROOM BOOKINGS

While we at ibis Mumbai Airport focus on room bookings, AccorHotels has two other properties in Mumbai, namely, Sofitel Mumbai BKC and Novotel Mumbai Juhu Beach.

Both the hotels are popular for mid to large-scale MICE events and see high bookings for meetings, events, and conventions.



RAVI KHUBCHANDANI

General Manager
Novotel Hyderabad Airport Hotel

PROXIMITY IMPOSES RESTRICTIONS

The last few years have seen rapid expansion in terms of expansion of the cities, which has led to airports being located in the outer limits. Novotel Hyderabad Airport is one such hotel in the rapidly developing city of Hyderabad, located minutes away from Rajiv Gandhi International

Airport, Hyderabad. Defying the conventional airport hotel perception of 'bed and breakfast' for short transit stay, Novotel Hyderabad Airport is a multifaceted setup that caters to varied segments of guests. Being the only major international airport for two states also attracts a fair share of transit travellers. Being an airport hotel comes with its unique operational challenges because of the distance from the city; the distance makes procurement and talent retention a challenge. Further, the proximity to the airport also imposes certain restrictions on the hotel.

MEMORABLE STAY FOR TRAVELLERS

The biggest advantage of being an airport hotel is proximity to the airport. Travellers are usually tired after flights and are reluctant to spend more time travelling into the city. Given that we are not a standard airport hotel and offer our

guests more comfort and facilities than standard airport hotels, guests prefer to stay with us and end up spending more time within the hotel premises. This allows us to serve them better and create a memorable stay experience for them.

SOMETHING FOR EVERYONE

Airport hotels are known to have a dominating base of crew, transient, and layover business travellers in their segmentation mix. However, much like some of the new-age airport hotels, Novotel Hyderabad Airport caters to a rather distinct and varied set of guests. Being an airport hotel that is equipped with a large inventory, multifunctional and large meeting spaces, as well as sports and recreational facilities, the hotel has something to offer for everyone. The hotel is also a preferred destination for weddings, MICE, auto launches, and pharmaceutical seminars.





IAN DUBIER
General Manager
Taj Bangalore

LOCATION, NOT A CHALLENGE

Bengaluru has experienced an entrepreneurial wave and has emerged as the IT hub of the country, leading to an increase in corporate traffic to the city. With this, there has been a substantial increase in the number of business travellers visiting the city to attend international conclaves, events, and conferences. Our hotel, being in the vicinity of the airport, is an opportunity for us. Thus, there is no major challenge with regards to location.

PROXIMITY BRINGS MORE MEETINGS

Globally, there has been an increase in properties around airports due to an ever-increasing demand of stay options for business travellers. This has proven to be a good business opportunity for hotels. As we are in close proximity to the airport, a lot of meetings are conducted at our venue, as it saves time and people don't have to face the gruelling traffic in the city.

A PERFECT AMALGAMATION

Being located minutes from the airport, the hotel boasts of more than 50 per cent of its clientele as corporate travellers who travel to the city for official purposes. The hotel is designed to exhibit the perfect amalgamation of work and pleasure with our spacious rooms, expansive conference



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and events space, and round-the-clock gastronomic treats that take care of the comprehensive requirements of travellers.

MiCE IN CITY, A BOON

Taj Bangalore offers an array of private multifunctional indoor spaces, from elegant ballrooms to intimate

boardrooms, making it suitable for MiCE travellers. The property has one of the largest banqueting spaces in the city and also provides extensive tech support for meetings and conferences. A major portion of our business also comes from corporate tie-ups with airlines. Along with our state-of-the-art

services, we also provide several options for leisure, making us the preferred choice. This explains that MiCE is a prime factor driving the revenue of the hotel. With proliferation from business travellers in the city, MiCE traffic has definitely increased the business for the hotel.



JITESH RATHOD

**Operations Manager
T2 Beacon Hotel, Mumbai**

A MIX OF CHALLENGES AND OPPORTUNITIES

It is quite a challenge to run a property close to an airport. There are a number of hotel brands in the vicinity of the airport, making it difficult to generate revenue. That said, there is an excellent opportunity here and focus on traveller needs as well as market demand make the task of running a property close to the airport easier.

RESELLING INVENTORY

An airport property is advantageous for business travellers, especially those who have long waiting hours between flights. Such a location reduces their travel time to and from the airport and helps save on travelling expenses. Airport hotels, with competitive prices, have been set up to specifically cater to business and transit travellers. It is also possible to resell the inventory as the hotel receives many short-stay

and transit travellers, helping the hotel generate more revenue.

MiCE HELPS DRIVE BUSINESS

At T2 Beacon Hotel, MiCE guests account for 30 per cent of the total occupancy at the property. Events at BKC and EXPO Goregaon help drive corporate guests to the hotel. A number of our clients hail from Andheri-Kurla and Saki Naka Junction where all small-scale industries are located.





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Aahar 2018



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Aahar 2017



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HOTELIVATE TO HOST HICSA 2018

Founded by the erstwhile team of HVS India, Hotelivate, a new-age hospitality consulting firm in the Asia Pacific region, is all set to host the 14th edition of Hotel Investment Conference - South Asia (HICSA) at Grand Hyatt Mumbai from April 4-5, 2018.

A two-day event, HICSA is widely viewed by global industry leaders as the premier hospitality event in South Asia, valued for its networking opportunities and high-level contacts as much as it is for its content-rich sessions. Having rightfully created a niche for itself, HICSA brings together an impressive conglomeration of business leaders, think tanks and industry top brass, and has undoubtedly become one of the most coveted forums for all industry players in the region.

After a long and successful run for 13 years, 2018 will see a new avatar of HICSA. The conference this year will be focused on elevating the overall knowledge-quotient delivered through the programme and to maximise

value for all delegates. A key highlight this year is the format of the first day of the event, which exclusively comprises interviews with industry bigwigs and keynote addresses. The second day will feature a series of power-packed master classes, stimulating panel discussions, and a few more exciting one-on-one interviews of industry leaders by industry leaders, as well as engaging TED-styled talks.

For the very first time at HICSA, the first day of the conference has been solely dedicated to gain insights into the minds of industry leaders. The day will commence with **Deepak Bagla**, Managing Director and CEO, Invest India, the official investment promotion and facilitation



agency of Government of India, sharing his outlook on 'Incredible India: Credible Returns'. Some of the other keynote addresses on the day will be delivered by prominent speakers, such as **Nakul Anand**, Executive Director, ITC and **Roshan Abbas**, Chairman, Geometry Global Encompass. Furthermore, the first day is interspersed with interviews with industry moguls, namely, **Arne M Sorenson**, President and CEO, Marriott International; **Deep Kalra**, Chairman and Group CEO, MakeMyTrip and **Patu Keswani**, Chairman and MD, Lemon Tree Hotels.

