

HOSPITALITY Talk

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NORTH INDIA

Radisson Jodhpur opens with 96 rooms

Radisson Jodhpur has opened with 96 rooms and is the first Radisson to open in the city. "I am delighted to welcome our first Radisson hotel to Jodhpur. The hotel's architectural grandeur combined with the brand's service ethos will enthrall guests travelling to the city. We appreciate the commitment that Madhav Heritage has made in this hotel and the trust they have demonstrated in the Radisson brand," says **Raj Rana**, Chief Executive Officer, South Asia, Carlson Rezidor Hotel Group. Spread over 70,000 square feet, the hotel's architecture is reminiscent of Rajasthan's erstwhile culture and style. The room categories include Superior, Business Class, Studio Suite, Single Bedroom Suite, Two Bedroom Duplex Suite, and Presidential Suite.



NORTH INDIA

Taurus Sarovar Portico, New Delhi – IGI Airport opens with 83 rooms

Sarovar Hotels & Resorts has opened Taurus Sarovar Portico, New Delhi – IGI Airport, a property that features 83 elegant guest rooms designed to cater to the taste and needs of modern travellers. This is the second hotel opening of the year by Sarovar Hotels. Commenting on the occasion, **Ajay K. Bakaya**, Managing Director, Sarovar Hotels, said, "We are delighted to be consolidating our presence further in the capital city. The opening of Taurus Sarovar Portico seeks to complement the demand for quality accommodation, especially near the airport, both by business and transiting travellers. Our banqueting facilities will make meetings and events easier, complemented with our signature Sarovar hospitality."



WEST INDIA

Lords Hotels & Resorts signs new property in Jamnagar

Lords Hotels & Resorts has added a new property in Jamnagar, Gujarat, making it the group's 15th hotel property in the state and overall, its 28th. To be launched under the 'Eco Inn' brand, the property is expected to commence operations in the fourth quarter of this year. Lords Eco Inn - Jamnagar will have 65 keys with modern amenities and services. The property will offer guests an elegant banquet hall attached to sprawling green lawns and will also have its trademark multi-cuisine restaurant, Blue Coriander.

WEST INDIA

HICSA 2018 to be held in Mumbai from April 4-5

The annual hospitality event, Hotel Investment Conference-South Asia (HICSA), will take place in Mumbai from April 4-5 at the Grand Hyatt. The first 13 editions were organised by HVS, but this year the conference will be conducted by Hotelivate. Providing confirmation, **Manav Thadani**, Founder Chairman, Hotelivate, revealed, "HICSA is being organised by the Hotelivate team and we have made a few changes to the same. The idea this year is to make the sessions more interesting and interactive. There will be far fewer speakers than before as we have reduced the number of panel discussions and substituted them with more interviews, keynote addresses, and master classes. There is no involvement of HVS at the conference. We believe that with interest levels in hotels on the rise this year, we will have more people registering for the conference."





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SOUTH INDIA

Four Seasons and Embassy Group to open luxury hotel and private residences in Bengaluru

Four Seasons Hotels & Resorts and Embassy Group will open a new Four Seasons hotel and private residences later this year in Bengaluru. Located within Embassy ONE, they will debut as Four Seasons Hotel Bengaluru at Embassy ONE and Four Seasons Private Residences Bengaluru at Embassy ONE in summer 2018. "We are proud to be part of the incredible growth happening in Bengaluru and look forward to introducing a new hub of activity in the city. Whether browsing the shops, dining at one of the restaurants, staying with us at the hotel or living with us as a private residence owner, Embassy ONE will offer a range of luxury experiences. Through our partnership with Four Seasons, guests and residents can expect the highest levels of personalised service that the brand is known to deliver around the world," says **Jitu Virwani**, Chairman and MD, Embassy Group.



CENTRAL INDIA

Sarovar Hotels expands footprint, opens in Chhattisgarh

Sarovar Hotels has launched Singhania Sarovar Portico, Raipur, an upscale hotel strategically located in the hub of the city near AIIMS Hospital. The hotel was inaugurated by Gaurishankar Agrawal, Assembly Speaker, Chhattisgarh Legislative Assembly, in the presence of Ajay K. Bakaya, Managing Director, Sarovar Hotels & Resorts; Rajesh Ranjan, Director of Development, Sarovar Hotels & Resorts and Kevin Wilkins, General Manager, Singhania Sarovar Portico, Raipur. The property has 60 well-appointed rooms offering modern amenities and personalised service. It also offers state-of-the-art business and conferencing facilities, a fitness centre, an all-day dining multi-cuisine restaurant, in-room dining, and a meeting room.



WEST INDIA

InterGlobe Hotels commences construction of ibis Vikhroli in Mumbai

InterGlobe Hotels has announced the commencement of construction of its hotel, ibis Vikhroli, located along Lal Bahadur Shastri Marg in northern Mumbai. The property will have 249 guest rooms. Commenting on the project, **JB Singh**, President & CEO, InterGlobe Hotels, said, "Our customers are at the heart of every decision that we make, and constant innovation through our future-minded approach is a way of life for the company. Keeping these two core InterGlobe values in mind, ibis Vikhroli will be a paradigm shift in the overall design language for ibis hotels in India. We are very excited about the launch of our new product which will feature our new generation rooms and state-of-the-art fitness facilities."



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NORTH INDIA

Sarovar Hotels signs two properties in Katra, Jammu & Kashmir

Sarovar Hotels has signed two new hotels, The Vaishnodevi Sarovar Portico and Shri Vaishnodevi Sarovar Portico, marking the group's footprint in Katra and its growing presence in the state of Jammu & Kashmir. **Anil Madhok**, Executive Chairman, Sarovar Hotels, says, "We are delighted to be signing a deal in yet another pilgrim destination, Katra. Both the hotels are the cities best deals. With Jammu & Kashmir emerging as one of our key markets, we look forward to further growth and increased traffic contribution from our hotels here. We will continue to focus on our expansion and also strengthen our position as we look to spread farther across North India."



NORTH & WEST INDIA

IHG South West Asia Global Showcase 2018 in March

InterContinental Hotels Group is set to host the ninth edition of the IHG South West Asia Global Showcase on March 14 at Holiday Inn New Delhi International Airport and on March 16 at Sahara Star Hotel, Mumbai. The two-city event will see participation from more than 30 IHG hotels and resorts from across the Middle East, South East Asia, Europe, Australasia, and South West Asia. The event will offer attendees an insight into the group's new developments, products, and services. IHG Global Showcase, held across multiple regions of the world, is a buyer-seller networking meet in a semi-formal business environment for corporates, MICE agencies, tour agencies, wedding planners, airlines, and OTAs. Events in Delhi and Mumbai will see exhibitors from globally sought-after destinations, such as Dubai, Singapore, Thailand, Germany, Australia, France, and England, attend the event, representing eminent hotels like InterContinental Berlin, Holiday Inn Paris Montmartre, Staybridge Suites London, and InterContinental Budapest. Over 400 guests from top corporates, travel management companies, and travel agents are expected to attend the event in both the cities.

SOUTH INDIA

Crowne Plaza Bengaluru is now The Oterra

Crowne Plaza Bengaluru is no longer associated with the InterContinental Hotels Group. It will now be known as The Oterra. The hotel management has decided to establish its own brand with a series of hotels ranging from upscale to budget hotels. The property now has an independent identity.

NORTH EAST INDIA

Northeast Odyssey to facilitate hotel and homestay bookings in the region

Northeast Odyssey is an online platform that features an extensive and unified handpicked database of resorts, hotels, and homestays across the north-eastern states of Assam, Arunachal Pradesh, Sikkim, Manipur, Meghalaya, Mizoram, Tripura, and Nagaland. A carefully-curated list of accommodation options vetted by team members provides travellers, tour operators, and destination managers information on everything from a resort's distinct features, tariffs, and special offers to places of interest and things to do nearby along with the latest news and historical and cultural facts about these eight states.

Northeast Odyssey, in partnership with ResAvenue, one of the largest booking engines, also provides an online booking facility where travellers can directly book their stay.



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SOUTH EAST ASIA

La Residence Hotel & Spa, Vietnam, to complete first phase of renovation

La Residence Hotel & Spa is wrapping up work on the first phase of a two-step renovation that will stand as the most dramatic pivot in its short history. Every one of the hotel's 122 rooms is on the verge of an extreme makeover. Its spa stays in the same place but consumes more of its ground floor location, and will feature new facilities, furnishings, and equipment. The rooftop fitness centre will relocate to a new venue beside the spa, and likewise come back online with a new line of fitness equipment. The swimming pool will be nudged from its present location to a new spot outside the hotel's flagship restaurant, Le Parfum, and lure swimmers with a new pool bar.



ASIA

Asia Pacific's first Hyatt Centric hotel opens in Tokyo

Hyatt Hotels has opened Hyatt Centric Ginza Tokyo, the first Hyatt Centric hotel in the Asia Pacific region. The 164-room hotel is located on Namiki-dori street, which is dotted with art galleries and small studio offices. "We are excited to announce the introduction of the Hyatt Centric brand to the Asia Pacific region, and particularly to Ginza, Tokyo, a destination in itself and in the heart of Japan's vibrant capital. Hyatt Centric Ginza Tokyo is the 19th addition to the brand's worldwide portfolio, and as the brand's first hotel in Asia Pacific, it marks a significant milestone for both the Hyatt Centric brand and Hyatt. As we celebrate this expansion, we look forward to the future growth of the brand," says **Sam Sakamura**, Vice President, Hyatt – Japan and Micronesia.

