

HOSPITALITY Talk



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With a seven-hotel complex and a number of facilities for travellers of all ages, Sands Resorts Macao is going all out to attract MiCE groups and families from across the world, especially India



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INDIA
YEAR BOOK**

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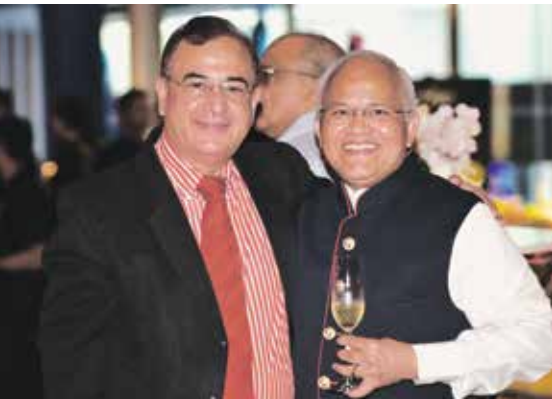
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NORTH INDIA

The Park Hotels celebrates 50th anniversary in New Delhi

The Park Hotels brought its year-long Golden Jubilee celebrations to The Park New Delhi on September 22. This celebration was hosted by **Priya Paul**, Chairperson, Apeejay Surrendra Park Hotels. Speaking on the occasion, Paul said, "Fifty years is an important milestone and I am grateful to everyone who has been part of The Park Hotels' incredible journey. Our remarkable

success is due to our solid foundation and values. Our vision of 'Leadership through Differentiation' is manifested by each of our 15 hotels across India. I look forward to creating more 'Anything but Ordinary' experiences for customers." The Park Hotels' 50-year celebration continues across India and will culminate at The Park Visakhapatnam which also turns 50 in this year.

WEST INDIA



ITC Hotels acquires Park Hyatt Goa Resort and Spa

ITC Hotels has announced the successful acquisition of Park Hyatt Goa Resort and Spa as part of an auction held by Industrial Finance Corporation of India (IFCI) for ₹541 crore and upheld by the Hon'ble Supreme Court in its March 19 judgement. The resort is spread across 45 acres and comprises 252 rooms and suites, currently under renovation.

Commenting on the chain's entry into Goa, **Nakul Anand**, Executive Director, ITC, said, "This has been a long-awaited destination for ITC and we welcome the opportunity to be integrated into the multifaceted culture and ethos of Goa. In order to ensure a seamless transition, the leadership team of ITC Hotels is at hand to support the current team."

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NORTH INDIA

FHRAI Annual Convention concludes successfully in Lucknow

The Federation of Hotel and Restaurant Associations of India (FHRAI) recently concluded its annual convention that was held from September 20-22 at Ramada Lucknow Hotel & Convention Centre. The three-day event witnessed 1150 registrations and was attended by over 1400 delegates. Speaking about the mega event, **Garish Oberoi**, President, FHRAI, said, "This has been one of the biggest conventions so far and the second time that the convention has come to the state of Uttar Pradesh. We had about 65 speakers in all and the panel discussions also witnessed packed halls, indicating that delegates found the sessions interesting and enlightening. Overall, the event has been very successful."



PAN INDIA



OYO launches Palette Resorts

OYO Hotels has forayed into the upscale hotel category with a stellar range - Palette Resorts. The group is now set to add value to the experience of millennials and family vacationers looking for a distinct, premium, and curated experience. Commenting on the development, **Maninder Gulati**, Chief of Strategy, OYO, said, "With Palette, we are expanding our playfield to upscale resorts, while remaining committed to location, quality, and price. These are hand-picked premium accommodations that guarantee a memorable, predictable, yet wonderful vacation experience for our guests, by leveraging our technology and operational capabilities."

PAN INDIA

RCI launches 'The Map Is Yours' campaign in India

RCI has launched its new brand campaign, The Map Is Yours, in line with its objective to encourage travellers to explore a world of new possibilities and saying yes to new experiences. The digital campaign will be on for three months on the official RCI website and across high-impact social media platforms. It intends to use the power of intrigue to spur new-age travellers to rethink conventional perceptions of travelling.



NORTH INDIA

JW Marriott New Delhi Aerocity launches new event space

JW Marriott New Delhi Aerocity has launched its new art-inspired events space – The Gallery Room. The venue has a capacity for 150 people, is equipped with Bose acoustics and sound system, and a life-size LED screen. These unique features make it an ideal venue to host business meetings, screen previews, and host events requiring audio-visual immersion for gatherings.

WEST INDIA

Novotel Imagica Khopoli introduces new wings

Novotel Imagica Khopoli has opened two new wings - Nitro and Scream. The resort property now offers a total of 287 rooms, making it a haven for travellers, tourists, events, and large celebrations. The additional 171 new rooms include opulent suites and overlook the verdant Sahyadris. The design theme of the new wings takes into account the nature of the park and amalgamates the views and rides, while exuding a contemporary style.



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NORTH INDIA

Holiday Inn Express opens in Sector 50, Gurugram

InterContinental Hotels Group (IHG) has inaugurated the Holiday Inn Express Gurgaon Sector 50, the first Holiday Inn Express hotel in Gurugram. Marking this celebration, IHG's regional leadership team, including **Kenneth Macpherson**, CEO, EMEA and **Pascal Gauvin**, MD, IMEA, were present at the ceremony. Holiday Inn Express Gurgaon Sector 50 offers 205 intelligent, design-led contemporary rooms, providing an inviting and efficient environment to guests. Featuring an enhanced Great Room, the hotel offers a dynamic space to socialise and entertain. Holiday Inn Express Gurgaon Sector 50 is strategically situated in a mixed-use complex populated with a shopping mall, restaurants, entertainment and wellness facilities, making it a perfect destination for business travellers as well as leisure seekers.



NORTH INDIA

PRS Oberoi honoured with Legend of Industry award

In a memorable evening hosted by the Pusa Institute Hotel Management Alumni Association (PIHMAA), **PRS Oberoi**, Executive Chairman, The Oberoi Group, was conferred the 'Legend of Industry' award for his lifetime pursuit of excellence, developing Oberoi Hotels and Resorts as a leader in global luxury hospitality, setting international benchmarks, and enhancing India as a travel destination on the world map. The award was presented by **KB Kachru**, Chairman, PIHMAA and **Mandeep S Lamba**, President, PIHMAA, at the institute's annual conclave and exchange - PACE 2018.

SOUTH INDIA



IntelliStay Hotels launches Mango Suites

IntelliStay Hotels has launched Mango Suites with a 36-key hotel in Jubilee Hills, Hyderabad. The brand Mango Suites primarily caters to long-stay guests, who want to feel at ease while enjoying the frills of a boutique hotel. Mango Suites – Viera features MoXa Kitchen, the in-house progressive restaurant serving Indian, Oriental and Continental food; a plush conference/screening room; gym; community kitchens on each floor and a prayer room. The hotel is also conveniently located from amenities such as banks, ATMs, pharmacies, supermarkets, salons, cinemas, a golf course, movie studios, hospitals, and malls.