Consistent with the HICSA tradition, the second day of the conference will open with The Leaders' Panel, to be moderated by **Dilip Puri**, Founder and CEO, Indian School of Hospitality. The panel discussion will feature **Alan Watts**, Executive Vice President and President, Asia Pacific, Hilton; **Katerina Giannouka**, President, Asia Pacific, Radisson Hotel Group; and **Pascal Gauvin**, Managing Director - India, ME and Africa, InterContinental Hotels Group. The master class series, an innovative concept introduced in the 2018 event, is another highlight of this day. Speakers from varied, distinct backgrounds will share their expertise on a range of topics that affect hospitality business in the region, as well as globally. From **Oliver Tittmann**, Managing Director, X-CUBE Engineering, who will demystify 'High-

End Modular and Pre-Fabricated Hotel Buildings', to **Sujain Talwar**, Senior Partner, Economic Laws Practice (ELP), who will shed light on the 'Legal Issues Affecting Hospitality Operations', the master class series will encompass a gamut of subjects.

The 'HICSA Hotels of the Year Awards', now in their 10th year, will again have the most outstanding new hotel developments in the South Asian region being recognised. The nominations will include all hotels that commenced operations in the past one year, across five categories that include Luxury & Upper Upscale, Upscale, Upper Mid-Market, Mid-Market, and Budget & Economy. Shortlisting will be done by an independent panel of judges and the best new hotel in each category will be determined via an online voting process by HICSA 2018 delegates.



A newly-imagined HICSA

With HICSA 2018 around the corner, we get in touch with **Manav Thadani**, Founder Chairman, Hotelivate, the company that will be hosting the event, to understand the difference that a different banner brings to the table.



HT Bureau

How different will Hotelivate's functioning be from what it was under the HVS banner?

Hotelivate is a new-age hospitality consulting firm with a focused, empathetic, and innovative approach. What sets us apart from other consulting firms operating in the region, including HVS, is that we offer lifecycle consulting – advising the client right from the inception of a project to its opening and eventually, its divestment. It eliminates the need for several different advisors, with a single firm serving as a one-stop shop for all of the client's needs concerning that project. Presently, there is no dedicated hospitality firm offering lifecycle consulting in this part of the world.

Our solutions are tailored to the needs of our diverse set of clients as against offering template-driven, cookie-cutter outcomes. Our proprietary models for analyses are dynamic and take into consideration the several local factors that influence investment decisions.

What are your expectations from the upcoming HICSA? How different is it going to be from the previous ones?

HICSA 2018 has a very different format than past years. With an aim to make it more content-rich, the conference will have less of panel

discussions and more of exciting one-on-one interviews of industry leaders by industry leaders, master classes, and more-than-ever-before TED-styled talks. In fact, the first day of the conference is scheduled exclusively for interviews and keynote addresses by some of the most respected names in the industry. The second day will have many concurrent sessions of master classes, the most unique concept of the event. Experts from a diverse set of industries will share their experiences and views on matters affecting hotel business around the world. Topics will be wide-ranging, from construction, engineering, design, and room aggregators to legal issues affecting the hospitality industry and mixed-use projects, among others.

This new format will result in fewer speakers than before, which will be made up by the higher paid registrations we are witnessing. Overall, we are very excited and optimistic of delivering a successful event, which aligns with our fresh, innovative, and focused persona.

What advantage does operating under a new name offer? How will you market your services?

A new name marks the beginning of a new journey, with endless possibilities and exciting opportunities. I have a fantastic team with rich industry experience and an enviable

entrepreneurship spirit. Together, we remain committed to excellence and are focused on building a firm that has a forward-looking approach to consulting, offering customised and pertinent solutions. While we are not afraid to change with the times and challenge existing paradigms, we do not undermine the importance of traditional consulting frameworks. Thus, Hotelivate has the agility of a start-up with the delivery mechanism of a stalwart!

In terms of marketing, our work speaks for itself. We have high client retention and were fortunate to have their patronage as we launched Hotelivate. Our referral business from existing and past clients as well as our alumni is extremely strong, which stands as testament to the quality of our deliverables and healthy client relationships.

Having said that, we are not complacent and do recognise the need to promote our services. We are doing this by publishing articles on numerous hospitality topics periodically, positioning us as knowledge leaders in the region. In addition, we are engaging actively on social media and improving our online presence.

MARRIOTT FOSTERS PARTNERSHIPS

The Global Sales Mission by Marriott International was held at The St. Regis Mumbai on March 14 and at JW Marriott Hotel New Delhi Aerocity on March 15, 2018.



Marriott's Sales Mission brought together primary contacts across all market segments with Marriott associates, and updated them on the com-

pany's developments worldwide, strengthened existing relationships, educated and inducted new customers into the rich loyalty programmes, discussed performance of the previous year, and explored opportunities for the year ahead. The Global Sales Mission offers a great opportunity to meet industry partners and potential customers from various business sectors. Marriott has always received great support from its customers every year who look forward to this annual event. The platform brings together B2B customers from all segments of the industry. The Global Sales

Mission is also used to thank business partners in the region for their support over the past year for all 15 Marriott brands in India. It also gives the brand an opportunity to analyse performance in the past year and evaluate possible business prospects to grow and expand.



Mattress Comfort Enhancer

- ▶ Instantly enhance & improve the comfort of existing mattress and quality of sleep.
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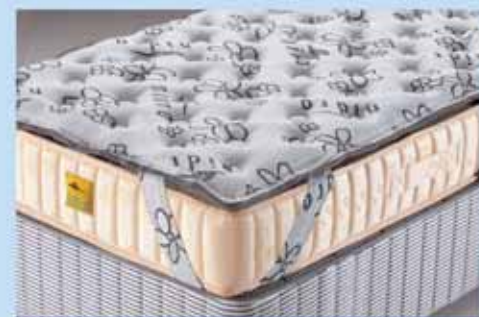
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Euro Top (3 inch thick)



Mattress Doubler



Pillow Top (1 inch or 2 inch thick)

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



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Responsible, ref

Gaurav Chopra, IIA, LEED AP, WELL AP, Principal and advanced planning and design. He has successfully led a diverse client base and cultivated an analytical approach towards successful delivery of projects. As Director for the Asia region, Chopra specialised in project delivery using an exclus



HT Bureau

WOULD YOU SAY YOUR ARCHITECTURAL STYLE IS CONFORMIST OR NON-CONFORMIST?

At HKS, we do not propagate a specific signature style of design. For us, it is about the client and the user of the project we design. It is about the articulation of the owner's vision into a built form where our sole objective is to enhance the user experience in a performance-based design.

ARCHITECTURE IS TO REVEL IN OR MARVEL AT. WHAT'S YOUR TAKE?