NORTH AMERICA

Country Inn & Suites, Bakersfield, opens after multimillion-dollar renovation

Country Inn & Suites by Radisson has announced the opening of Country Inn & Suites by Radisson, Bakersfield, CA. The hotel recently completed a \$2 million renovation, which includes upgrades throughout the hotel and the installation of new technology to reduce the hotel's carbon footprint. These additions include solar panels, LED lights, a temperature control system to reduce energy consumption, and charging stations for hybrid cars. "We are proud to see this refreshed and environmentally friendly hotel be the first to open under our brand's new name, Country Inn & Suites by Radisson," says **Aly El-Bassuni**, Senior Vice President, Franchise Operations, Americas, Carlson Rezidor Hotel Group.



14TH HOTEL INVESTMENT CONFERENCE - SOUTH ASIA (HICSA) 2018

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NOTABLE SPEAKERS

Arne M Sorenson, President & CEO, Marriott International
Ashish Jakhanwala, Managing Director and CEO, SAMHI
Deep Kalra, Chairman & Group CEO, MakeMyTrip
Deepak Bagla, Chief Executive Officer & MD, Invest India
Dr. Ankur Bhatia, Executive Director, Bird Group
Gaurav Bhushan, Global Chief Development Officer, AccorHotels

Katerina Giannouka, President - APAC, Carlson Rezidor Hotel Group
Nakul Anand, Executive Director, ITC Limited
Patu Keswani, Chairman & MD, Lemon Tree Hotels Limited
Puneet Chhatwal, Managing Director & CEO, Taj Hotels Palaces Resorts Safaris
Ritesh Agarwal, Founder & CEO, OYO Rooms
Siddhartha Gupta, Managing Director Real Estate, The Blackstone Group

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WORLDWIDE

AccorHotels' onefinestay launches Higher Living, a new concierge programme

Onefinestay, the luxury private rental brand by AccorHotels, has announced its concierge programme, Higher Living, granting all guests access to onefinestay's brand of services and experiences. The company has made the new programme standard for all guests, starting with their first stay and extending into their lives. Throughout the year, via a mobile concierge developed leveraging onefinestay's sister company John Paul's expertise in the space, guests will be given access to individualised travel and lifestyle services that they'll be able to use during and after their stay, with concierges on hand to answer the guests' travel and lifestyle needs. The programme is powered by onefinestay's unique model of high-touch, curated service and its global network of hospitality, dining, and experiential vendors and service professionals, allowing them to handle all arrangements to exacting specifications, anywhere in the world.



MIDDLE EAST

Aloft Hotels comes to Dubai, more openings on the cards

Marriott International has opened Aloft Palm Jumeirah, the first Aloft to open in the city of Dubai, UAE.

Located on the eastern crescent of the Palm Jumeirah, the property offers 206 loft-inspired guest rooms. Rooms are also equipped with SPG Keyless, a mobile check-in system where guests can utilise their mobile phones as room keys. The property also features two on-site Tactic meeting rooms with outdoor function spaces that are equipped with state-of-the-art audio-visual equipment. Aloft Palm Jumeirah is 45 minutes from Dubai International Airport and 90 minutes from Abu Dhabi International Airport. "We are thrilled to celebrate the opening of our first Aloft in Dubai. We see a strong demand for Aloft properties in the region as the brand continues to redefine the traditional hotel experience with its vision and innovation. In the UAE alone, the brand will double its portfolio in the next three years with five new openings," says **Alex Kyriakidis**, President and MD, Middle East and Africa, Marriott International.



WORLDWIDE

Wyndham Worldwide and La Quinta Holdings announce acquisition agreement

Wyndham Worldwide and La Quinta Holdings have entered into a definitive agreement under which Wyndham Worldwide will acquire La Quinta's hotel franchise and hotel management business for \$1.95 billion in cash. The acquisition is expected to close in the second quarter of 2018. Under the terms of the agreement, stockholders of La Quinta will receive \$8.40 per share in cash (approximately \$1.0 billion in aggregate), and Wyndham Worldwide will repay approximately \$715 million of La Quinta debt net of cash and set aside a reserve of \$240 million for estimated taxes expected to be incurred in connection with the taxable spin-off of La Quinta's owned real estate assets into CorePoint Lodging.

EUROPE

Hotel Vier Jahreszeiten Kempinski, Munich, unveils new rooms and suites

As part of its 160th anniversary, Hotel Vier Jahreszeiten Kempinski, Munich, has renovated its rooms and suites. Designers Pierre Court and Colin Finnegan are responsible for the new design concept of the rooms, suites, and corridors. Guests have already begun to experience this special ambience whilst walking along the carpeted floors, representing the Isar River, leading to their rooms and viewing the over-sized replicas of historic nineteenth-century paintings of the metropolis which adorn the corridor walls. The theme continues throughout the rooms and suites. While 59 rooms and one of the presidential suites were already renovated in 2017, a further 39 rooms and suites, as well as one more presidential suite will be finalised this summer.





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Asian selection for Gelato World Cup at FHA2018

The Asian Gelato Cup, the first official Asian selection for Coppa del Mondo of Gelateria (Gelato World Cup), will be held from April 24 to 27, 2018, in conjunction with Food&HotelAsia (FHA).

Organised by UBM and supported by the Singapore Pastry Alliance, 12 teams from 10 Asian countries and regions have been confirmed for the Asian Gelato Cup at FHA2018, out of which three teams will emerge as winners and will get to represent their cities at the Gelato World Cup 2020 in Rimini, Italy. The winners will be selected by an esteemed panel of judges, including President of the Gelato World Cup, Giancarlo Timballo, who will be the head judge; Chef Jackie Ang Po, Philippines' television celebrity and Louis Tanuhadi, General Secretary of Indonesian Pastry Alliance. Medals and certificates will also be given out for Best Gelato Cake, Best Plated Dessert, Best Artistic Showpiece, Best Tasting Gelato, and Best Team Spirit.

"With the changing F&B landscape in the region, the potential to tap into consumers' taste buds through frozen novelties will offer new opportunities for industry players. The inaugural launch of Asian Gelato Cup is set to encourage individuals, business, and entrepreneurs in Asia to join the global frozen dessert industry and tap into a market segment which is worth billions of dollars worldwide," says **Rodolphe Lameyse**, Project Director, Food & Hospitality, UBM. Adding to this, **Giancarlo Timballo**, President, Coppa del Mondo of Gelateria, says, "Introducing the Asian Gelato Cup here in Singapore at FHA2018 is the ideal choice as Asian consumers are becoming more discerning and diverse in their healthy lifestyle choices and their desire for high-quality food ingredients, even in desserts. We look forward to growing the culture of gelato-making in the region."

Food&HotelAsia is now in its 40th year and will house its biggest-ever industry congregation with 4000 international exhibitors from more than 70 countries and regions, an increase of over 800 exhibitors (25 per cent) compared to its last edition. Having begun as FoodAsia and HotelAsia in April 1978, FHA has grown in size. Recognising the industry's need to be agile and adjust along a changing economic landscape, specialised sectors were gradually introduced to enable international companies to extend their business to serve new vertical markets. Today, FHA is an international showcase of food and hospitality products, equipment, and solutions for six specialised sectors, from F&B products, ingredients and equipment to food service and hospitality equipment and solutions, speciality coffee and tea products, as well as from ingredients and equipment to hospitality technology services and solutions.



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JOINING the right dots

Puneet Chhatwal has returned to India after 30 years as the Managing Director and Chief Executive Officer of IHCL. Prior to this, Chhatwal was the CEO and member of the Executive Board of Steigenberger Hotels AG – Deutsche Hospitality. Here is an excerpt from his speech at the Global Hospitality Conclave held at The Leela, Gurugram, earlier this year, where he talks about his journey and the expectations he has from the market.



Anupriya Bishnoi

HOW DOES IT FEEL TO COME BACK? WHAT CHANGES HAVE YOU OBSERVED IN THE COUNTRY IN THE LAST FEW YEARS?

There are two ways to look at it: one, not much has changed and second, everything has changed. I would say not much has changed because we still have a rich heritage and culture, and our values have actually become stronger. From an everything-has-changed perspective, there was no hotel beyond Centaur, there was no Aerocity, and the airport terminal was not like it is now. The same story is relevant for Bengaluru, Mumbai and other places as well. That said, things have changed in the rest of the world as well, so it's not that the world has stayed stationary and only India has changed. I have to acknowledge that a lot of change that has transpired in the country is positive. Something that's not really positive is the increase in population; it has resulted in a lot of pressure on traffic.

AFTER MANAGING HOTEL CHAINS OVERSEAS, TELL US WHAT THE KEY HIGHLIGHTS HAVE BEEN FOR YOU.

When I was in Carlson, I was interested to grow their Country Inn & Suites brand. In a European environment, growing Country Inn was like growing grass in a desert.

So, I got a good training while growing that brand. Then came 9/11 and as a part of restructuring, it got sold to the Rezidor Hotel Group for \$4 million.

That became a turning point in my life and I got to work with a legendary hotelier who retired from the group in 2014. He was the CEO of SAS Hotels, which first became Radisson SAS and then went on to being Radisson Blu. We

were signing a deal every week and opening a hotel every 10 days. This was another turning point in my life. Lastly, when I was transitioning to Carlson, Asia Pacific, everything was almost done and then came an opportunity from Steigenberger Hotels for me to meet with the Chairman of the Board and two weeks later, I ended up joining them and staying for five years. I then got a proposal from IHCL and here I am.