WEST INDIA

Fairfield by Marriott Pune Kharadi opens with 109 rooms

Marriott International has announced the opening of Fairfield by Marriott Pune Kharadi. Featuring 109 rooms, the hotel's contemporary design offers unparalleled comfort with its range of in-room amenities. Situated in close proximity to business hubs like EON, World Trade Centre and Magarpatta city, the hotel is a perfect destination for a business trip or a quick getaway. The hotel is also home to 950 sqft of indoor and 1700 sqft of outdoor meeting space, as well as meeting rooms with natural light.

SOUTH INDIA

SIHRA Convention in Madurai from October 4-6

South India Hotels and Restaurants Association (SIHRA) is hosting its annual convention in Madurai, Tamil Nadu, from October 4-6. The convention is a significant step towards bringing together all the southern states of India, providing abundant opportunities for the growth of the hospitality industry in the region. It works towards protecting the interests of hoteliers and restaurant owners, and serves as a platform to showcase the contemporary trends, cutting-edge technologies, and international best practices in the rapidly growing hospitality industry. The theme for this year's convention is 'Together for a Better Tomorrow', owing to the harmonious blend of traditional and modern cultures in building the hospitality and tourism industry.





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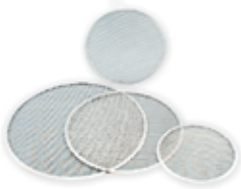
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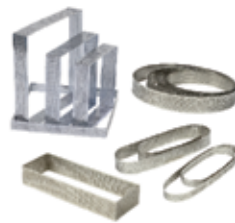
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SOUTH ASIA



The Fern goes overseas with first launch in Kathmandu

The Fern Hotels & Resorts has opened its first overseas property under The Fern Residency brand in Kathmandu, Nepal. Though the company has been managing hotels in the Himalayan kingdom for a while now, it is for the first time that the company has forayed out of the country under its own brand. The hotel is in the heart of the city and offers a total of 58 guest rooms. Commenting on the launch, **Suhail Kannampilly**, the COO of the company, said, "We are delighted to offer guests visiting Nepal the Fern experience in Kathmandu and to enjoy the advantages of our environmentally sensitive brand. We want to further consolidate our position in India as well as internationally, to get to our target of 100 hotels by 2020."

WORLDWIDE

Anantara Hotels launches new video-centric website

Anantara Hotels & Resorts has relaunched the brand website - Anantara.com. The website utilises on-trend design and UX features such as abundant video content, emotive full-bleed images, and interactive maps. Thoughtfully crafted to follow the intuitive user's journey, experiences have been made central to the website flow, fully immersing guests in the digital world of Anantara. Once a guest selects a property, video-enabled day-in-the-life teasers and image carousels bring the chosen destination and property to life. The website has been expertly designed and developed to whisk prospective guests into the quintessentially Anantara moments they can experience. Ever since launching in 2002, Anantara has been striving to provide bespoke journeys to all its guests.



SOUTHEAST ASIA

Far East Hospitality unveils Orchard Rendezvous Hotel, Singapore

Far East Hospitality has announced the rebrand of the iconic Orchard Parade Hotel to Orchard Rendezvous Hotel. To commemorate the rebranding, the company has also worked with the Orchid Society of South East Asia (OSSEA) to commission an orchid for Orchard Rendezvous Hotel. Orchard Rendezvous Hotel will be the second property under the Rendezvous brand in Singapore. Located at the end of Orchard Road, the hotel caters to travellers looking to connect with the heritage of the precinct.

AFRICA

Sarovar Hotels & Resorts signs Yeha Hotel in Ethiopia



Expanding its overseas portfolio, Sarovar Hotels has signed its latest project in Africa, Yeha Hotel - A Sarovar Premiere Hotel. The luxury property in Axum, Ethiopia, signifies Sarovar's focus on Africa. Travellers would love to visit the ancient city of Axum, a UNESCO heritage site, where it is believed the true Arc of the Covenant is hidden. Once the residing city of Queen of Sheba, Axum is now a tourist town and religious centre best known for its obelisks,

which are more than 2000 years old, and many ancient churches. In the first phase, the new hotel will launch with 78 keys in October 2019, with a plan to expand to 222 keys by 2021. Commenting on the new endeavour, **Ajay K Bakaya**, Managing Director, Sarovar Hotels, said, "This is an important addition to our rapidly growing footprint in Africa and reflects the strong traction the brand is gaining in the region. We see great growth potential in this market and this development makes a momentous step in our growth and expansion strategy in the overseas market."

MIDDLE EAST

Atlantis, The Palm to launch Wavehouse - a new entertainment destination

Atlantis, The Palm, Dubai, has joined forces to create a revolutionary dining and entertainment venue, the Wavehouse. Located at the iconic entertainment resort, the hotspot is due to launch in the first quarter of 2019. With a groundbreaking approach including a family-friendly restaurant, sprawling terrace, four-lane bowling alley, a climbing frame, a kids' play area, a gaming zone and adult-only bar, Wavehouse brings an exciting first to the GCC with the inclusion of a dedicated Wave Rider - a state-of-the-art wave machine allowing guests to feel the rush of surfing. Combining an upbeat atmosphere with a relaxed, contemporary design, Wavehouse will be the ideal location for Dubai residents and tourists alike.



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Removing barriers, one by one

We get in touch with some industry experts to understand how business has fared for their brand, what they foresee for the next quarter, and how the GST Council's decision to levy tax on actual tariff has spelled for the industry.



Anupriya Bishnoi



RAJ RANA

Chief Executive Officer - South Asia
Radisson Hotel Group

Q3, a review

In India, we have done very well; our Net Promoter Scores have improved, loyalty base has grown, and we have achieved RevPAR ahead of industry average. The health of our business is also positively reflected in our growth story where we have 140 hotels in operation and under development. We have signed 11 new hotels and are on track for three more; we have opened four hotels this year and are looking forward to four more openings, maintaining our average run rate of signings and openings in a year and our goal of 200 hotels in operation and under development by 2022.

Roadblocks still exist

The last five quarters have been good for the hotel industry. Demand has grown while excess supply has been absorbed in an orderly manner. This has helped push average occupancy to almost 70 per cent after many years, however, rate has yet to strengthen. Immediately after demonetisation and the liquor ban, we saw a slowdown of construction activity of new hotels as there was a pause to take stock of the new situation. However, activity now appears to have resumed at a normal pace. New hotels are coming up, but there is certainly a need to improve efficiency and clear roadblocks such as high GST rate, visa costs, etc.