Architecture is made to respond to key stakeholders in a fashion that we call 'Responsible Design'. HKS is employing a thoughtful approach to practice, driven by systems and a renewed understanding of what we do and what our work means. We have a desire to partner with our clients, users, collaborators, environment, and communities to deliver the full potential of our work. Evolving as a global leader in design and delivery through a spirit of sincerity,

quality, generosity, and responsibility is what we strive to achieve. The define-design-deliver framework is the foundation for organising and evolving the implementation of responsible design.

MODERNITY OR CULTURE, WHAT INFLUENCES YOUR WORK?

Both influence my work. The HKS approach is to design modern architecture with the unique cultural quotient of the region. When you consider the recent work of HKS, be it the US Bank Stadium or Aster Medcity, it reflects well-thought, research-based critical thinking that responds to the site and its use.



The HKS approach is to design modern architecture with the unique cultural quotient of the region



TELL US SOMETHING ABOUT THE HOSPITALITY PROJECTS YOU HAVE WORKED ON.

Over the past two decades, the HKS Hospitality Group has designed projects in 53 countries. HKS specialises in the design of hotels, luxurious destination resorts and spas, urban high-rise and mixed-use projects, entertainment, gaming and convention hotels, boutique properties, and golf clubhouses. Our work spans the world's most desirable beaches, mountains, deserts, waterfronts, and cities. Designs are always carefully planned to respect both the local architectural character and natural site features. In India, HKS has designed two luxury resorts in Maharashtra and has recently completed Four Seasons Hotel and Private Residences by Embassy ONE in Bengaluru.

WHAT WAS YOUR INSPIRATION BEHIND THESE PROJECTS?

Hospitality projects speak the culture of a place whilst taking into account the guest experience. While the inspiration behind urban hotels could emancipate from need for business, resorts are about creating



Reflective, relevant

Managing Director, HKS India, comes with 18 years of experience in a regional base in Asia Pacific and the US. During the course of his professional years, he has worked on projects within restrictive frameworks set by restrictive budgets and timelines. As Regional Managing Director, he is embracing modern tools and techniques, adopting best practices. Below is an excerpt from an exclusive interview with him.

places that people might dream to live in. They are centred around creating moments and cherished memories that people would want to go back to.

WHAT ARE THE RECENT TRENDS IN DESIGN YOU'VE OBSERVED?

Not necessarily a trend, but there is a strong desire to design around performance for all key stakeholders in a responsible manner. We are committed to sustainable design practices that include environmentally conscious architecture benefitting our clients, community, and planet. An increasing number of our hotel projects are LEED-certified and a majority of our designers are LEED-accredited.

Sustainability and the occupant's wellness take precedence. The integrative design process is critical to sustainable design. It encourages the exchange of ideas between all engaged stakeholders, including client representatives, contractors, designers, consultants, and the community. These exchanges are rich opportunities to share ideas and to solve complex problems.

HOTELS THESE DAYS ARE VERY STRONG ON SUSTAINABILITY. HOW ARE YOU ACHIEVING THAT IN YOUR PROJECTS?

The fundamental objective of sustainable design is to craft solutions that respect the interdependencies that exist between building occupants and natural ecosystems. Today, the building sector is the single largest consumer of energy and natural resources in our nation, a fact we simply cannot ignore. At HKS, we understand that sustainable design can play a powerful role in conserving these resources while achieving energy independence,



Our lean project delivery methodologies help lay out a delivery roadmap per owner expectations



reducing greenhouse gas emissions, and effectively improving our client's bottom line.

HOW DO YOU DEAL WITH BUDGET CONSTRAINTS FOR A PROJECT?

Our process begins with a design charrette- an active, fluid give-and-take dialogue between all project stakeholders and the design team. We offer a collaborative, integrated project delivery model that is focused on sustainability and value.

The consulting team at HKS engages with owners for establishing realistic project budgets and expectations. Subsequently, HKS lean project delivery methodologies help lay out a delivery roadmap as per the owner's desired expectations and business objectives.

Project delivery is a key attribute within the firm, which is reflected on the high-quality deliverable in line with the budgetary expectations of the owner. Besides, HKS offers alternate project delivery models that respond to ever-changing market dynamics of regions where our projects reside.



AYUBOWAN! SAYS AMARI TO INDIAN TRAVELLERS

Immersed in Dutch colonial history and culture, the UNESCO World Heritage Site and historic city of Galle has a thriving hospitality market. Situated here, Amari Galle is a traveller's delight, offering products and services like no other in the city, says **Puneet Dutta**, Hotel Manager, Amari Galle, Sri Lanka.



Shivani Kaul from Galle

The five-star beachfront resort in Galle, with 172 sea-facing guest rooms, is just a two and a half-hour drive from Bandaranaike International Airport and a two-hour drive from Ratmalana International Airport. With Amari Galle, discerning travellers can experience the local flavours, the charm, the sea, sights and sounds, and all the luxury at the property. A number of tourist attractions are located close to the hotel, including Galle Fort (5 km), Unawatuna Beach (10 km), Japanese Peace Pagoda (10 km), and the unexplored Jungle Beach.

Galle's unimaginable beauty, stunning architecture, and fascinating sculptures set against dramatic coastal scenery, clubbed with the

amazing Amari hospitality can be explored all-year-round. Talking about the USP of Amari Galle, **Puneet Dutta**, Hotel Manager, says, "All rooms and venues at the resort enjoy sunset views, are ocean-facing, and have a balcony with a sit-out area. The Ahara Gourmet Gallery,



Amari Galle has come in with years of international experience in hospitality and was the missing link



Shoreline Beach Club, outdoor swimming pool, Breeze Spa, and Voyager Lounge allow guests to have a complete holiday without having to step out. The Voyager Lounge features excellent facilities including complimentary use of showers, lockers to store hand luggage, and free Wi-Fi. One can even try one of Amari's signature Mood massages at the Breeze Spa."

Noting that the main source markets for the hotel are the UK, Germany and India, Dutta says that Amari caters to all segments of tourists. "Families enjoy our resort through the 'Better Together' concept and other facilities such as Kids Club and Kids pool. For MiCE, we offer a state-of-the-art ballroom, meeting rooms, and outdoor venues. For the experiential guests



we have Bommu Rooftop Bar and private dinner on the beach. Our location is also ideal as a base for guests to experience the destination. Amari Galle is also perfect for weddings with a variety of locations to host different events."

The India market has a huge potential and Amari Galle has created experiences that cater to the Indian traveller, says Dutta. "We understand food is a key factor and hence, we have an Indian Chef and an Indian section at Ahara Gourmet

Gallery, which highlights vegetarian meals. Weddings are very special to Indian families; we have put together a team that can conceptualise, prepare, and execute events that will be memorable for the couples and their families," he asserts.