WHERE DO YOU PLACE THE INDIAN MARKET ON THE GLOBAL MAP? IS THERE MORE OPPORTUNITY HERE?

It depends on how you look at it. When you say Indian market, if we look at money, the money is still made in five to six key markets in India that include Mumbai, Delhi-NCR, Chennai, Bengaluru, Goa, and Kolkata. I think there will be phenomenal growth in primary and tertiary markets. The opportunity is huge not only in India but the Indian subcontinent as well, more so because domestic demand is very strong in India. I don't think the Indian market is dependent on the 10 million foreign arrivals. Though that is nice to have, domestic demand is very important. I do feel there is a very strong domestic base, there is a huge population of youngsters, lot of FMCGs, and automobiles are being sold like never before; I don't think that is going to stop.

ARE METRICS LIKE OPERATIONS, GOVERNANCE AND DEVELOPMENT EASILY REPLICABLE IN A NEW MARKET?

I don't think like that. I always adapt myself instead of asking people to adapt and then see, within the same system, what is the best value you can drive. It has helped me in the last five years and that too in a German environment. I do believe Indians are very skilled, but if there is one thing that I may say without being wrongly quoted is that I think we still have a long way to go when it comes to attitude of excellence and collaboration; I have been trying to study this for the last



two months. We have such a large population and such few opportunities that there is a lot of competition. As a child, you grow up competing rather than collaborating. If we can grow the culture of collaboration and synergise, then I think scaling will be very easy for us. Not only in the Indian subcontinent but beyond our national frontiers, we could achieve far more than what we are achieving today.

In terms of culture of excellence, I feel that sometimes we are good, sometimes we are very good, but sometimes when it comes to pricing, we have a long way to go. We charge huge amounts in palaces and resorts, but our ability to charge in secondary and tertiary markets is low. We can improve this with collaboration. We have to expose this talent, invest in it, and hope some will come back, some will go away.

WHAT WILL BE YOUR PRIORITY AT TAJ FOR THE BRAND AND IN TERMS OF YOUR NEW ROLE?

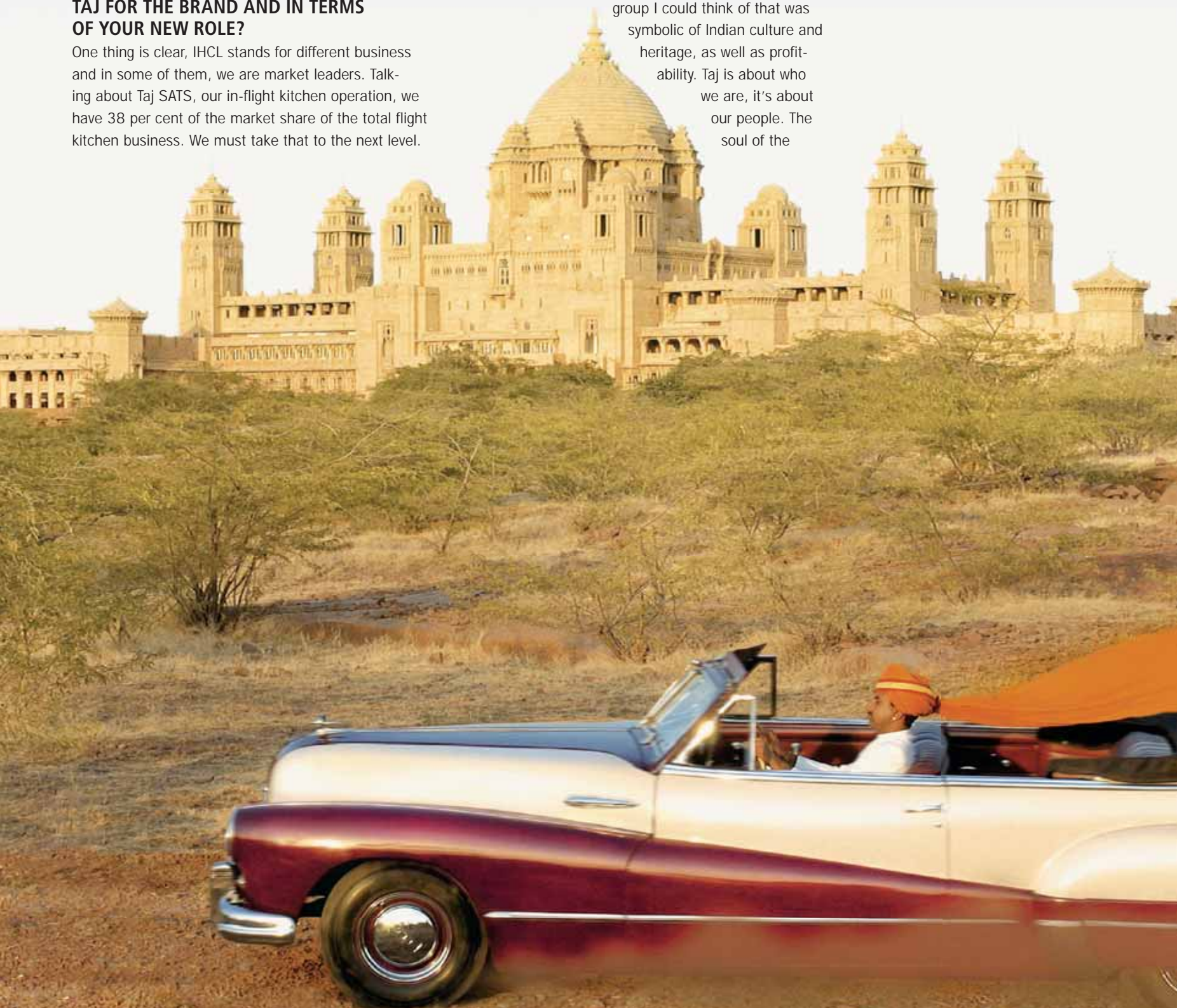
One thing is clear, IHCL stands for different business and in some of them, we are market leaders. Talking about Taj SATS, our in-flight kitchen operation, we have 38 per cent of the market share of the total flight kitchen business. We must take that to the next level.


We have a very good opportunity with Roots Corporation, which is a joint venture between us and Tata Capital. With the Ginger brand, the opportunity in the Indian subcontinent is huge. If we get approval from the Board, we will take this forward very strongly. There is a lot of young energy in the group today.

GIVE US AN INSIGHT INTO THIS CHANGE IN THE SENSE OF CULTURE, CONSIDERED BUREAUCRATIC IN THE PAST.

I don't know about the past, but let me say I am very impressed. That was a very important factor of my decision to come back. We are operating in a 'glocalised' world. It's actually people who make the difference. I was very impressed with only one interaction. In a 'glocalised' world, 'global' is fantastic because that is your playing field and 'localised' is equally special because the reality of a local market is something you cannot ignore. There was no other

group I could think of that was symbolic of Indian culture and heritage, as well as profitability. Taj is about who we are, it's about our people. The soul of the





company could be seen in how its people behaved and interacted when The Taj Mumbai came under attack, where employees went in front of the guests and saved them. There have been case studies written on it in Harvard and other institutions of repute. This was one of the decisive factors.

ARE YOU POSITIVE ABOUT GLOBAL EXPANSION?

There are a lot of people who have done it. We are not short of resources, we have access to a lot of capital. It's just about putting the right dots in the right spots and taking calculative risks, if we are taking risks at all. I don't believe in the philosophy of being asset-light only. Growth must be defined as 'SMART', where 'S' means Strategic, 'M' stands for Margin Enhancing, 'A' stands for Asset Management, 'R' is for Relationship, and 'T' is for Tracking. In my opinion, the opportunity is huge, the engagement is huge, so I don't see a big block coming our way.

“

There was no other group I could think of that was symbolic of Indian culture and heritage, as well as profitability

”

AN EVENING OF VISION & PERSPECTIVE

Horwath HTL recently organised a CEO Roundtable session in Mumbai that saw attendance from the who's who of the hospitality industry. The stimulating session was followed by cocktails and dinner where camaraderie and light-hearted banter took over.



INDIA

A Market

In an exclusive interview with **Christopher J. Nassetta**, President and Chief Executive Officer, Hilton, we get an insight into the brand's plans to operate 34 hotels in India and its growing technology-centric workforce.



 Devika Jeet

THE MARKET OF INTEREST

India's economy is rapidly progressing and we continue to see great potential for the travel and tourism industry, which accounts for 9.6 per cent of the country's GDP and is a high priority for government leaders. At Hilton, we see India as a key market and we've dedicated the last few years to establishing our infrastructure

and building a strong reputation that will help us drive rapid expansion in the country.

As a truly global company with more than 5,100 properties that welcomed a record 150 million customers last year, we're committed to sharing our unique hospitality with travellers all around the world.

In India specifically, we have a multi-brand, multi-partner, high-growth strategy that has positioned us to more than double our footprint in the short term, from 15 hotels currently open to 34 total hotels operating once we've brought our current pipeline to life. We're thrilled to have a presence in several major cities in India, including Delhi,



Mumbai, Bengaluru and Pune, and we look forward to opening many more properties in the years to come.

Overall, we expect India will continue to be a market of interest for the global hospitality industry in the years ahead. In addition to the positive trends we're seeing in the business travel, MICE and luxury segments, India also has incredible destination appeal. From its rich cultural and historical heritage to the many natural wonders across the country and its booming wellness tourism sector, India has countless experiences to offer to visitors. Domestic tourist visits are also growing faster. Our priority is to stay focused on driving occupancy, particularly as average room rates continue to climb upward.