Looking forward to Q4

The third quarter has been positive for us, helped by an overall improvement in the hotel industry. We hope to continue the same rigour into the fourth quarter with the objective of improving performance of our operating portfolio and growing the business for greater market share.

Expanding presence to every corner

Currently, we are present across 60 cities in India. We are planning to expand to destinations within a driving distance of two-three hours from primary city centres we are located in. We are also focusing on cities which have good connectivity, are SEZs, are religious destinations or heritage and resort sites.

A move in the right direction

The GST Council's decision to levy tax on transaction value of hotel rooms instead of published rates has brought a positive momentum to the Indian hospitality industry. This revision has brought clarity and transparency, which is a win-win situation for all including our customers. Tier-II and Tier-III cities in India have largely been protected under GST, which is where a lot of domestic travel takes place. However, the tax rate is still on the higher side when compared to most neighbouring countries.



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SONICA MALHOTRA

Joint Managing Director
MBD Group

Q3, a review

Radisson Blu MBD Hotel Noida witnessed a nine per cent increase in number of rooms sold and a seven per cent higher ARR. RevPAR also rose and was 16 per cent higher than the third quarter of 2017. On the other hand, Radisson Blu Hotel MBD Ludhiana witnessed a 10 per cent rise in number of rooms sold and a three per cent higher ARR. RevPAR for this hotel was at least 13 per cent higher than the third quarter of the previous year.

Slower booking pace

To begin with, booking pace was slower as compared to last year, impacting our future strategies for the month. With an increase in booking options/channels, customers tend to keep their reservations open and finalise the same only closer to the stay/arrival day. This change in buying behaviour affects projection of business on books for the



future days and makes it difficult for us to strategise, leading to a more competitive environment. In Noida, during the summer season, there aren't many takers of higher category rooms, making higher ARRs a bit challenging.

Looking forward to Q4

The fourth quarter looks promising and buoyant. We anticipate increased demand in Noida due to international exhibitions and conventions at the India Expo Mart during this quarter.

Upcoming markets

The emerging source markets for us are Romania, Malaysia, New Zealand, China, and Singapore. Expansion projects of leading ITES companies in Noida and new industries and companies investing in Greater Noida will add to our business share.

GST and its amendments

Post GST, we were at an advantage due to easy and better utilisation of Input Tax Credit (ITC). Also, the final cost to the end-user has come down, leading to an increase in the number of inbound travellers. We have also seen companies with lower budgets shifting their business to hotels under the 18 per cent tax category. This has helped us filter and acquire higher capacity accounts/companies for our hotels.

ARPIT PANT

Regional Director - South Asia
& Middle East
Preferred Hotels & Resorts

Q3, a review

We had a good start to the year and our member hotels have shown a 28 per cent year-on-year growth in revenue through bookings from Preferred Hotels & Resorts' channels. We have welcomed three new hotel members - JA Manafaru (from the Maldives), Mosaic Hotels (from Mussoorie), and Gokulam Grand Hotel & Spa (from Bengaluru).

An ideal market for hotels

India is the world's only trillion-dollar economy to rank amongst the world's top five fastest growing economies. The Indian hotel segment has seen an influx of international brands marking their presence. Whilst the independent hotel space still has scope to mature and come forward, Preferred Hotels & Resorts has curated an incredible collection of heritage as well as contemporary



properties in India that are able to compete internationally and establish their presence as iconic independent hotels.

Looking forward to Q4

We expect the fourth quarter to be positive and anticipate further growth. Preferred Hotels & Resorts is currently in discussions with existing and new partners, and looks forward to sharing some exciting announcements before the close of the year.

Tier-II and III on the rise

The healthy competition scenario amongst various state governments to attract investments, and the Central Government's initiatives like developing SMART cities and UDAN scheme to improve regional air connectivity will strongly facilitate the rise of Tier-II and Tier-III cities within India. We have already added hotels in Jaipur, Nashik, Coimbatore and Vadodara, which is a testament of this growth.

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Let there be Lights

Diwali, one of India's biggest festivals, is just around the corner. We ask spokespersons of select hotels what guests can look forward to during the grand celebrations.

Lights, festivities, sweets and delicious food complete the festival of Diwali. While many celebrate with their family and friends, guests at hotels during this festive time are made to feel no less comfortable, at home, or part of the bigger hotel family. The festival is also a gateway to the wedding season that soon follows, bringing up some of the busiest months for them.

Year in, year out, hotels have upped the grandeur of celebrations for guests and those visiting with their loved ones. Spokespersons tell us how they are always on their toes before, during, and after the festival, as they ring in the wedding season as well.



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DEVRAJ HALDER
General Manager – Operations (North)
The Fern Hotels & Resorts

With Diwali come weddings

Diwali is preceded by the Rajasthan International Folk Festival, a major cultural and traditional event in Jodhpur that attracts people from all over the world. With the backdrop of the majestic Mehrangarh Fort, it is an excellent experience and an event of a lifetime. It is also Polo season in the city and elite gentry through the various facilities to take part or be part of the energetic and vibrant sporting event. Diwali also attracts guests from Gujarat and neighbouring regions.

The Fern Residency Jodhpur takes advantage of its towering façade and displays attractive perimeter lighting which is visible from around the city. The guests experience a traditional welcome, folk presentations, and decorative camel-cart at the porch. There is exquisite *tandoori chai* and special packages for city tours are also available which guests can take advantage of. The wedding season also kicks off during Diwali and The Fern Residency offers contemporary, one-stop solutions right from bridal make-up to a plethora of F&B offerings and activities with excellent banqueting facilities.

A high-demand season

The Diwali season is a high-demand season and the



hotel looks forward to optimising on its revenues. We also look forward to guests experiencing the variety of cuisines we offer and make full use of our F&B facilities, in turn maximising our revenues.

Guests are the ambassadors

The festive season provides a great opportunity for brand visibility and we make special efforts to showcase seamless services, traditions, activities, food festivals, rooftop barbecues, artists, artisans, and musicians. The idea is to have a Fern ambassador in every guest.

Festivities unite all

We have an activity menu prepared in advance and guests are completely engaged with something or the other. The team at the hotel celebrates with the guests and we light *diyas* together. We also organise various *rangoli* and *mehendi* competitions, *dandiya*/DJ nights, etc. We encourage guests to wear traditional attire and have photographers around so guests can take back some memories.



NARENDRA PRABHU
General Manager
Signature Club Resort

Spreading smiles

Diwali is an auspicious time for everyone, be it individuals or hotels. The resort is fully lit with *diyas* and lights that illuminate the whole place. Flower decorations, traditional attire, a special menu that includes food from different parts of India, and a gift in each room wishing our customers a happy Diwali are some of the detailed arrangements we take care of.