Despite witnessing mass destruction post the devastating Tsunami of 2004, Galle has rebuilt itself with tremendous character. Dutta says, "Galle has traditionally been small boutique properties run by

the locals. Amari Galle has come in with years of international experience in hospitality and has completed a missing link. Since our opening in 2017, we've seen huge demand. We closed January 2018 with 85 per cent occupancy and ADR of more than \$180. The rest of the year is also looking very positive." In terms of interacting with the travel trade, Dutta adds, "We have an uncomplicated strategy for the travel trade. We have recently come up with an offer of \$275 net."



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-  India Barista Championship

Having successfully created FHA Singapore, HOFEX, Hotelex, and 20+ market leading food and hospitality events across 12 countries, over 30 years, Asia's premier food and hospitality show organiser, UBM Allworld is delighted to announce the launch of its very first food & hospitality show in the Indian sub-continent, **Food and Hotel India**.

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Growing with AAHAR

The 33rd edition of AAHAR, one of India's leading food and hospitality expositions, recently concluded in New Delhi. In light of the fair's successful completion once again, industry participants define how they view AAHAR and what it brings to their brand.



SANJAY JAIN

Director
ELANPRO

GAINING VISIBILITY

From visibility to credibility, exhibiting at AAHAR has numerous benefits. The exhibition gives a powerful platform for learning new concepts, meeting existing and new customers, and encashing on the visibility to build a more established and reliable brand.

A SUITABLE PLATFORM

AAHAR, the international food and hospitality fair, was conceptualised to provide a platform to brands to showcase their products and services and communicate their key message. In its 33rd year now, this event is one of Asia's best-known brands in food and hospitality shows.

Today, AAHAR provides a stage to hundreds of manufacturers from different parts of the country and the world to exchange their views and showcase their innovations in front of close to one lakh visitors. The show has grown by leaps and bounds in recent years and has become the ultimate destination for global vendors and sourcing professionals. It is a comprehensive food and hospitality fair which gives a unique opportunity to compare.

A WAVE OF INNOVATION

With a consistently growing middle



class and increasing disposable income, the tourism and hospitality sector is witnessing a healthy growth and accounts for 7.5 per cent of the country's GDP. According to a report by KPMG, the hospitality sector in India is expected to grow at 16.1 per cent CAGR to reach ` 2796.9 thousand crore in 2022.

A wave of innovative trends has energised the entire hospitality industry, where customer expectations for a positive experience run particularly high and technology provides the means for overcoming this challenge. This has resulted in an evolved need of the hoteliers as well. They are keeping up with advances

in mobility and optimising existing touchpoints in order to apply technology strategically to create differentiated customer experiences.

Hoteliers know that innovation is key to standing out amongst competition. They are also aware of their requirements. For instance, many hotel operators are clear about their commitment to environmental sustainability programmes and reducing energy. This has led to increased use of natural refrigerants like Hydrocarbons R290 or CO₂. There is also a demand for HFC-free refrigerants. User-friendly products are also observing a surge in demand in the hospitality sector. Digital control is in demand in the Indian commercial refrigeration market.





VIKRAM GOEL
Managing Director
RATIONAL India

A NETWORKING OPPORTUNITY

The exhibition gives us an opportunity to connect with new potential customers across various market segments under one roof. We touch base with close to 1500 new contacts within these five days. There are a number of potential customers and reasonable data for us to use the RATIONAL sales process, wherein we meet these potential customers post the exhibition, directly and through our partners, invite them to several RATIONAL live cooking events happening all across the country on a weekly basis and convince them of the benefits of the SelfCookingCenter India Edition. This exhibition has played a major role over the years to help us grow awareness and sales for our brand in India.

TREMENDOUS GROWTH

We first participated at AAHAR in

2010 and in these eight years, we have seen tremendous growth in the overall size of the exhibition, which traditionally was restricted to few halls to now potentially covering multiple halls. Each year the footfall as well as the participation level from the industry has shown growth. We also see a tremendous growth in the level of organisation of the exhibition, which has improved our overall experience as an exhibitor with each passing year. The number and quality of customers that we meet has also improved drastically, which is a sign that the organisers are doing a great job to market the event to its potential.

POTENTIAL APLENTY

We see huge growth potential in the Indian hospitality industry. We feel there are currently close to 65,000 relevant kitchens in India which

have a potential to use our technology. Despite our huge success in the market over the last eight years, we feel there is still scope for more than 98 per cent market capitalisation. Each year, many new hotels are opening up and adding to the number of these relevant kitchens. There are many international chains that have hotels in India and these hotel chains also bring with them new international trends and standards, thus creating new needs in terms of product requirement and buying experiences.

The world has become small with more and more hoteliers travelling. They are more aware about trends and do not hesitate to invest in new technologies like the RATIONAL Self-CookingCenter India Edition, which helps and contributes immensely in reducing the overall cost of running business and maximising profits.



VIRAJ BAHL

Founder & Managing Director
Veeba Food Services

**BETTER DISTRIBUTION,
 MORE PRESENCE**

AAHAR gives us the opportunity to showcase our wide range of products in both the HoReCa and retail segments. It also helps us in educating consumers and professionals about the uses of such a wide range.

We have a product for every occasion and AAHAR helps us communicate the same to the food industry.

It also gives us a platform to network with professionals from supply chain and logistics, thus helping us strengthen our presence.

A FLAGSHIP EVENT

AAHAR has always been the flagship event for food companies, be it for equipment, machinery or processed

food manufacturers. With suppliers and manufacturers from all over the world, it is a platform that must not be missed.



AAHAR 2018, A GRAND SUCCESS

The 2018 edition of AAHAR, held in New Delhi, was an exposition packed to the rafters. A number of food and hospitality players, both domestic and international, showcased their wares to keen buyers and visitors.



Anupriya Bishnoi

AAHAR, the international food and hospitality fair, was held from March 13-17 at Pragati Maidan, New Delhi. Organised by India Trade Promotion Organisation (ITPO), AAHAR is one of Asia's best-known brands in food and hospitality shows. The exposition was inaugurated by **Suresh Prabhakar Prabhu**, Minister of Commerce & Industry and Civil Aviation, Government of India. He said, "Food is a very important part of Indian culture and has been a great attraction for the people who visit our country. Every state in our country has a different cuisine. If you ask anyone in India about how many kinds of food we cook, I don't think anyone will be able to answer that. Over a period of time, we have started processing food; this is a great change that has happened over the last few years. India is the largest producer of milk and the second largest producer of fruits and vegetables. Therefore, all this food which is produced is creat-



ing a value chain, supply chain, thus adding to the real economic opportunities. This is just the beginning. I don't think we have even touched the surface of the opportunities that lie in our country and therefore, I am happy that is exactly what has been showcased at AAHAR."