ATTRACTING AND RETAINING TALENT

Attracting and retaining talent across our industry continues to be a challenge, and it's something that we're very focused on at

Hilton. One of our biggest priorities is combatting the misperceptions that many people have about working in this business. It's all about helping potential team members understand that working in a hotel isn't a low-end service job. This is especially important in countries like India, where a growing technology-centric workforce can truly thrive in an industry like hospitality. In fact, our industry offers upward mobility unlike any other, and we have a wide range of opportunities available from data and analytics to marketing, front office, finance, and so much more.

When we think about growing our business, we know a big piece of this is growing and sustaining our talent pool across a wide range of functions and capabilities, and within a multinational, multicultural setting. That's why we're hugely focused on creating a diverse and inclusive culture around the world, and particularly promoting gender diversity in regions like Asia Pacific where it's most needed. We care deeply about ensuring our team

members have the opportunities and resources they need to be at their best every day, whether that's training and development, exciting leadership opportunities, world-class benefits and perks, or even our industry-leading Go Hilton team member and Family & Friends travel programme. By investing in our team members, we're able to not only attract and retain the world's best talent, we're also able to inspire them to deliver truly exceptional hospitality.

PLANS FOR 2018

We've had a fantastic 2017 at Hilton, thanks to the incredible contributions of our 360,000 team members around the world. This year, we'll continue to innovate across every level of our organisation, always with our ultimate goal in mind: to be the most hospitable company in the world. From launching unique new brands to rolling out exciting technologies that give guests unprecedented levels of choice, 2018 promises to be another outstanding year for us.



COMPLY AND PREVENT



Ensuring that all hotel and restaurant establishments are well-equipped to deal with a fire exigency is the need of the hour. **Dilip Datwani**, President, Hotel and Restaurant Association of Western India (HRAWI), tells us how following protocol is a must to make these business undertakings safer.



HT Bureau



WHAT DOES HRAWI DO TO ENSURE SAFETY IN RESTAURANTS?

The Hotel and Restaurant Association of Western India (HRAWI) is an association representing the voice of hotels and restaurants, and serving in the interest of the industry. As a responsible body, we first ensure that memberships are allotted to only those enterprises, be it hotels or restaurants, which are compliant with the law. This includes complying with the mandated safety requisites laid down by the authorities. From time to time, HRAWI also circulates an advisory on safety norms for hotel and restaurant establishments. The advisory outlines the dos and don'ts, risk assessment methods, areas to be covered, and everyday safety tips.

HRAWI regularly conducts seminars on various subjects, including fire prevention. The seminars are conducted by leading experts in their respective fields to keep our members updated. Within the scope of things that we can do as an association, we ensure that we are on top of it.

















HOW DO YOU HELP MEMBERS FOLLOW SAFETY NORMS?

As mentioned earlier, memberships are allotted only to the enterprises that are compliant with the law. Besides organising seminars, the association issues advisories from time to time that serve as reminders and also reiterate the need for safety of patrons as well as staff. Our members are diligent in maintaining standards and following protocol. Even post the unfortunate Kamala Mills fire incidence, the association issued an advisory for fire prevention and many members came forth in suggesting and seeking information on fire-related safety measures.





ACCORDING TO YOU, HOW CAN NORMS BE MADE MORE STRINGENT TO AVOID MISHAPS?


One of the foremost things that we must do is follow protocol. A business should realise that any negligence, whether voluntarily or in error, can cause irreparable damage. Regular audits are mandatory and should not be ignored under any circumstance.

ADVISORY FOR FIRE PREVENTION







-  Assess the adequacy of the existing fire protection measures in your establishment.
-  Provide and maintain the necessary firefighting equipment, like fire extinguishers, fire hydrants, fire alarms, and sprinkler systems.
-  Storing of gas cylinders should be in a space which is open and from where any leakage of gas can easily escape without it getting collected inside.
-  Exits and escape routes should be earmarked with fluorescent signs and should be clear of obstructions.
-  Emergency lighting should be installed.
-  Electrical mains should be marked and staff should know how to switch them off.
-  There must be a clear-cut hierarchy of management as well as staff responsible for handling emergencies like fire.
-  A designated staff collection point should be fixed with a board painted 'Fire Assembly Point', in case of fire and emergencies, where staff should assemble.
-  An emergency plan must be in place and staff must take control of the situation and lead customers to safety.
-  The fire drills and training of staff should be conducted regularly and all records be maintained periodically.
-  Evacuation procedures need to be streamlined and explained to the staff.
-  CPR training and first-aid training should be provided to staff.
-  A crowd manager should be there for events where crowds are expected.
-  Plan how residual risk is to be managed and implement any remedial actions that may be necessary as a result of the assessment.
-  Fire risk assessment should be reviewed periodically and inspections done regularly.
-  Keep the numbers of the fire brigade department handy.

DOs

-  Fire hydrants should be functional and should be checked regularly.
-  Deposits of grease building up in extract ducting and the fuel used for cooking can also be hazardous. Portable equipment introduces further hazards as gas escaping from LPG cartridges and the careless operation of LPG flambé lamps or chefs' blowlamps can result in fires and serious injury.
-  Use fire-retardant material for temporary and rainwater sheds. Do not use plastic and bamboos or tarpaulin as they are fire-prone.
-  Rubbish, dead stocks, and scrap should be continuously cleared and not allowed to block passages and doors.

-  LPG leakage detectors should be installed in kitchen and the kitchen should be well-ventilated.












DON'Ts

-  Do not block the fire exits or entrances and keep them open and not locked.
-  Do not store fuels in storage places.
-  Do not allow cooking in lofts.
-  Do not run gas pipes through ventilation ducts or false ceilings.
-  Do not keep extra spare cylinders.
-  Never throw water on a grease fire. Water tossed into grease will cause grease to splatter, spread, and erupt into a larger fire.





DOs & DON'Ts

RISK ASSESSMENT


A self-risk assessment must cover the following:

-  Combustible materials such as elements of the structure itself, the surface linings, decorations and furnishings, and their likely performance in the event of a fire.
-  Live fires or live cooking counters in the restaurant.
-  Placement of tables and chairs, and routes to the exits.
-  Unobstructed fire exits to permit ready passage through fire exit doors.
-  Fluorescent signs and emergency lighting for fire routes and exits.
-  Fire safety equipment to not be expired.
-  Rear of kitchen to be kept open during working hours.
-  Gas pipelines to be checked for erosion and leakage.
-  Stock of first-aid kits to be checked regularly.
-  Tandoor to be kept away from gas ranges and gas bank.
-  Members must comply with all licensing conditions of municipal authorities and fire norms.

TIPS




-  Have an automated fire control system installed.
-  Always have backup equipment. Fire extinguishers aren't something that are used regularly, which unfortunately gives the possibility of them not working at the time of use. This is why it's important to have several backups, like sand buckets available in different locations not only within the kitchen but other parts of the restaurant as well.
-  Have the right equipment available. While fire extinguishers and sprinkler installation is important, making sure that you have other things such as fire blankets is equally important.
-  Regularly maintain your electrical equipment. Your electrical

system, as a whole, should be surveyed regularly, although between surveys you must train your staff on watching out for old or frayed wires which may be a danger, as well as watching for multiple high-voltage appliances plugged into one outlet, which can cause a short circuit fire. While all fires are difficult to deal with, unless they are dealt with at a very early stage, an electric fire is extremely difficult to deal with because it spreads quickly. One of the most common causes of electrical fires is short circuiting.



-  Rearrange your kitchen and ensure that potentially dangerous appliances are away from one another. For example, if you have your deep fat fryers located next to wall sockets, move the fryer to a different part of your kitchen.

PREPARATION

It's important that you and your staff know how to react.


-  Shut off the power and ensure that at all times there is someone responsible and trained to shut off the power and fuel supplies to your kitchen to contain the fire.
-  To stop the fire from spreading and further damaging your restaurant, make sure that there are multiple people trained to deal with shutting off both the electrical power and the fuel supplies for your kitchen. This will prevent the fire from spreading as well as prevent a potential gas explosion.
-  There must always be an evacuation plan in place. While the fire is most likely in the kitchen, fires can spread quickly so it is important that you get everyone who is in the restaurant, outside of the restaurant. In order to have this done efficiently, there must always be an evacuation plan in place, and if changes are made to the restaurant, these changes must be accounted for in the plan. This


plan should account for the capacity and access points of the restaurant. Keep staff members who are responsible for the evacuation and are trained to get everyone out of the building efficiently and safely. Practice evacuation and fire drills on a regular basis. This will ensure that all of your staff members are fit to deal with the unfortunate situation if it were ever to break out.


-  It's important that your staff is trained in tackling fire. This will ensure that your staff knows how to deal with a fire as well as remain calm while doing so.
-  Check your first-aid kits regularly. It's important that the first-aid kits that you have are up to date as well as full of the necessary equipment to deal with a variety of situations, one of them being a fire. Make sure that you have multiple first-aid kits around your restaurant and make sure that they are properly organised so that an injury is dealt with as soon as possible.


KITCHEN GREASE


Kitchen grease is one of the biggest pains of working in a kitchen. Not only is it dangerous to work with, but if one drip hits the floor, it must be cleaned up immediately and cleaned up properly to ensure that the floor does not become a danger to workers.


 It's important to ensure that both fryer and the vents are cleaned regularly in order to ensure that a build-up of grease does not become a fire hazard.