Good for business

Most people celebrate Diwali with their loved ones.

Should it fall closer to a weekend, people are able to plan their weekend escapade and soak in the serene atmosphere that a resort can offer.

Although our resort is situated on the outskirts, it isn't too far from the city. Even if the festival falls during a weekday, people could still plan a short getaway to spend some quality time with family and friends during the festivities. Considering these factors, this season tends to light up business.

Digital marketing to drive business

During the festive season, aggressive marketing is done through various channels to tap into the potential market of those looking to unwind. To make it more exciting, places such as ours always offer sublime hospitality services and various additional facilities to ensure guests are well looked after. One of the main forms of reaching out to customers is through digital media.

Offering special discount rates on rooms if booked much in advance, running campaigns and promotional offers, etc., are all part of this form of marketing.

We also encourage guests and people to celebrate an eco-friendly Diwali with lights and sweets, and say no to firecrackers as well as noise and pollution. It is our small step towards promoting a cleaner environment.



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SUMAN GAHLOT
General Manager
Aloft New Delhi Aerocity

Going all out

This being the first Diwali for us, celebrations are in full swing. Our teams are excited to make the festival special for our guests. We have planned special offerings and wish to celebrate the new beginnings with festive décor and traditional delicacies for our guests.

Business is slow

There would be a significant decline in demand due to drop in travel during the festival, however, the catering and F&B space do offer huge opportunities and will more than make up for drop in room sales; we are geared up for the same.



A dynamic strategy

Our marketing strategy involves a dynamic strategy of informing the market about our various offerings as curated exclusively for guests and patrons.

Word of mouth publicity also goes a long way in creating the required awareness amongst the city clientele and those potential guests who are residing outside but planning a visit.



RAVI KHUBCHANDANI
General Manager
Novotel Hyderabad Airport Hotel

Looking forward to the festivities

We are positive that the festive season this year will be good for business, and all our teams are gearing up for it. On one hand, our operations team is working towards ensuring that the team is energetic and well-rested and on the other, the sales, marketing and development vertical is closing the last legs of discussion to cater to corporate groups that are scheduled around this festive time.

We are also in the process of curating special events so that both our teams and guests celebrate the festive spirit and ring in a successful last quarter.

Diwali spells good for business

Diwali, for Novotel Hyderabad Airport, has always been a pleasant season both in terms of business and weather. Many families love to take up their mini-breaks as children have holidays. Additionally, many corporates

organise their annual meet-ups, team outings, workshops, etc. Thus, we are fairly packed this time around. Also, immediately after the festive season, we start gearing up for the mega wedding season that keeps us extremely busy.

Starting off early

Our strategy around this time is to focus more on families seeking mini breaks. We commence with activities and events a few weeks before Diwali, showcasing the family-friendly features of the hotel, like the sports arena, swimming pool, scenic views, etc.

We also take the opportunity to curate some special festive and rejuvenating events with our patrons, such as our AccorPlus members and Le Club AccorHotels members. Our digital channels also synchronise accordingly.





MILIND PATIL

General Manager
The Fern Residency, Udaipur

Mixing packages with attractive rates

Udaipur's hospitality industry has been booming over the years. Overall, it sees a healthy trend with rising ARR and overnights in Udaipur. During Diwali, which is technically a mini vacation in India, we see tremendous influx of domestic tourism due to the rising popularity of Udaipur as a holiday/getaway destination. To drive more traffic during this season, we will come up with curated packages at competitive rates.

Inviting weddings

Destination weddings are the new fad and have gained momentum with elite families from across the country considering Udaipur as a prime destination for organising weddings.

This year, Diwali is in the month of November, which is also a month packed with auspicious dates, so our focus will also be to target the wedding segment.

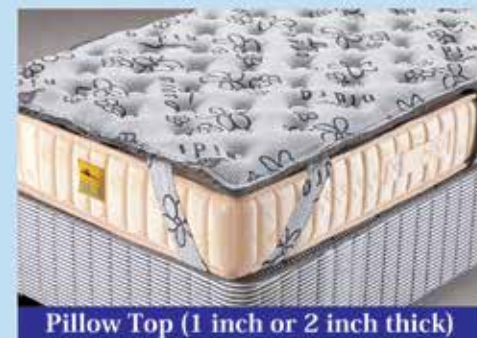
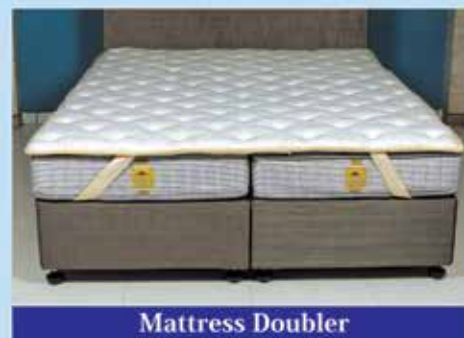
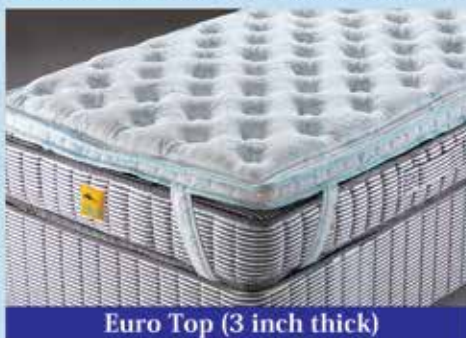


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HPMF is ready for another winner

With less than a month to go for the HPMF Convention and Awards 2018 in Varanasi, **Nitin Nagrale**, Founder, Hospitality Purchasing Managers' Forum (HPMF), provides a sneak peek into the mega event.

 HT Bureau



Give us an insight into the upcoming HPMF event in Varanasi.

HPMF is a consortium of purchasing managers from the hospitality industry, representing star hotels, catering companies, stand-alone restaurants, and airlines. HPMF will be celebrating its eighth anniversary along with the convention and awards from October 25-27, at The Gateway Hotel Ganges Varanasi. The HPMF fraternity pulls out all stops to put up an event worthy of its large fraternity. The ceremony last year was the talk of the town, with over 250 members and other delegates gracing the occasion.

This year, delegates will get a chance to explore life along the holy River Ganges and experience the holiest, oldest, and by far one of the most fascinating destinations in the world - Varanasi. Visiting the narrow old lanes and alleys, as well as ancient ghats that line the holy river will be a memorable experience.

“

HPMF will be celebrating its eighth anniversary and this year we will be showcasing the culture of India”

How will this year's edition be different from the previous ones?