Talking further about the development, he said, "Under the new policy, it will be made sure that farmers are not just circulating their products within the country but that their products are being exported as well. To do that, we have already tied up with few countries and they are really interested and have shown huge support. We are going to provide air support to this activity. I am very happy to say that we have decided that wherever there is a possibility of agricultural produce being exported, it will be supported with an airlift facility. Such potential spots will be identified and based on that, civil aviation will provide aerial support so that our products can further be exported quickly. Within the country, there is a huge potential of movement of cargo by air, which is not yet fully exploited. This again is going to be a thrust area for us and we have already started working on it."

Emphasising on partnerships with other countries, Prabhu explained how people in India as well as outside use marine products as their main food. "We have 13 states and Union Territories which are coastal areas and therefore, we have decided to work on our marine products in a significant way and to export them. I urge all companies at AAHAR to look at it

very seriously and take advantage of it. I am happy that you all are here to participate in our amazing progress," he said.

AAHAR is as much a key event for food players as it is for hospitality participants. Reiterating the signifi-

“
Wherever there is a possibility of agricultural produce being exported, it will be supported with an airlift facility”

cance of AAHAR for the hospitality market and its many nuances, Prabhu said, "The second element of this exhibition is hospitality, which is an intrinsic part of our culture. The hospitality industry is an inbuilt part of our ancient tradition. We want more and more tourists to come to India and enjoy Indian hospitality. I am very happy to say that only two weeks ago, our cabinet approved a proposal from my ministry to put almost a billion dollars (~ 5,000 crore) for 12 champion sectors of India's service industry and for each sector we are preparing a comprehensive plan. One of these sectors is hospitality. Whatever gaps exist that jeopardise the growth of this sector, like infrastructure, will be addressed with this move. I am very happy to say that our hospitality industry has responded positively." The hospitality indus-



try's potential in our country has not been used at all. We are capable enough to attract millions of tourists to India. "Luckily, domestic tourism is growing very fast. In fact, there has been an increase of 17-20 per cent in our aviation market in the last three years. This is the highest in the world; our growth is the fastest. With the number of airports planned for the next few years, the air connectivity will rise rapidly. We are providing connectivity to Tier-II cities as well. The cost of airfare is kept at less than \$40. We are also in the process of identifying high potential tourism spots. We are working on a number of new packages and hence, hospitality sector will get a huge boost," concluded Prabhu.



WELCOME MAT OUT FOR INDIANS

Analjit Singh is the Founding Chairman of Max India. Having conquered the business of life, it would seem logical that he would set out to pursue the pleasures of life in founding the Leeu Collection. We get in touch with him to know what made him step into the hospitality world.



HT Bureau

Give us an insight into the portfolio of Leeu Collection.

Leeu Collection comprises three five-star boutique properties in South Africa- Leeu Estates, a

17-room country house retreat and boutique winery in the Franschhoek valley; Leeu House, a 12-room hotel in the heart of the Franschhoek town; and Le Quartier Français, a romantic 21-room hotel and three-bedroom villa also located in the town. Linthwaite House, a country retreat overlooking Lake Windermere in England's scenic Lake District and a boutique hotel situated on 5.6 hectares of landscaped gardens is another in the portfolio. A property in London and one in Florence will be coming up in 2020

and 2021, respectively. Several restaurants also complement the Leeu Collection hotels in Franschhoek. Heritage Square is home to Marigold, Franschhoek's first Indian restaurant, and adjacent to Leeu House stands Tuk Tuk, a craft beer microbrewery in partnership with the Cape Brewing Company team, which serves bespoke brews and Mexican food.

Everard Read, in partnership with Leeu Collection, is a space in Franschhoek that shows modern and

contemporary artworks by southern African artists. The Gallery includes a sculpture garden, interspersed with herbs and vegetables, and is located adjacent to Le Quartier Français.

How rewarding has the hospitality industry been?

Since early 2000, I chose to be in the consumer service business, as I find the proximity of contact with the customer to be inspiring, rewarding, and compatible with my DNA. The hospitality sector brings you as close to the customer as you can be.

Which are your key markets abroad and why?

The UK, two coasts in the USA, and select parts of Europe, South America, and Australia have been identified as emerging markets. India is also one of the markets we are targeting. People immensely enjoy the Franschhoek valley, with its Cape Dutch heritage and strong French influences, as it is renowned as one of the world's finest food and wine destinations. The area and its surroundings offer breathtaking landscapes and various indulgence options bundled with our heartfelt warm hospitality, making it a top choice for the Indian traveller.

In India, which cities are on your expansion radar?

For marketing our properties, we have just completed a five-city roadshow with South African Tourism, in the cities of Mumbai, Delhi, Bengaluru, Kolkata, and Ahmedabad. The response has been amazing and we look forward to welcoming more Indian travellers to the Leeu Collection.

What are the plans for other properties in the near term?

We are reopening our UK property in Lake District this spring and are focused on our latest projects in London and Florence.

How do you see the definition of luxury changing?

Luxury has become synonymous with personification. People want authentic experiences and intuitive service and encounters that money cannot buy. Functionality and comfort have become non-negotiable.

Indians are always looking for unique accommodations to stay in. How do you plan to attract the Indian crowd?

Nature, beauty, and the unique sense of place at each of our prop-

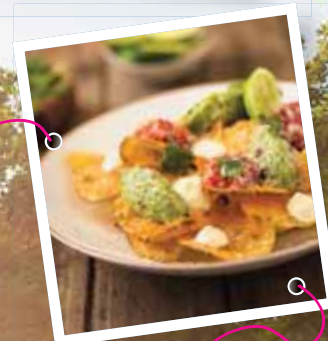
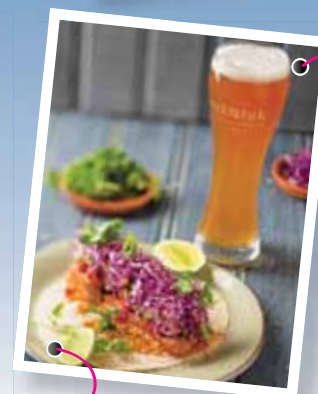
erties combined with our world-class food and wine offerings make us special. Attention to detail and superlative service together with the fact that our properties are well-suited for individual experiences rather than big group travel will ensure an unforgettable escape.

Indian travellers absolutely love our wine tasting experience, our signature relaxed treatments at the Leeu Spa, our fine-dine gourmet selection, and an interactive involvement with our famous art collection.

Our aim is to increase the number of Indian travellers to the Leeu Collection, with a product portfolio that is diverse and geared to cater to the Indian clientele, including families and honeymooners.

Your journey is intriguing. What made you take the risk of venturing into a field very different from what you were in?

It is not really that different from other consumer service business, which have many similar touch-points, except perhaps the enjoyment of drinking wine while being in business.