 After cleaning, make sure that all parts of the fryer are in their correct places.

 Consult a professional to ensure that the harder-to-reach parts of the fryer system are cleaned efficiently.

 Given that in a kitchen you are working with grease regularly, it's important to clean the whole kitchen every day or at the very least, every other day.

 When it comes to cleaning grease, it can be a real pain. Have your greasy rags professionally cleaned.

 Remove ash from wood and charcoal-burning ovens at least once a day. Store outside in metal containers, at least 10 feet from any building or combustible materials.

 Make sure cigarettes are out before dumping them in trash

IT IS THE LITTLE THINGS THAT COUNT

While the bigger pointers are important, smaller pointers such as ensuring that your first-aid kits are prepared properly are the things that really count when running a business. Have properly-marked exits, efficiently-marked first-aid kits, and clean up spillages. These are the little things that can make or break your business; take care of your business and it will take care of you. Prominently display a board stating 'This eating house premises is fire safety compliant'. Display the NOC from the fire department or certificate from the fire equipment provider that all extinguishers are renewed and in working condition.

Buyers



Brilliant concept and to the point, I am glad to be a part of this show. They are very important for the segment to grow since meeting the right people is extremely crucial.

Mahendra Vakharia
Pathfinders Holidays



There are very few shows in India that are about getting the work done and this is one such event that has managed to make it purely about business.

Nagsri Prasad Sashidhar
Mercury Travels



Travel Experiential Show opened a new window for exhibitors and buyers to come under one platform and develop experiential journey.

Radhika Khanijo
Welgrow Travels



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BUDGET

A long w

Announcements at the Union Budget 2018-19 did not hold much for the hospitality sector. A lot to be done to give the sector the required boost. The sector's potential n



Anupriya Bishnoi

Finance Minister **Arun Jaitley** presented the Budget for the year 2018-19 in the Parliament on February 1. Talking about development in aviation and infrastructure, Jaitley announced expansion of airport capacity by five times to one billion trips a year. In a bid to boost tourism, the government announced that 10 prominent tourist sites will be developed into iconic ones and visitor experience will be enhanced at 110 Adarsh monuments under the Archaeological Survey of India (ASI). He also said that 4000 km of railway track will be laid down by 2019, along with the redevelopment of 600 railway stations across the

Budget 2018: Way to go

A common sentiment is that the hotel industry was neglected once again and there still remains a lot of work to be done. The industry's needs to be clearly understood and it must receive the recognition it deserves.

The government's budget for 2018-19 is a landmark one for the country. Capital expenditure of ₹ 148,528 crore will be done for the Indian Railways in 2018-19. Jaitley, in his speech, said that the Centre's flagship regional connectivity scheme proposes to provide air connectivity to 56 unserved airports and 37 unserved helipads. While Mumbai's transport system is being expanded, a suburban network of 160 km is planned for Bengaluru. Despite all this, there is no direct boost to the hospitality sector. It has been seeking relief in a lot of aspects from the government, but has been left to make peace with whatever is being offered. Benefits like uniform laws and single-window clearance have been ignored again.





JB SINGH
President & CEO
InterGlobe Hotels

LOOKING AT A PROGRESSIVE FUTURE

Overall, the Budget points towards a more progressive future. Several initiatives from the infrastructure standpoint will help boost growth and in turn impact tourism positively. Primary among these are the proposed plans of improving

intra-city train networks in Bengaluru and Mumbai, as well as completion of close to 9,000 kilometres of national highways. Additionally, the Budget also provides a huge boost to the aviation industry with plans of increasing the number of airports to almost five-fold from the current number. This will increase mobility for

the entire nation and provide a major fillip to tourism. On the financial side, reduction in the corporate tax rate to 25 per cent for companies under the ₹250-crore turnover mark will likely increase redeployment of capital among SMEs; this should increase travel and further boost hotel and tourism-related growth.



VIVEK BHALLA
Regional Vice President - South West Asia
InterContinental Hotels Group

RECOGNISING TOURISM

The Union Budget 2018 is very encouraging for India's travel, tourism, and hospitality sectors. The decision to increase airport capacity and improve regional air connectivity are particularly welcome since domestic travel is a major growth driver for the tourism industry. Also

noteworthy is the creation of integrated development of iconic tourist circuits, which will involve marketing of these destinations on international platforms, augmenting local infrastructure, technology, and skill development. The budget allocation to the Ministry of Tourism has seen a 21 per cent jump, which shows

that the government recognises the multiplier effect that tourism and hospitality have on the economy.

All these initiatives are expected to raise India's profile as a global tourist destination and boost investor confidence in the country even further.



RITESH AGARWAL
Founder & CEO
OYO

GST STILL BEING LEVIED ON DECLARED TARIFF

This year's Union Budget stood for entrepreneurship, employment, and quality of life. The announcements made will benefit MSMEs, including small hotels. At OYO, we have a network of over 3500 exclusively-controlled hotels in the MSME sector and we believe that the Budget will facilitate the growth of our partners. The Mudra loan allocation of ₹3 lakh crore will help

in enabling SMEs to generate more jobs while creating thousands of new entrepreneurs as well. One major change which we were expecting was GST being levied on the actual price rather than the declared tariff for hotel accommodation. We'll continue to engage with the government to make this happen, which will leave no room for litigation and benefit the hospitality industry. The government's decision of developing 10 model destinations across India

and investing in strengthening the country's airport network and infrastructure will boost the tourism sector. The reduction of corporate tax is a welcome move, but we are hoping the limit to be pegged higher than ₹250 crore so as to benefit more corporate entities. We appreciate the measures taken by the government to keep the alarming pollution levels in control; this is a major step towards ensuring the quality of life for citizens.



DILIP DATWANI
President
Hotel and Restaurant Association of Western India

SECTOR'S POTENTIAL IGNORED

The hospitality industry feels dejected and is extremely disappointed with the Union Budget. Tourism contributes 7.5 per cent to India's overall GDP and hospitality is the backbone of tourism. Hospitality is the single biggest contributor to India's tourism GDP and its growth, decline or stagnancy directly reflect

on the health of tourism in the country. The Foreign Exchange Earnings (FEE) from tourism amount to roughly \$23 billion and once again, the largest chunk of this earning is generated by the hospitality industry. Employment generation, which is one of the focus areas for the government, has the biggest support of the hospitality sector. It directly employs over 12 per cent of

the Indian workforce and is one of the biggest employers of unskilled and semi-skilled labour. According to a KPMG report, the hospitality sector is expected to grow at a CAGR of 16.1 per cent to reach ₹2796.9 thousand crore in 2022. Despite having hospitality as an asset at its disposal which can propel the country's growth, the government has yet again chosen to ignore its potential.

VINEET VERMA

Executive Director & CEO
Brigade Hospitality Services

SECTOR'S IMPORTANCE GOES UNNOTICED

While we commend the Budget overall, we only wish that the tourism sector had received the importance that it truly

deserves. For instance, a uniform policy across India to govern hospitality and tourism, including an effective single-window clearance mechanism for expeditious clearance of projects, would

have been appreciated. Hospitality and tourism are among the fastest growing sectors generating potential employment for millions and these sectors deserve increased attention.

**RISHI PURI**

Vice President
Lords Hotels & Resorts

FALLEN SHORT OF EXPECTATIONS

Undoubtedly, infrastructure development and improving connectivity will help the tourism sector, however, with no specifics spelled out, we are

not exactly sure how it could benefit the hospitality sector. We were hoping to hear from the Finance Minister, reforms on taxation which would have made Indian tourism competitive with neighbouring

countries. While ease of living has been given importance, ease of doing business remained a dormant subject. This year's Budget has fallen short of expectations for hospitality.

**PARAM KANNAMPILLY**

Director
Concept Hospitality

SECTOR IGNORED AGAIN

The Union Budget this year, like many previous budgets, has ignored the hospitality and tourism sector. The industry was waiting anxiously for the Finance Minister to make

some concrete announcement, however, nothing happened. The only silver lining that I see is the increase in spend on infrastructure which will help the sector. Increased connectivity will give rise to hotels in

new towns and cities. It might also result in higher occupancies and better ARR's. The increase in corporate tax threshold will help the sector, however, this will be restricted to medium and small-sized entities.

**AJAY K. BAKAYA**

Managing Director
Sarovar Hotels & Resorts

NO RELIEF IN TAXES

The positives in the Budget are rail infrastructure, Bharatmala project, an impetus to farmers, heritage city development, and healthcare. The

move towards solar energy and Operation Green is welcome. However, ₹ 60 crore to push airport capacity is too little and nothing concrete has been done to

combat pollution. The lack of relief in taxes to companies with a turnover of less than ₹ 250 crore and taxing long-term capital gains are also in the negatives.

**SONICA MALHOTRA**

Joint Managing Director
MBD Group

AN INCLUSIVE BUDGET

Overall, the Budget is an inclusive one with primary focus on infrastructure, health, agriculture, and education. The introduction of several initiatives to improve the infrastructure and development of suburban railway networks in cities like Mumbai and Bengaluru augurs well for the travel and tourism sector and will reinforce India's image as a more tourist-friendly destination. Additionally, the Budget's focus on improving

the aviation industry with plans of increasing the number of airports to almost five-fold from the current number will enhance the connectivity and mobility of people and in turn provide a significant fillip to tourism. Also, substantial investments pertaining to the development of arterial roads will push inbound arrivals and boost the travel and tourism sector in India. Also, the proposal to develop 10 prominent tourist destinations is certainly a welcome move and

another step in the right direction as it will channelise more investments in the hospitality sector and will attract both inbound and outbound travellers. This will have a positive impact on our newly-launched bed and breakfast brand, MBD Express. However, we were expecting the Budget to address some important issues like introducing tax incentive schemes and granting infrastructure status to the sector, which would have further benefitted it.