After its inception in 2010, HPMF underwent many changes, yet remained the same in many ways. Our events are known for their quality and content. We execute them differently, giving due importance to all guests and looking after them like family. This has given us great reputation in the industry and people look forward to attending the HPMF Convention and Awards every year. This year, we are concentrating on showcasing the culture of India. It will have the following elements which were never part of the event before:

- Participation of delegates from the Middle East and Sri Lanka. HPMF members from new cities like Bhopal, Srinagar, Dehradun, and Coimbatore are joining for the first time.
- Delegates from airlines, restaurant chains, and retail companies are also joining for the first time.
- Support from Ministry of Tourism and the Incredible India project takes this year's convention to the next level.
- Vegetarian food will be served on all three days. The menu has been created after research of over eight months on the cuisine of Varanasi. Delegates will experience the forgotten recipes of Varanasi.

- Focus on artisans of Varanasi and Bhadohi to showcase their products.
- Artists showcasing historical Ram-Leela with Ravan *dahan*, celebration of Diwali, origin of Ganga Aarti, tips on *kushti*, Ganga Snan, etc., are some new attractions this year.

Other new initiatives will include:

- New speakers on latest SCM trends
- Launch of book on Basics of Hospitality Procurement
- Launch of HPMF interactive website
- Felicitations of some delegates

How does HPMF help the hospitality purchasing fraternity?

Training and development of procurement professionals, consolidated procurement, industry product standardisation, volume discounts, improved professionalism in purchasing processes, development of potential vendors, green initiatives, and corporate social responsibility are some of the key elements of HPMF.

The Forum has already started linking procurement and supply, the vital ends of the procurement chain. It is looking forward to creating a better purchasing environment by developing knowledge and expertise of hospitality purchasing professionals through education, guidance, and use of latest techniques.

HPMF intends to set up best practices in the industry and channelise the wealth of expertise on the subjects of logistics as well as purchase and supply chain management. With the implementation of best practices, HPMF wants to ensure overall long-term benefits for the hospitality industry.

One of the core objectives of HPMF is to encourage procurement of high-quality products to upgrade the overall standard of the industry. HPMF is also committed to sustainable development and green initiatives. This forum is already acting as an information gateway for developments taking place in the procurement industry.

It provides inputs and recommendations relating to relevant law commissions, government departments,

and existing or proposed legislations, to its members. It also acts as a reference point for the government, law commission and others, on compulsory purchase issues and proposals.

HPMF encourages free exchange of views, experience, and advice amongst its members. It provides a networking base for professionals in the materials management industry, through participation in several trade exhibitions like AAHAR (New Delhi and Chennai), Food Hospitality World (Mumbai, Goa and Bengaluru), HOSTS (Mumbai and Milan), Index (Mumbai), HOTECH (Dubai and Abu Dhabi), Projects Prestige (Doha), CPO Forum (New Delhi and Mumbai), Hotelier India Summit (Mumbai), IHS (Mumbai), Messe Frankfurt Abiente (New Delhi), Acetech (Mumbai, Bengaluru, Ahmedabad and Delhi), Connect (Mumbai and Delhi), Purchase Connect (Chennai), etc.

HPMF sees itself playing a crucial role in shaping hospitality procurement by making it more organised and technically equipped through training initiatives, lectures and seminars on hospitality purchase topics.

HPMF feels that through these measures it will organise and streamline the Indian hospitality procurement industry, which will at the same time correspond into a halo effect on the domestic and international vendors dealing with hospitality requirements. HPMF plans to affiliate with reputed universities and institutes for special courses on the subject and provide them with assistance on purchasing management.

Tell us about the growth of HPMF.

The initiative started with one member as Founder and has grown to over 2100 members. Today, HPMF has members from cities like Colombo, Doha, Dubai, and Abu Dhabi as well.

HPMF is anticipating a surge in the number of memberships in coming days, as there is an overwhelming response to this initiative across the industry. HPMF will utilise this collective procurement power which would result in increased profits for members and suppliers, overall benefitting the Indian economy.



Experience Alila

Kamal Munasinghe, General Manager, Alila Bangsar, Kuala Lumpur, talks about the newly-opened property and what makes it stand out in the Malaysian capital that is teeming with hotels and hospitality chains.



Anupriya Bishnoi



Tell us about the new property.

Alila Bangsar is elevated above the hustle and bustle of Kuala Lumpur's most vibrant and cosmopolitan district. The hotel, which is the group's first property in Malaysia, is a modern, urban retreat that combines a haven for relaxation with a lively city vibe and world-class restaurant and bars. Occupying the top floors of a mixed-use development known as The Establishment, Alila Bangsar celebrates Alila Hotel & Resorts' signature charm and is set to be an instant destination for local urbanites and international travellers alike.

A dedicated butler service in the Alila Living Room located on every guest room floor with free-flowing refreshments throughout the day ensures a highly-

personalised level of guest service. Perched on level 41, guests will find a sky-level lobby leading to a pool on level 40, where they can unwind amidst tropical-style landscaping and luxurious loungers with city views that create an oasis for relaxation. Also on level 41 is a French restaurant - Entier, an avant-garde approach to fine dining. At the forefront of Kuala Lumpur's new food order, Entier celebrates nose-to-tail dining.



in KL

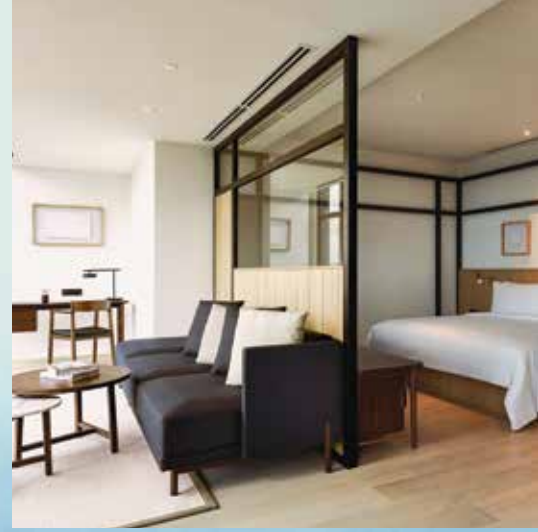
As with all Alila hotels, the destination is at the heart of the Alila Experience. Kuala Lumpur is an extraordinary and adventurous city to explore and a dedicated team is on hand to create personalised Alila moments and memories. Lifestyle activities are tailored to individual interests across five themes – Cultural Learning, Conscious Living, Active Spirits, Culinary Arts, and Couple Celebration.

What's your strategy to beckon Indian clients?