FHA unveils White Paper on Smart Innovations



Celebrating 40 years of business excellence, Food&Hotel Asia (FHA) has launched an industry White Paper in collaboration with Euromonitor International.



Rodolphe Laymese



This study on smart innovations shows FHA's commitment to drive the industry forward



To celebrate Food&Hotel Asia's 40th anniversary, the White Paper titled 'Smart Innovations Transforming the Food & Hospitality Landscape by 2020', is a 20-page milestone report providing a unique insight into major disruptors impacting the industry. It is the result of a research study conducted by UBM and Euromonitor, which surveyed over 1000 suppliers and manufacturers covering major food, hotel, and food service equipment sectors across Asia. The White Paper delves on questions such as where these manufacturers and suppliers expect their import and export business to take shape in the next one to three years as well as how technology such as Internet of Things (IoT) and automation will shape their future markets and affect business decisions.

"This bespoke study on smart innovations for the food and hospitality industry is demonstrative of FHA's commitment to drive our industry forward. It provides invaluable insight into the Asian and global food market which we proudly share with all members of the community at our 40th anniversary milestone event," said **Rodolphe Laymese**, Project Director, Food & Hospitality, UBM.

"The food and hospitality sector is undergoing rapid transformation in business and

production processes because of technological changes. The White Paper focuses on how technology impacts and changes how the industry conducts its business, the processes, and how it will help the industry improve operational and work efficiencies, as well as productivity," said **Ivan Uzunov**, Research Manager, Euromonitor.

The paper will only be available to pre-registered attendees of FHA. It will also be made available to all delegates attending Euromonitor's highly interactive session on 'Smart Innovations Transforming the Food & Hospitality Landscape by 2020' at the FHA2018 International Conference. The three-day conference, held in two venues from April 24 to 26, will feature industry experts and business thought-leaders sharing perspectives, tips and strategies across five key tracks- hotels and resorts, food manufacturing and bakery at Singapore Expo; central kitchen and food services at Suntec Singapore.

FHA is the preferred choice for industry professionals to access an international showcase of food and hospitality products, equipment and solutions needed to drive business inspiration today and tomorrow. Close to 78,000 trade professionals from over 100 countries and regions are expected to attend.



Ivan Uzunov



The White Paper focuses on how technology impacts and changes how business is conducted





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CONVERSATIONS EVERYWHERE

Hyatt Sales Force in India concluded India Fair 2018 in three key cities, where interactions gave the travel trade a look at the unique attributes of the hospitality giant's assortment of brands.



Held in Bengaluru, Delhi and Mumbai from March 14-16, 2018, the Hyatt Fair was the most comprehensive annual gathering of travel managers, corporate

procurement executives, travel trade professionals, and meeting planners who came to interact and engage with senior representation from Hyatt Hotels in India, China, Dubai,

Moscow, Australia, Singapore and other regions. Aimed at forging relationships with hotel teams and key clients, the events were attended by more than 500 key decision makers in the three cities. This year's Hyatt Fair focused on showcasing outstanding elements of Hyatt's key brands in India through different and memorable brand experiences aligned with the brand's main attributes. The roadshow offered a unique opportunity for corporates and the travel trade's key decision makers and influencers, such as travel agencies, events and incentive agencies, tourism boards, and airline representatives, to engage with General Managers and Sales Heads from Hyatt. Close to 35 hotels, from Andaz Delhi, Hyatt Regency Sydney and Park Hyatt Dubai to the upcoming Grand Hyatt Kochi were present at the event to network, engage with clients, build relationships, and enhance their knowledge base.



FOOD FOR every mood

Nishesh Seth, Executive Chef, Le Méridien Goa, Calangute, talks at length about the evolving culinary scene in Goa and what makes the restaurants at the hotel stand out in the food and beverage hub.

HT Bureau



Nishesh Seth

TELL US ABOUT THE CULINARY SCENE IN GOA.

The culinary landscape of Goa is vibrant and has much to offer in terms of both flavour and experience across price points. It is gradually evolving and the focus on modern cooking techniques and international flavours is becoming the rage. Stand-alone restaurants keep 5-star hotels on their toes with innovative concepts, price points, and ease of access, much

like in metro cities, and hence we have been very mindful while planning our restaurant concepts and their offerings.

HOW HAS THIS SCENE EVOLVED IN THE LAST FEW YEARS?

Today, food in Goa is more than just the sum of its local shacks, which will always remain institutions offering visitors a variety of dishes. This is because a large number of

international chefs, foodies, and restaurateurs have fallen in love with the personality of the place, settled down there and set up shop. While travellers still seek a glass of soulful *solkadhi* and fiery Portuguese inspired curries, it is with this same vigour that they look for French, Mediterranean, and Asian fare; the growing number of Japanese restaurants and sushi bars is a testament to that. Health cafés and restaurants that serve organic and wholesome



meals offering fresh produce foraged from local markets and farmers have become commonplace.

IS THERE ANY SPECIFIC CHALLENGE YOU FACE?

Procurement of ingredients is a challenge sometimes, however, we are lucky that we have two other Marriott properties in Goa that support us should we need any assistance.

WHAT IS THE USP OF YOUR RESTAURANTS?

We have five very distinct restaurants on site, much like a place to dine for every mood. Latest Recipe, our signature all-day dining restaurant, offers international cuisines. Here, one can stimulate their taste buds with hearty house salads, gourmet wraps, and the famed Goan curries. Jazz & Grills is opulent and glamorous and is sure

to bring back the nostalgia of the Jazz era among music lovers. Longitude 73° is a high energy bar offering the choicest selection of illy coffee creations during the day and in the evening, transforms into an eclectic bar. Library Lounge is a place for unhurried days spent reading classics and nibbling on short eats. Plunge, the pool bar, is the place to relax and unwind.



Saurabh Bhatnagar

GETTING EVERYONE TOGETHER

Saurabh Bhatnagar, Director of Food & Beverage, Le Méridien Goa, Calangute, talks numbers and gives us an insight into the mix of guests at the restaurants.

WHAT IS THE PERCENTAGE SHARE OF IN-HOUSE AND WALK-IN DINERS?

We have a healthy mix of resident and non-resident guests dining with us, depending on the restaurant and day of the week. We have observed that for our weekday promotions or offerings, we largely see in-house traction, while the weekends bring in local crowds as well. In the last six months, we have garnered great feedback for our breakfast offerings and have been one of the few hotel chains that have walk-in guests joining in. Our Sunday family brunch is another concept that has got great response. For Jazz & Grills, we have entertainment planned from Thursday to Saturday with live music, bachata socials and DJs, drawing in the local crowd. Our focus has been to bring in more locals and walk-in guests since it helps in sustainability and is a natural draw for tourists to flock where the locals go.