GAURAV SINGH

Multi-property General Manager

Courtyard by Marriott and Fairfield by Marriott, Outer Ring Road and Fairfield by Marriott Rajajinagar, Bengaluru

PROMOTING TOURISM, NOT HOSPITALITY

While every year the Budget speaks on promoting tourism, the steps we take thereon are not aligned to support the industry. The sector is still viewed as elitist and attracts maximum taxation, which does

not make sense if the focus of the country is to improve its foreign arrivals. We seriously require reducing the taxation to support growth since the overall tax rate applicable on tourism and hospitality offerings is relatively high in India when compared to other countries. This

will bring things more at par by streamlining the GST. The other major focus needs to be on ease of getting clearances and a single window for hotels and restaurants to operate. Currently, operators require more than 40 different licences to run the business.



GAURAV APTE

General Manager

Courtyard by Marriott, Ahmedabad

A PEOPLE-FRIENDLY BUDGET

A lot of attention has been laid on bolstering the Indian Railways in Budget 2018-19. As people travel more, the hospitality industry will surely benefit. There is a focus on

passenger safety and security.

A large portion of ₹ 1.48 lakh crore allocated to railways will drive capacity expansion to cater to the rising demand. Overall, five lakh Wi-Fi hotspots will be set up in rural

areas to provide easy internet access. We are happy to see that tourist amenities at 110 monuments under Archaeological Survey of India will be upgraded. It is a people-friendly budget.



SHIPRA SUMBLY KAUL

General Manager

Holiday Inn Express & Suites Bengaluru Racecourse

NO DIRECT IMPACT

The Budget is more focused on agriculture. It is also looking at improving infrastructure facilities and health benefits for

the lower income strata. The attempt to preserve and protect heritage cities is remarkable and might help boost tourism. The Budget does not directly indicate

any impact on the hospitality sector. There might be some indirect impact, which we need to wait for once the policies are executed.



ROHIT JHINGAN

Director - Sales & Marketing

The Pllazio Hotel, Gurugram

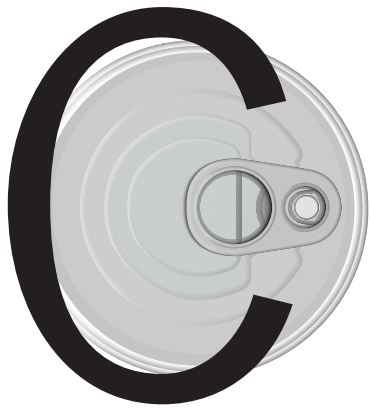
TOURISM, A FOCUS AREA

The key takeaways for the tourism industry from the Union Budget for 2018-19 include upgrade of 100 monuments with enhanced facilities and experiences for tourists, development of 10 new cities as

tourist destinations, improved inter-city travel infrastructure with Wi-Fi and televisions on trains, upgrade of 600 railway stations, better regional air connectivity with development of 56 unserved airports, five-fold increase in the number of airports,

and strengthening of suburban transportation in Mumbai and Bengaluru. With these planned developments and with India gaining rank in ease of doing business, Union Budget 2018 gets a thumbs up.





ANNEDdelights

Holyland and its flagship brand, Golden Crown, serve the hotel and restaurant business with canned fruits and vegetables through their multiple distribution centres across the country.

Round and shiny pineapple slices, soft and tender lychees, perfect red cherries, sun yellow peaches, a handpicked choice of mushrooms, golden tender corn, garden peas, and tender shoots of bamboo - Holyland provides it all. With its flagship brand, Golden Crown, the company has become a success story in the canned fruit and vegetable category. Golden Crown's superior quality, customer-centric product development, strong pan Indian presence through its distribution network of more than 600 dealers and distributors, and a strong commitment towards

excellence have made it a preferred choice of QSR chains, professional chefs at hotels, restaurants, and bakeries. Its clients include hospitality majors like the Taj group and The Oberoi, food service companies like Sodexo and Jubilant, and specialty franchises like Pizza Corner, Mainland China, and Sagar Ratna.

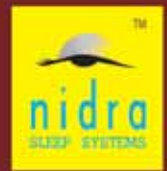


Golden Crown's quality management team and the processes they have put in place ensure that only the best products get shipped to customers.

To keep pace with growth, the company has added new manufacturing operations and expanded its distribution centres in Delhi, Mumbai, Hyderabad, and Bengaluru. Golden Crown products are now readily available at retail stores like Walmart, Spencer's, Metro, Easyday and others.



Premium Roll Away Bed



- ▶ Foam Mattress 6" thick
- ▶ Bonnel Spring Mattress 6" thick
- ▶ Pocket Spring Mattress 6" thick



Fold Away Bed Frame



Budget Roll Away Bed with Foam Mattress 3.5" thick



Premium Roll Away Bed with Off Center Folding Mattress

Premium Roll Away Bed with Folding Mattress

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Dadoo Industries is a manufacturer and exporter of high-fired ceramic and stoneware tableware products, and has been in the industry for 45 years.



Hari Prakash Dadoo

Having been the recipient of the National Award and several other handicraft export awards by the Ministry of Textiles, Dadoo Industries employs a skilled workforce in its design centre that ensures products meet the demands of shape, size, and colour set by clients. Its head office is located in Khurja, Uttar Pradesh, roughly 90 kms from New Delhi.

Dadoo Industries supplies its products to various hotel groups, chains of restaurants, and other retail markets of India. The company also supplies to Canada, USA, Brazil, Norway, Sweden, Netherlands, Spain, Israel, Lebanon, Dubai, Russia, Thailand, Japan, and South Korea. Their products are high-fired, microwave-safe, oven-safe, dishwasher-safe, and food-safe as per FDA standards. The products are made of clay and chemicals that are naturally found in

parts of Rajasthan and Gujarat. The different clay varieties used include Amrapali clay, Bikaner clay, Than clay, Ball clay, Rajmahal clay, etc. The various chemicals used include frit, barium, calcium, zinc, cobalt oxide, alumina, etc. The products are made as per FDA standards and follow all food safety norms. The firing temperature of the kiln is 1200 degree Centigrade, which is more than the normal clay pottery norms.

The products are totally handmade, using dyes and moulds made of plaster of Paris (POP). Each and every piece made by skilled artisans and workers is further processed for finishing, colour glazing, hand painting, and decal printing, to make the product look beautiful and be supplied to world markets.

Led by **Hari Prakash Dadoo**, the owner, the company's motto is to make a new product every day in

terms of shape, size, colour, design, and style. They welcome new developments and customisations demanded by customers. With more than 400 different shapes and sizes, the product range is suitable for the HoReCa market. The different colours and designs take the total range of products to close to 5,000.

The stoneware made by Dadoo Industries is known for its quality and style. Their in-house design techniques, colour techniques, and hand-painting techniques place them well in the market, making them noteworthy competition for other manufacturers in the field.

The factory has a production capacity of 10,000 pieces. They strictly follow norms for quality check during production and packaging, helping them maintain relations with customers and improve sales.



KEEPING SPIRITS HIGH IN 2018

It has been an extremely exciting time for the wine and beer world. **Parikshit Kakkar**, Managing Director, Arcux Bar Zone Impex, feels that it will be exciting to see what keeps glasses filled and hearts alight in 2018.

Though India is one of the largest consumers of alcohol in the world, the per capita consumption of alcohol per week for the year 2016-17 was 148 ml, expected to grow at the CAGR of 7.5 per cent. The market for spirits is expected to show a volume growth of 3.1 per cent in 2019.

BOOM OF CRAFT COCKTAIL

Cocktail culture is flying internationally; almost 88 per cent drinkers enjoy a cocktail on a night out. The craft cocktail trend is spreading to hotels. Bar staff is bringing new ideas and techniques, and the result is a dynamic, fast-paced industry where new concepts are emerging and inspiring people to drink. Mixologists are becoming more meticulous, keeping everything fresh and local. The craft cocktail movement is all about focusing on creating traditional cocktails with a modern perspective and tremendous presentation.

COCKTAILS TO BECOME LAVISH

Watching the bartender's fancy prep work will be just the starting point when it comes to cocktails. These days, in the age of social media, we share every cocktail we drink, so everyone pays a lot more attention to the artistic taste of cocktails. Mixologists experiment with techniques that used to be limited to refined cocktail bars, while adding more visuals to a drink by infusing smoke, fire, and fresh ingredients.

THE RISE OF SPIRITS

This year will notice a significant increase in the trend of spirits. The low-ABV cocktail trend is still going

strong and cocktails are getting more diverse. People in cities want to enjoy a night out and still have to go to work the next day. Drinks like Campari, bitters, and Martinis will be in demand. Performance data shows that in 2016, spirits recorded a total volume growth of four per cent, which is slightly stronger than the three per cent CAGR for the period. Pernod, Amaro, and Martini will continue to make a huge comeback as consumer palates become more sophisticated.

COCKTAIL-FRIENDLY BARS AND EQUIPMENT

This year will see a rise in cocktail-friendly bars and equipment. A good bar design will not only reduce the stress for a bartender, but would also help in reducing the injuries bartenders come across. The Tobin Ellis Cocktail Station's ergonomically designed features help to eliminate common pain points for bartenders. Everything a bartender needs to be efficient about is within arm's reach.