On our recent visit to India, we met all the leading travel agencies. We visited Mumbai, Bengaluru, and Delhi. We met all our key travel partners and operators. From what we have gathered, the numbers look very promising. Besides, the number of Indians travelling to Kuala Lumpur is increasing, and Tourism Malaysia is targeting one million tourist arrivals from India by 2020. Last year, it was almost 640,000 arrivals from India. Also, since travellers today are looking for meaningful travel, we believe our Alila Experience will be able to give them a chance to learn the local culture and make their stay in Kuala Lumpur memorable. Guests can opt for learning the art of pewter crafting in a workshop at Royal Selangor or cooking up authentic Malaysian delicacies in a beautiful jungle setting overlooking the lush Penchala Hills.

What challenges do you face in business?

The biggest challenge for us is the growing number of rooms. Tourism Malaysia is working very closely with the Hoteliers Association to stabilise this situation and promote Malaysia as a tourist destination. Finding the right talent for the growing number of rooms is also quite difficult. However, Tourism Malaysia has allowed us to hire talent from other countries like Bangladesh, India, Sri Lanka, Nepal, etc., which is a good support. Another concern is options such as serviced apartments, homestays, etc., which have given travellers the choice of other accommodation types.



Far from the madding crowd



Roop Pratap Singh Choudhary, Director, Hotel NoorMahal, Karnal, shares his view on the benefits of having a property that's situated close to a metropolitan, yet steers clear of the hustle-bustle of a fast-paced city.



Tell us about the hospitality space in Karnal and how it has evolved over the years.

Tourism in this area is booming. Today, the tourism sector on the GT Road belt reflects the face of modern India. The National Capital Region (NCR) is positioned among some of the wealthiest and most economically developed regions in South Asia. Tourism in NCR is a vivid kaleidoscope of diverse landscapes showcasing magnificent archaeology, while celebrating art and culture.

Karnal has a unique history. This land has witnessed historical battles, including the famous battles at Panipat, and has lent canvas for the epic battle of Mahabharata at Kurukshetra. Rich in history, monuments, heritage, flora and fauna, human resources and tourism, with a well-developed economy, national highways and state roads, NoorMahal is a journey worth experiencing.



What's your take on competition?

To avoid any immediate competition, NoorMahal has been built on a monumental scale. It is a futuristic hotel which has a land bank to cater for its future requirements. Competition comes from nearby cities like Delhi, Gurugram, Jaipur, Agra and Chandigarh, which are situated at 100 kms or more. So, keeping in view its size and the investment level which has gone into the making of NoorMahal, we feel we should be enjoying this monopoly for the next 10-15 years.

What are your marketing strategies?

NoorMahal is very aggressive on marketing. We have tried to incorporate all tools of marketing being used presently by big hotel chains in NCR.

Just to list a few, we have tied up for public relations with an agency in Delhi, we have stationed our sales team permanently in Delhi to cater to various OTAs and guest queries in and around the national capital, and we have also tied up with various corporates, wedding organisers, travel agents, etc.

What kind of challenges do you face and how do you overcome them?

We have tried to create a new brand name – NoorMahal - in the northern region, and have been quite successful



We look to establishing the brand in Chandigarh and Punjab, as the finest wedding destination in North India”

in marketing and upselling the property in NCR in the last few years. Now we look forward to establishing this brand name in Chandigarh and Punjab, to sell the venue as the finest wedding destination in North India. Being in Karnal initially posed as a minor hiccup as people were unaware of the city. Also, tourism within the region was unheard of.

What kind of business are you expecting in the near future?

NoorMahal is doing good business. The hotel is nearly sold out for social functions, weddings, social events, and corporate off-sites up to March 31, 2019.



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Crowning glory for the kitchen squad

Indian Culinary Forum has announced its sixth Chef Summit and 15th Annual Chef Awards to be held at The Leela Ambience in Gurugram, recognising excellence in the culinary field.

Chefs are one of the most important and the prime reason for the success of any restaurant or hotel. They work behind the scenes preparing delectable food for guests with discerning tastes. To celebrate and recognise the talent in the kitchen at a pan India level, Indian Culinary Forum (ICF) has announced its 15th Annual Chef Awards. This year, the event is being organised at The Leela Ambience, Gurugram, on October 4, 2018. Annual Chef Awards is also an attempt to highlight Indian cuisine on the international culinary map.

“

The objective of the Awards is to offer chefs a platform to showcase and hone their culinary skills”

The Chef Awards this year will begin with Trade Test (culinary competitions), Chef (knowledge) Summit, and the award ceremony, culminating with a charity lunch on October 20, 2018, which is the International Chefs Day.

The Trade Test will be held from September 26-29, 2018, where nominated professional chefs from all over India will showcase their culinary prowess in 11 categories. The sixth knowledge summit on October 4 will be held in the morning at The Leela Ambience, Gurugram. Renowned industry professionals will discuss the future of Indian food and its technicalities.

Chef Davinder Kumar, President, Indian Culinary Forum, says, “The objective of Chef Awards is to offer fellow chefs a professional platform to showcase, exhibit, hone their culinary skills, and bring Indian culinary art on a par with international standards.” Adding to this, **Chef Vivek Saggarr**, General Secretary, ICF, says, “This year, ICF has tied up with Tourism and Hospitality Skill Council to promote and contribute in the government’s Skill India Mission by providing the right platform.”

Formed in 1987 as an exclusive non-profit organisation, ICF has dedicated itself solely to the advancement of the culinary art of India. The Forum’s objective is to act as a link and platform for the enhancement and development of the national community of chefs.



Turning the tide for hotels

Nandivardhan Jain, Founder & CEO, Noesis Capital Advisors, talks about the brand and how it aims to turn the unorganised sector of stand-alone hotels into an organised domain, strengthening the Indian hospitality industry.

Please give us an insight into your brand.

Noesis is India's leading hotel investment advisory firm providing integrated professional services like feasibility reports, transaction management, project management, debt syndication, and private equity. We are working with a vision to migrate stand-alone, unorganised hotels to the organised domain, with professional hotel chains to build a robust hospitality ecosystem for the country, benefitting all stakeholders. Last year, we advised 58 hotel projects across South Asia and this year, we are targeting more than 100.

What kind of challenges do you face?

Looking towards market conditions in the last few

significant ways. Due to challenges involved in building a new hotel inventory, some of the new-age budget hotel operators are working to migrate unorganised stand-alone hotels into the organised space by fixing basic issues of building structure and engineering, and by streamlining day-to-day operations. There are around 300,000 rooms available in an unorganised space.

When it comes to location, how do you help hoteliers decide which destination will be best for them?

While finalising city and location, it's important to evaluate the macro and micro level market potential of the city. Factors include:



months, investors ask us to take the mandate to help them acquire distress hotel assets. In our opinion, there is nothing called distress in the Indian context. After a change in the banking scene, hotels are available at realistic prices if we go by replacement method of valuation, but nothing is in distress. If some hotels are stressed and lying with financial institutions, it may be because of irregularity of statutory payments, upkeep of the hotel not being possible, or guest experience not being up to the mark, further affecting the overall business of that hotel. Even if you get a distressed value, infusion of more funds to fix ongoing issues will not let it qualify under distress. It takes us time to explain and convince our clients to be realistic about their requirements.