THE F&B INDUSTRY IN GOA IS QUITE EVOLVED. HOW DO YOU CARVE A NICHE FOR YOURSELF HERE?

We have been prudent while planning our promotions and offerings in such a way that they are seasonal and spread out and cater to a targeted audience that includes local residents and travellers, depending on the period of the year. We have also planned our pricing to make sure they are competitive and offer value for money.

TELL US ABOUT YOUR MARKETING STRATEGY.

Our strategy has been to target local residents and travellers (staying at our hotel as well as others). We have done this through both traditional mediums (print advertising, radio jingles, in-store radio) as well as by offering experiential trips through influencer outreach and FAMs. We have also connected with local communities to understand the demand to drive catering and F&B revenue. We have also seen great potential in collaborating with partners to leverage the shared valued proposition.

Uncloak the oak

Pergo reinvents the laminate floor with the exciting Pergo Sensation. The collection takes laminate flooring to a whole new level with the beautiful, authentic Village Oak Plank. No more worrying about getting water on the floor, this is the perfect alternative for modular kitchens, modern bathrooms (non-bathing areas), and hallways. Village Oak Plank transforms rooms with the subtle look and sophisticated feel of softly-weathered planks of natural oak texture.



Dip into cheese

Cornitos brings the exciting and lip smacking range of cheese dips, which includes Cheesy Chipotle dip, Cheesy Jalapeño dip, and Ranch Cucumber dip to make snacking more exciting and utterly yummy. This new range is a result of Cornitos' ever-growing passion to serve its consumers with healthier and tastier snacking options.



Water so good!

Inspired by a 5000-year-old science, VEEN, the Finnish water brand, has launched Ayurveda Water, bringing the best of Indian wisdom in a bottle. Inspired by the ancient traditions of the Indian subcontinent and VEEN's second home in the Himalayas, the company has combined science with this natural spring water to create 330 ml of harmony. The new line sees VEEN's natural spring water infused with Ayurvedic plants, fruits and botanicals in four balancing blends of Amla & Tulsi; Saffron; Ginger & Honey; and Blackcurrant, Apple & Mint.



In the spotlight

iBahn Illumination has launched its Prima and Elite series of spotlights. Prima offers reflector-based spotlights with fixed and adjustable spots. Elite is a lens-based spotlight with a modular design of four different reflector attachments- fixed, swing, angle, and curve. Available in 8W and 16W, the multiple lighting options allow customers to control the brightness and colour temperature as per their requirement.



A fan to save

Usha International has enhanced its energy-efficient product range with the introduction of Energia32 ceiling fan. The fan comes with an in-built Brushless DC (BLDC) motor, the most advanced motor technology from Nidec Japan, and does not generate heat and consumes only 32 watts of energy. It has a high air delivery speed of 220 CMM and comes with a remote for convenience. Energia32 saves energy by reducing the air conditioning bill.





Tiles gone wide!

Antica Ceramica, a company that manufactures tiles and sanitary ware, has introduced its new collection of wider tiles that are visually more appealing than smaller tiles to make a space look bigger. Available in 60x60 cm, 60x120 cm, and 20x120 cm in 15 shades and innumerable design options, the collection oozes sophistication and simplicity.

Honey for health

GAIA has launched pure Multifloral Honey, known as the honey of a thousand flowers. This is the purest, most distinct, and healthiest form of honey available when compared to processed sugar. It is a blend of sugar, trace enzymes, minerals, vitamins and amino acids, and helps boost immunity, stimulate metabolism, and is a good source of energy.



Smart at 50!

VitrA has introduced the newest assortment of its classic collection- S50. Created by NOA design group, S50 bathroom series is designed for daily use in high-traffic public areas such as airports, railway terminals, and stadiums, where cleaning and upkeep is a challenge. It is a range of functional solutions ensuring product quality, durability, and ease of maintenance. The innovative designs provide a wide range of smart and professional solutions. With washbasin options, it is now possible to convert the bathroom to a functional, desirable place. Due to use of different sizes and options, S50 offers appropriate solutions for every need with a wide range of WC pan space.



Collective 'Inspira'tion

Inspira bathroom collection from Roca can light up any bathroom with its easy-to-use, classy and elegant fixtures. The collection includes basins and WCs in three shapes- square, soft, and round. In addition to this, the range also offers bathroom furniture with soft close rails, space saving syphons, and drawers without cut-outs. The range also boasts of Inspira In-wash, an electronic toilet with minimalistic design and intuitive technology. In-wash Inspira comes with features such as night light, adjustable water temperature, user detection, and self-cleaning nozzle. Most of these functions can easily be controlled through a remote that comes along with the WC.



Solar 'Muse'c

Zook has introduced a solar-powered waterproof speaker, the ZB-Solar Muse. This one-of-a-kind innovation in India is an all-weather portable device designed to give you the best-ever 3D surround sound. Switching to solar power is now extremely easy with no more hassles of connecting speakers to power plug-ins or adaptors while you are on the go.



MOVEMENTS

SANJEEV PAHWA

Vice President - Development
Indian Hotels Company

Indian Hotels Company has appointed **Sanjeev Pahwa** as Vice President - Development in the real estate and development function. Pahwa joins IHCL from Carlson Rezidor Hotel Group (now Radisson Hotel Group). He brings with him over three decades of professional experience with expertise in business development, strategic planning and execution, and global sales and marketing.



NALIN MANDIRATTA

Area General Manager, South India
and General Manager

Crowne Plaza Chennai Adyar Park

Crowne Plaza Chennai Adyar Park has appointed **Nalin Mandiratta** as the General Manager. He will also be taking over the role of Area General Manager, South India. Mandiratta has over 25 years of experience in the hospitality industry with significant expertise in hotel operations and marketing across reputed hotel brands. His leadership involves emphasis on providing a work environment conducive to team building and development of co-workers.