Refrigerated storage for garnishes is easily accessible without leaving the work area. A narrower ice bin brings bartenders closer to customers without having to stretch across the bar to deliver cocktails. The expertly designed tool caddy has a place for every piece of a bartender's arsenal, removing the need for digging and wasting valuable time. The curved rail design for liquor bottles surrounds the bartender, reducing steps and increasing output.

This zero-step bartending approach means a less cumbersome bartender's job. This allows them to perform at an optimal speed and efficiency, and that leads to a more profitable bar operation.



REACHING FOR THE 'SKY'

With a vision that focuses on client needs and their well-being, Sky Enterprises, established in 2007, has emerged as a leading manufacturer of uniforms in the hospitality industry.



Rashid Siddiqui

Sky Enterprises offers an exclusive range of chef uniforms, men's waistcoats, doorman uniforms, hospitality uniforms, spa uniforms, utility uniforms, and salon uniforms among others. Fabricated and crafted in adherence with the present fashion industry ethics, Sky Enterprises guarantees that only superior-class fabrics and other allied techniques in the production procedures are followed.

"We started our journey way back in 1972 as a contractor for uniforms of Indian Air Force officials. In 2007, we embarked on a new journey of delivering high-quality hospitality industry and corporate uniforms. At present, we provide uniform services to hotels, resorts, banquets, restaurants, caterers, showrooms, and the corporate

sector," says **Rashid Siddiqui**, Director, Sky Enterprises.

The company's unparalleled quality approach in uniforms is a result of a set of highly experienced employees who aspire to provide utmost fulfilment to customers. Having extensive industry experience and affluent expertise in their respective fields, each member of the staff is assigned a detailed role play. Under the mentorship and leadership of Siddiqui, the company has acquired recognition and acknowledgement from its clients. "With a customer base of more than 15,000 companies, our clients hail from Dubai, New Delhi, Mumbai, Gujarat, Punjab, Kolkata, Chennai, Goa, and Rajasthan," says Siddiqui.

Sky Enterprises offers free designing and digitising services to those who

want to try something different with their corporate look. It employs solid colour silk screen, water-base, rubberised, and gradient printing to make images visible.

It has been serving corporates, multinational companies, and organisations in the private and public sectors all around the globe, with apparel of good quality at unrivalled prices. It also offers an incredible array of custom logos on promotional products. With its client-centric approach and transparency in services employed, the company works towards the goal of ensuring complete client satisfaction.

The co-ordinated and systematic methodology employed by them ensures that the client's specific requirements are met.



TECH NO BAR

BARSYS, a tech-enabled platform for making bar style cocktails, utilises a standardised and efficient preparation method to ease the task of bartenders and help them serve more customers, faster.

BARSYS, an automated system for making cocktails and mixed drinks, is designed to act as a tool for bartenders, enabling them to cater to more customers. The brainchild of **Akshet Tewari**, Chief Executive Officer of the company, this fully automated cocktail maker allows cocktails to easily be ordered by an app on a handheld device. BARSYS monitors the consumption pattern and pour quantities, and can notify the user for ingredients if they are running low. It stores all the data in the cloud, which can be used to improve inventory management and develop data-backed consumer insights. The system combines robotic hardware with cloud-based software to prepare cocktails.

A mobile interface based on Android and iOS platforms ensures that the customers on different platforms can

choose or customise their favourite cocktail. As BARSYS has been designed with customisation in mind, almost any kind of additive can be used to prepare your favourite cocktail, giving it the ability to prepare more than 200 of them. The machine controls liquor or cocktail pour sizes and ensures portioned drinks. The pour sizes can also be configured for a distinct cocktail taste through an easy user interface.



BARSYS helps to develop consumer insights on favourite or highest-selling cocktails and customise the menu accordingly. With automated, real-time inventory notifications, it is a single platform that connects world-famous mixologists to aspiring ones and allows them to post their new creations on the app for consumers.

SERVING UNDER COVER

Hoffmann Bewirtung India was established by a group of experts in the hospitality industry to fulfil a need for quality products in the insulated food pan carrier and container segment.

One of the leading companies in the market working as a manufacturer, supplier, importer, wholesaler, and exporter of insulated food pan carriers, insulated food barrels, insulated beverage barrels, cylindrical food containers, insulated ice boxes, material handling carts, food pans, ice packs, dish caddies, ice caddies and other products, Hoffmann Bewirtung India aims to provide a new dimension to the hospitality industry's need for hygiene, storage, handling, and transportation. The products are extensively used in hotels, restaurants, and other suitable establishments. Manufactured using advanced technology, some of their best features include quality, durability, hassle-free performance, and reliability. This has led to increased demand in the market for these products.

"We are committed to delivering quality products and aftersales services. Our elegantly designed products follow stringent quality testing done by our experts to provide best quality products to clients. We look forward to forging long-term relationships with our esteemed customers," says **Sunil Nair**, Managing Director, Hoffmann Bewirtung India.



Established on 2012, the company exports its products to Africa and the Middle East. "We are growing in the market day by day, offering quality products to clients. We are ethical in our approach to business for the growth and success of our company. Today, we are counted amongst leading industries in the market because of the support of our professionals," concludes Nair.



Reducing WASTAGE with FREEZE-O-CHILL

The concern of every food establishment, retail or commercial, is to save cost arising out of wastage of perishables. **Ravinder Pratap Singh**, General Manager - Technical, Customized Kitchen India (CKI), explains how blast chillers work to curtail this loss, helping save cost and increase revenue.



Ravinder Pratap Singh

Global warming is a crucial issue. In our day-to-day lives, changing temperatures affect food handling and pose a serious challenge. For the hospitality industry, food handling is a daily routine and therefore, one should be concerned about managing daily chores, from procurement and preservation to cooking and serving. In the entire chain, perishables go through drastic temperature changes. This is what the concept of blast chilling and blast freezing addresses, helping preserve procured products for long and saving money. The wastage is primarily due to natural decay. Micro-organisms and bacteria, on getting favourable conditions between 60°C and 10°C, reproduce rapidly, thereby increasing the diminishing rate of food quality. Perishables not only age fast, they even lead to incremental losses. Hence, the role of blast chilling or freezing has become instrumental and noteworthy for any new commercial kitchen setup or ongoing establishments.

Guided by the vision of **Tarun Raj**, Founder & CEO, CKI, the company

has come up with a new range of products in this category, being launched at AAHAR 2018. Although CKI has been into refrigeration for quite some time now, the company wants to bring about a new trend in this segment.

GASTRONOME COUNTERS

Conventionally, these counters occupied a lot of space. CKI presents innovative workspaces (refrigerated counters) that give clients flexibility and a cost-effective approach to displaying food counters. Keeping in mind the diverse requirements of customers, the company offers different choices with a variety of sections for the counters. The refrigeration solution offers superior functional benefit, even working at 43°C.

A SMART APPEAL

The smart display with audio-visual approach gives you capabilities in line with HACCP standards. The design focus of the units is such that they offer uniform temperature. A lot of emphasis has been given to create a hygienic environment inside cabinets. Automatic defrost-

ing and recovery vaporiser for waste heat give added advantages to the units. There are a number of options to choose from for your need, such as meat, deep freeze, and refrigerator. These propositions are robust because of the use of stainless steel fabrication and give superior interior and exterior finishes, optimal cooling capacity, use environmentally friendly refrigerants, etc. These units are user-friendly and save energy by avoiding unnecessary defrosting.

The gastronome upright type can fit into both commercial and retail operations. Upright chillers and freezers are the need of present-day kitchen operations as well as smart retail stores. CKI has evolved the conventional upright chillers and freezers into a reach-in upright approach, meeting the desired needs of customers for keeping food at optimal temperature. These upright gastronome units are extremely effective in saving space and preserving food at an optimum temperature. They help you avoid wastage of space so you can make use of it more efficiently and increase revenue.



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AUTOMATED GAS CLAY TANDOORS

Keeping with the momentum of change, Munnilal Tandoors has created a new benchmark by launching its fully-automatic gas clay tandoor.

True to its principles, Munnilal Tandoors has launched its new product, a fully-automatic gas clay tandoor, to ease the burden on chefs while keeping authenticity of taste intact. Speaking about the launch, **Munnilal**, Founder and CEO of the company, says, "The newly-designed tandoor gives the company a futuristic leap. There are many features to be spoken about in this new innovation. The fully-automatic gas clay tandoor comes with a flame failure device,

has an auto-ignition option, saves you from monitoring it constantly due to its self-flame sensor and auto temperature control, and even indicates 'no flame' in case of no gas supply."

The body of the tandoor has been kept traditional. All certified components have been used to ensure safety of the user, a promise that Munnilal Tandoors is known for. "I firmly believe people will treat this innovation as another revolution in the tandoor industry, as this is

the need of the hour," emphasises Munnilal. The product is user-friendly and environmentally safe. Moreover, it is perfect to help one achieve consistent cooking results.

What makes the tandoor extremely beneficial is that it has an enclosed body, not allowing any gas fittings to be visible from the outside. One can fire the tandoor with LPG, CNG or propane. "We are progressing every year, yet keeping the essence and tradition of a tandoor intact," he says.



Munnilal

COMMENDING THE INNOVATION

“

VARUN BAKSHI

Director

Snow Valley Resorts

I am jointly managing three resort properties located in Shimla, Manali, and Dalhousie. Over the years, we have been using products of Munnilal Tandoors and are extremely satisfied with their service delivery.