In your opinion, which segment of hotels is on the rise?

An adventurous generation that's part of the digital age, millennial travellers are changing the travel industry in

“

We have a vision to migrate stand-alone, unorganised hotels to the organised domain, for a robust ecosystem”

- Existing room supply in the city
- Demand for rooms in the city
- Current occupancy levels of hotels
- The F&B potential of the city
- Average daily rates of the rooms across the segment
- Seasonality involved in the city
- Availability of quality human resource for operations
- Recreational options in the city
- Profile of travellers
- Land cost in key locations of the city
- Future room supply coming to the city or projects under construction
- Future prospects of the city
- Proposed government projects



The 'lighter' side

Mayfair Hotels & Resorts has appointed **Bjorn DeNiese** as Vice President, Business Development. In the new role, he will be responsible for spearheading the group's future, as it aims to launch a new sub-brand.



Anupriya Bishnoi



Tell us about your new role at Mayfair.

Mayfair Hotels & Resorts has always owned and operated its hotels. With this new vertical, we will get into the management, franchise, and lease segments of operating hotels. So, it's a much lighter, rapidly growing model we're looking at.

The new vertical will initially focus on the East of the country and subsequently look to make headway to central and North East India. The upcoming projects include Raipur (early 2019) as well as Siliguri and Kolkata (2020). The new vertical will be responsible for the development and expansion of the group, which will establish itself through lease, management,

and franchise models under a yet-to-be-named brand. It will aim to add another 100 rooms to the current portfolio of 515 rooms by the end of this financial year and double the number of rooms within three years.

What will be your business strategy to achieve the said target?

Our entire team is going to be brand-new, imbibing a contemporary approach to things and a forward-thinking, novel style of management. We will ensure that the signature Mayfair touch is there, but we are looking to leverage technology in a big way in the future.





of Mayfair

What's your take on competition?

All brands that are there in the region already have a lot of international presence, but the eastern region has been our market for more than 30 years now and we know it well. It's time to make sure the legacy goes forward.

Tell us about the kind of challenges you face.

In the eastern and north eastern regions, some of the biggest challenges we face are internet connectivity and accessibility. There's a lot of potential here, but infrastructure hasn't been the most helpful. The recent tax changes have also impacted us significantly.

As an industry, if we are looking forward to establishing a better tourism circuit in the East and North East, we must ensure that there's some government support in

terms of infrastructure and policies, to have a futuristic approach towards the tourism sector and the untapped potential it has.

About Mayfair Hotels & Resorts

Mayfair Hotels & Resorts runs luxury properties spread across a melange of captivating settings in India, including dreamlike mountains, idyllic beaches, and vibrant cities. Guests can choose from varied options like a heritage property up in the hills, a beautiful beachfront hotel, a delightful spa resort, or a business hotel amongst others.

Mayfair offers authentic hospitality, thoughtful service, lavish accommodation, and world-class facilities to guests. The group believes in the adage, "Stay with Us, Stay with Nature," and this is well exhibited in the fetching architecture, beautiful landscaping, and overall design of the properties.



New-age weddings

The business of weddings is a lucrative proposition. Hotel spokespersons provide details on this segment and all the creativity that makes millennial weddings popular.



Kanchan Nath



NIKITA RAMCHANDANI

Senior Area Director of Operations - South Asia
Marriott International

The wedding business grows

The wedding segment in India is lucrative, our visible commitment to the same has been through 'Shaadi by Marriott'. It is our 360-degree approach on how we treat weddings. Destination weddings is the trend gaining traction. Among our hotels, for beach weddings, W Goa is very popular; for the castle-like theme, we have our newly-opened property JW Marriott Jaipur; and for wedding in the hills, we have JW Marriott Mussoorie Walnut Grove Resort and Spa. Our hotel, Le Méridien Mahabaleshwar Resort & Spa, does well for weddings; even JW Marriott Hotel New Delhi Aerocity, JW Marriott Pune, and JW Marriott Hotel Kolkata get a good number of wedding bookings. JW Marriott Mumbai Juhu and The St. Regis Mumbai are also doing well for weddings. We started Shaadi by Marriott to understand, elevate and customise the wedding experience. Since 2016, we have seen an

increase in revenue from weddings by about 40 per cent.

Marriott for weddings

Among the other trends observed, we have seen that in cities, for bigger weddings, people like to have the pre-wedding events in different hotels. In the concept for weddings, a confluence of the traditional and modern continues. While youngsters (those to be married) have a greater say in the wedding arrangements than before, the final decisions are mostly taken by the family in unison.

For people, the status issue remains; level of affluence is generally seen as a reflection of the location chosen for the main wedding or reception. We recommend Marriott for weddings as we work as an extension of the family and embrace the wedding just as they would. We have the tools, resources, and the bandwidth to support us in our endeavours.



CHITRA AWASTHI

Director of Sales and Marketing
JW Marriott Mussoorie Walnut Grove Resort and Spa

Trends in destination weddings

Destination weddings in the hills have become a big trend. Mussoorie is a splendid place for an out-of-the-box wedding that can be held amid the lush landscape that surrounds the resort. JW Marriott Mussoorie Walnut Grove Resort and Spa has over 4000 sqft of venue

space and with the help of in-house specialists, every detail is carefully planned and executed.

Food for weddings

North Indian food is preferred for Indian weddings, however, our culinary team offers various menu options for the wedding and preceding functions.

The chefs at JW Marriott Mussoorie Walnut Grove Resort and Spa work closely with guests to ensure a delectable feast throughout the wedding.

For cocktails and pre-wedding functions such as *haldi* and

mehendi, our team recommends numerous specialty setups like a cheese and champagne setup, a bar with chef specials, a Mexican appetizer setup or a pan-Asian appetizer setup and other such offerings.

Wedding specialists

JW Marriott Mussoorie Walnut Grove Resort and Spa has a wedding specialist who is part of the hotel's sales team and only handles wedding requirements.

Revenue from weddings

A total of about 22 per cent of room revenue and 55 per cent catering revenue is driven by the wedding segment.





ROHIT CHOPRA

**Regional Director of Sales - India
AccorHotels**

Trends and more

Indian weddings are getting bigger and more aspirational; travellers with spending power are now considering international venues to celebrate their special day. The most popular destination wedding venues outside of India are Macau, Thailand, Bali, Turkey, Ras Al Khaimah, and Mauritius. National Tourist Offices (NTOs) across these destinations have also been promoting themselves for destination weddings.