MOHAMMED SHOEB

General Manager

Holiday Inn Mumbai International
Airport

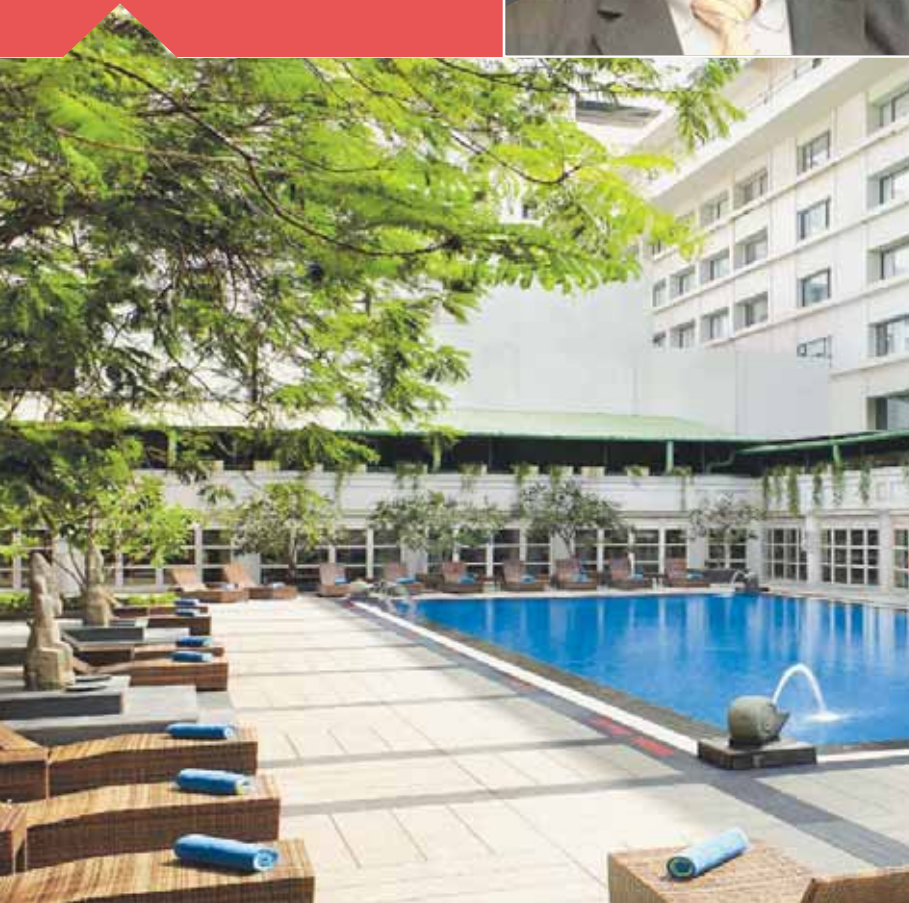
Holiday Inn Mumbai International Airport has brought on board **Mohammed Shoeb** as the new General Manager. A seasoned professional with over 28 years of experience in hotel operations, marketing and guest relations' management, Shoeb is proficient in devising marketing strategies to accelerate business growth and has been successful in achieving increase in turnover, occupancy, and RevPAR. He emphasises on continuous improvement, empowerment, and teamwork.

NASIR SHAIKH

General Manager

The Westin Pune Koregaon Park

The Westin Pune Koregaon Park has appointed **Nasir Shaikh** as the General Manager. Prior to this he was the General Manager of Courtyard by Marriott Pune Chakan. Shaikh has worked in varied capacities in the hospitality sector with the most prestigious international brands across the globe. He started his journey with Marriott International as the Director of Food & Beverage with JW Marriott Juhu and worked at different locations like Azerbaijan and Oman.





STEPHEN D'SOUZA

General Manager
Courtyard by Marriott Chennai

Stephen D' Souza has taken over as the General Manager of Courtyard by Marriott Chennai. With 17 years of experience in the industry, he started his hospitality journey with The Oberoi's Towers Mumbai and held several positions at InterContinental Hotels and Marriott. His last assignment was with Courtyard by Marriott, Mumbai, as Director of Operations. In the new role, his focus will be to ensure that guests leave with memories of a truly exceptional hotel experience.



VINAY SINGH

Director of Sales & Marketing
Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet - Marriott Executive Apartments

Vinay Singh has been appointed as the Director of Sales & Marketing for Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet - Marriott Executive Apartments. In this role, Singh will be responsible for spearheading the marketing and sales function of both the hotels. A dynamic leader with a driven approach towards achieving goals and maintaining sales figures, his expertise lie in building successful teams and leaders, creating relationships, and establishing trust.



SHALABH VERMA

Director of Sales & Marketing
Grand Hyatt Mumbai

Shalabh Verma has joined Grand Hyatt Mumbai as the Director of Sales & Marketing. With over 18 years of experience across varied brands, Verma's career as a hotelier began after he graduated from the Institute of Advanced Management with a BA in Hospitality. After working with other brands, his Hyatt journey began in 2008 as Director of Sales at Park Hyatt Goa Resort & Spa. After a brief stint spearheading sales and marketing at Kempinski Ambience Hotel in New Delhi in early 2014, Verma rejoined the Hyatt family.



NAMRATA CHAWLA

Associate Director of Sales
Hilton Jaipur

Hilton Jaipur has appointed **Namrata Chawla** as Associate Director of Sales. Chawla brings eight years' experience to her new role. Prior to this, at JW Marriott Jaipur Resort & Spa, she was responsible for setting up and streamlining the sales processes leading to its successful launch as a destination wedding hotel. Prior to JW Marriott Jaipur, Chawla was heading Groups and Catering at JW Marriott, Kolkata (2016) and JW Marriott, Bengaluru (2015).



MOVEMENTS?

DANIEL CHAO

General Manager

Novotel Chennai OMR &
ibis Chennai OMR

“

I enjoy discovering new cities in the country I am working in”

Having worked in the hospitality industry as an expat for many years, travelling is a big part of my life. I enjoy discovering new destinations, especially new cities in the country I am working in. I also like spending a quiet vacation at home with my family. My hobbies evolve fairly regularly. Being an avid reader, I like reading both fiction and non-fiction books. I am currently on a fitness binge and am enjoying learning more about nutrition and exercise.

**PARAG SAWHNEY**

General Manager

Conrad Bengaluru

“

I am an ardent percussionist and was a singer in a band in college”

I am an ardent percussionist and I was a singer in a band in college. I also love exploring and experiencing the spirit of every destination I visit. My most memorable holiday was travelling across Europe with my college mates, two years ago. I also especially like Spain and would love to again experience it. In India, I would like to visit Kashmir with my family to relive the memories of an earlier visit with them. I am a culture, music, wine, and food aficionado.

**NASIR SHAIKH**

General Manager

The Westin Pune
Koregaon Park

“

Staying connected to god through meditation has always helped me”

Stress depends on one's perspective. I have always used it as a catalyst to achieve my goal. Staying connected with god through prayers and meditation has always helped me stay calm under all circumstances. The key for me has been the love and attention of my family. One thing about me not many people know is that I am an introvert. Time with family is what I cherish the most. If I have to highlight one such moment, it would be the time with my family in London.

**AMRENDRA KARN**

General Manager

Howard Plaza – The
Fern, Agra

“

I love to cook and try new dishes in my leisure time”

Travelling to new places helps me rejuvenate. I have travelled to Shanghai, Dubai, Frankfurt, Berlin, Interlaken and Paris, but Interlaken and Paris were the two most memorable trips since both places had so much to offer in terms of culture, fashion, and cuisine. In India, I extremely enjoyed travelling to Rajasthan, witnessing its royalty, sand dunes, and desert. I love to cook and try new dishes in my leisure time.



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