”

“

CHEF VIKAS CHAWLA

Chief Executive Officer

Core Hospitality Solutions

I am a professional hospitality consultant for a number of restaurants, cafés, bakeries, theme parks, and hotels and resorts. My focus has always been on making turnkey projects operation-ready on single ignition by minimising cost and lead time. With expertise in food and beverage, I can



say that Munnilal Tandoors is true to its principles and helps clients achieve exactly what they want to.

”

“

JS BINDRA

Director

Punjabi Kadhai, Siliguri

What is amazing about Munnilal Tandoors is the diversity of products it offers for complete grilling solutions. Punjabi Kadhai is famous for its *kebabs* and somewhere, Munnilal Tandoors has played a quintessential role for us to achieve this. Recently, they diversified into making wood



fired ovens as well and that is something we use for our outdoor catering. When it comes to *Amritsari Kulche*, their tandoor works the best.

”

“

HARMANPREET SINGH

Managing Director

Food En Vouge Caterers

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ity by offering products that help serve food that has authentic taste and remains consistent in its excellence.

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The coveted Good Design award confirms that the Tobin Ellis signature cocktail station is a superstar that empowers bartenders to work better and ultimately provide superb customer service.
" Says Jim Koelbl Vice President of sales."

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A basket OF AMENITIES

Meeting client demands through innovation and integrity is what Jackson Industries (India) believes in. It offers a range of guest amenities for the hospitality sector, manufactured as per their individual needs.

Jackson Industries (India) is a reputed name in the field of hospitality. It was founded by **Gurdial Nayar** and began its journey 50 years ago in Amritsar. The company has since cemented its place in the industry by serving numerous hotel chains in India, with solutions to guest amenities. Being solely a manufacturing unit, the company has the ability to develop anything as per a customer's specifications. The guest amenities used in hotels and restaurants are manufactured with the highest level of integrity under medical and cosmetic licences, producing environmentally friendly products.

Currently, Jackson Industries (India) is associated with Indian and international markets, and is working with two manufacturing units for hospitality products. Its clients include the Hyatt



Regency group, Le Méridien group, Westin hotels, Lemon Tree Hotels, The Lalit Group, Golden Tulip, Sarovar Hotels & Resorts, and Royal Orchid Hotels. Under the brand name of Aqua Shui Water, the company manufactures products such as shampoos, soaps, etc., for the hospitality industry. What

makes the company unique is that it manufactures a large percentage of the product variants it supplies, unlike several other players in the market. This helps Jackson Industries (India) ensure that all its products are of utmost quality and meet the requirements set by the company.

The company is also known to use natural fragrances that appeal to guests. Its two sister concerns, Nam Jyot Impex and Landsend, manufacture ancillary products for hospitality that include slippers, shoe care products, bags, etc. In a market riddled with challenges and ever-increasing competition, staying in the game takes effort, innovation, and understanding what consumers and clients are looking for. The team at Jackson Industries (India), with Nayar's two daughters managing different departments, ensures that clients get exactly what they are looking for. This has helped the company achieve a 100 per cent growth rate.



MOVEMENTS

ADITYA SHAMSHER MALLA

General Manager

DoubleTree by Hilton Hotel Pune - Chinchwad

DoubleTree by Hilton has appointed **Aditya Shamsher Malla** as the General Manager at its Pune hotel. An industry veteran with more than two decades in the business, Malla has been a part of global brands such as Marriott, Hyatt, and Oberoi Hotels and Resorts, among others. In the new role, he will be responsible for curating strategic initiatives that will lead the hotel to continue its guest-focused approach and consolidate its leadership position.



DAVINDER JUJ

General Manager

Eros Hotel Nehru Place

Eros Hotel Nehru Place has appointed **Davinder Juj** as the new General Manager. Juj took over as Executive Assistant Manager (EAM) three years back, then went on to being the Hotel Manager, and has now been appointed in this new role. With extensive knowledge and exposure, he brings with him 23 years of operational experience and complete business development experience. His last appointment before Eros was as the Director of Sales & Marketing with a cluster of IHG hotels in New Delhi.



VIKAS SHARMA

General Manager

Sheraton Hyderabad Hotel, Gachibowli

Sheraton Hyderabad Hotel, Gachibowli, has appointed **Vikas Sharma** as the General Manager. He has over 20 years of experience in the industry. Prior to this role, he was the Director of Operations at The Ritz-Carlton Bangalore. Sharma started his career at The Oberoi Cecil, where he was largely responsible in assisting the F&B department. As the General Manager, he will be in charge of overseeing everything that goes around the property. He will take helm on managing profitability, achieving revenue goals, etc.

SUMEET SURI

General Manager

Kochi Marriott Hotel

Sumeet Suri has been appointed as the new General Manager at Kochi Marriott Hotel. Prior to this, Suri was the Hotel Manager of ITC Grand Chola Chennai. After beginning his career in 1999 at the Welcomgroup Management Institute, Suri joined ITC Maratha, Mumbai, where he fronted the opening of a fine-dine restaurant and overlooked both banqueting and restaurant operations. He also worked as the Food & Beverage Manager at ITC Kakatiya, Hyderabad.





JYAKRISHNAN SUDHAKARAN

Director of Sales & Marketing
Novotel-ibis Chennai OMR and
Cluster Director of Sales &
Marketing - Chennai region

AccorHotels has appointed **Jayakrishnan Sudhakaran** as the Director of Sales & Marketing for Novotel-ibis Chennai OMR, as well as Cluster Director of Sales & Marketing for the Chennai region. Prior to this, Sudhakaran was the Director of Sales & Marketing for Novotel Goa Hotels and Resorts. A seasoned hotelier, his experience spans 14 years with brands such as Taj & IHG.



SARAH RAINA

Director of Sales & Marketing
JW Marriott Jaipur Resort & Spa

Sarah Raina has been appointed as the Director of Sales & Marketing at JW Marriott Jaipur Resort & Spa. Her last held position was that of Director of Sales at Grand Hyatt Goa. Raina started her career as a Management Trainee with Marriott in 2004. Given her exceptional performance and in-depth understanding of sales, she was promoted to the position of Assistant Sales Manager in 2007 and subsequently, she was promoted to her role as the Cluster Sales Manager, Marriott India, in 2009.



VARUN KAMRA

Director of Sales & Marketing
Holiday Inn Express & Suites
Bengaluru Racecourse

Holiday Inn Express & Suites Bengaluru Racecourse has brought on board **Varun Kamra** as the Director of Sales & Marketing. With an experience of over 14 years in the hospitality industry, Kamra has worked with brands like The Park, Hilton, and IHG. At Holiday Inn Express & Suites Bengaluru Racecourse, his role would be to ensure smooth operation of revenue, sales, and marketing. His responsibilities will involve leading and motivating the team to achieve sales targets.



ADITI DAS

Human Resources Manager
Courtyard by Marriott Pune Chakan

Courtyard by Marriott Pune Chakan has appointed **Aditi Das** as the hotel's new Human Resources Manager. Das has earlier worked at Trident, Jaipur; Jaipur Marriott Hotel; ibis, Jaipur and ibis, Gurugram. Das demonstrates effective leadership and efficient management in all aspects of a hotel's operations. In the new role, she will be heralding the responsibility of recruitment, compensation and benefit, performance management, and employee engagement among other aspects.



MOVEMENTS

VIJAY WANCHOO

Senior Executive VP & GM
The Imperial, New Delhi



I have my roots in Kashmir and so, Srinagar is no less than a paradise for me”

Travel has always been an adventurous and enriching experience for me. My most recent adventure was skydiving in South Africa, where I actually felt like a bird as the sky was the limit. It is an unforgettable memory for me, indeed. I have my roots in Kashmir and so, Srinagar is no less than a paradise for me. Shimla is equally attractive and a repeat destination as I find myself amid the tall mountains. I have been going there ever since I was three and must have visited the hill station about 15 times.

**RANJU JHA ALEX**

Multi-property Vice President (East) and General Manager

JW Marriott Hotel
Kolkata



I am an avid reader and have a collection of over 6,000 books”

Being fit is an important part of my life. So, when I am not working, I like to work out. When I am free, I like to go running or go for a swim. My favourite time alone is also when I do my morning runs. I like to spend free time reading books, as I am an avid reader. I have a collection of over 6,000 books. I enjoy cooking for my family and going on long drives with them. I have travelled across various parts of the country and the world, and have had the opportunity to try out various cuisines, but it is Bengali cuisine that has been the closest to my heart.

**AMIT TAYAL**

General Manager
Park Plaza Delhi
CBD-Shahdara



I love spending time with kids and in my own garden”

This industry never gives you the time to rest but at same time, always makes you feel young and energetic, with an opportunity to familiarise yourself with new cultures and destinations. My family and friends are my best stress busters. I always love to stay close to nature and love to travel to those destinations that are surrounded by natural beauty. I have wonderful memories of holidays in Goa, Kerala and Dubai, with many more remaining fresh in my mind. I love spending time with kids and in my own garden.

**VISHAL JAMUAR**

General Manager
Radisson Blu Resort
& Spa - Alibaug



Taking my family out for authentic food is a must”

The things that I love to do are travelling across the country, seeing new places, and learning about new cultures. Driving on highways is another one of my hobbies. I prefer travelling within India because I feel that today, international travel has lost its charm. India has everything that Western countries do, the same brands, the same malls, etc. I like to spend time with my family during the little free time that I get. Taking them out to the best of restaurants for authentic food is a must.



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