Overall, the wedding industry in India is flourishing and is pegged at \$40 billion with a 25-30 per cent growth expected annually.

Themed weddings

Gatsby, *maharaja*, bling, casino, cherry blossom, royal Rajasthan, colour pop are the most popular wedding themes.

F&B options galore

For Indian weddings, food takes

the centre stage and the traditional wedding food differs from region to region. However, with global food influences and migration within the country, there has been a lot of uniformity in wedding food.

Specialised chefs

We have specialised chefs who have expertise in making different cuisines - Mediterranean, Indian, European, Chinese, Southeast Asian, and fusion.

Domestic wedding destinations

The most popular destinations for weddings in India are Jaipur, Udaipur, Jodhpur, and Goa.

Framed memorabilia

Guests conduct pre-wedding shoot, videos, and teasers as part of the precursor to the wedding. Social media integrations, live streaming, photo booths, wedding hashtags, and small-sized videos are trends designed to create lasting memories.



SOUMODEEP BHATTACHARYA

**Director of Sales & Marketing
Le Méridien Goa, Calangute**

Smaller audiences

Destination weddings have garnered huge popularity in the last five years and have become common amongst Indians, too. Goa offers a varied landscape – from beaches to quaint islands and heritage sites to luxurious five-star hotels. Guests have a whole lot of options to choose from. Today, the major trend we see is a smaller audience or limited number of guests. Over-the-top, gigantic weddings with over 500 people is a thing of the past.

A casual vibe

Last year, we saw the trend of people preferring a casual vibe – lots of greenery and dramatic florals instead of linen drapes. Picnic-style seating

or community table set-up instead of formal round tables, handmade (think origami) centerpieces that reflect the personality of the bride and groom, are doing the rounds. Every couple is looking for a theme that has a distinct character and that matches their own personalities. They want their wedding to be an extension of their own personal interests.

Food at weddings

At Indian weddings, choice of food and offerings is not merely an extension of their hospitality, it is also a symbol of social status and hence, it is as important as the wedding ceremony itself. Menu planning for a wedding can take weeks before the

family decides, hence, at Le Méridien Goa, Calangute, we make sure that our team meets guests personally or speaks to them over the phone to understand their preferences and favourites so that the menu can be customised keeping their choices in mind.



Building on the pilgrim route

Debashis Ghosal, MD & CEO, Daiwik Hotels, talks about the brand and how it aims to go beyond the pilgrim towns of Rameswaram and Shirdi.



Tripti Mehta



Please tell us how Daiwik Hotels came about being. Which locations are you currently in?

After we exited the multiplex industry when we sold our brand - 89 Cinemas - to Inox Leisures, we decided to enter the hotel industry but through the niche segment of pilgrim hospitality.

There were no other brands with a focus on this segment and we saw that as an opportunity. Currently, we are located in Rameswaram and Shirdi.

Your hotels are centred on religious circuits. Is expansion to other religious cities and towns on the cards?

Yes, we are already working on our next hotel and residences project in Tirupati. We are also exploring some other proposals that have come to us. We are open to leasing, management contracts, or even building hotels on JV models.

What is your strategy for marketing and promotions? Is there a new segment of travellers that you're targeting?

We do a lot of digital marketing and SMS and mailer campaigns. Our website provides a lot of content to a traveller. We have connected to a lot of spiritual groups.

People visit pilgrim destinations not just for spiritual quests. In Rameswaram, the temple is a magnificent example of ancient architecture that brings in foreign travellers as well.

Rameswaram has some of the best beaches and it now offers some of the best water sports in the





country. Our attempt has been to sell the destination itself to grow the market.

How has the year been for you so far and what are your expectations from the near future?

We continue to grow year-on-year. This year, we are focusing on the international market and growing Daiwik Hotels' awareness amongst international agents. We look to increase our presence in more towns and cities in the future.

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

In the last couple of years, the Central Government has prioritised the tourism sector for development. The quality of hotels has improved considerably across the country, with Indian and international brands setting high standards.

Indian travellers now expect the best of hospitality standards wherever they go. There will be further consolidation in the hospitality industry in the near future.

What challenges do you think the hospitality industry faces in general and in the regions you're located in, keeping it from growing at the rate it could?

The hospitality industry as a whole could do with more government support. It takes a long time to start Greenfield projects. Smaller pilgrim towns lack infrastructure support, making operations very difficult. Recruitment of good talent and staff retention in these smaller towns are a challenge. If connectivity is improved to such locations and proper infrastructure is provided, more tourists would visit so many amazing locations that exist in this vast country of ours.





An apt stage in Mumbai

The first edition of Food & Hotel India (FHI), held from September 5-7 in Mumbai, witnessed participation from more than 10 countries. The event received good response from everyone, and concluded on a promising note.

Food & Hotel India, which debuted in Mumbai, served as the perfect platform for connections in the food and hotel trade industry in a way that has never been witnessed before. The show belongs to the top-tier category of over 20 market-leading food and hospitality shows across 12 countries, which include Food & Hotel Asia Singapore, HOFEX, and Hotelex among others. The three-day Indian edition of the exposition showcased premium products and services from around the world, presented new ideas and solutions for an industry looking to take on a new direction, and helped enhance their business offerings. It served as an opportunity for industry professionals to forge alliances with leading Indian and international hospitality chains, consultants, suppliers and investors, while networking with premier buyers and decision makers.

In its first year, FHI witnessed over 60 exhibitors, including FnS, Feather Touch, Pascati Chocolates, Saimex Foods, Varahi, DL Corporation, Pam Hygiene, Metal Fabricator of India, Ace Technologies and several others. The expo also saw participation of 10 countries including Spain, USA, Turkey, Canada, and the UK.

“

FHI witnessed over 60 exhibitors and saw participation of 10 countries that included Spain and Turkey as well”

Food & Hotel India 2018 received good response from visitors and exhibitors alike. A lot of business associations were made and it turned out to be a good and lucrative experience for the Indian food and hospitality trade business.

Day one of the expo witnessed the Hospitality Strategy Summit, which aimed at developing optimal strategies towards building a better working culture and to solve challenges faced during the development of the same. The expo also saw ProWein Educational Campaign, a three-day event with a range of seminars, wine and spirit tastings, discussions and presentations focusing on sensory perception for wine, spirit, and hospitality professionals.

On the second and third day of the exposition there was a line-up of more interesting events such as the Hospitality Leaders Roundtable that had leaders from the industry cover a multitude of subjects, including the mid-market segment, the future hospitality pipeline in India, and various challenges that the industry is currently facing.

The expo also saw a masterclass on Kitchen Planning and Designing. This was an interactive session that explained ideal kitchen design processes for back and front of house kitchens, design criteria for optimisation of kitchen space, high energy efficiency, and food safety.

Another highlight of the show was International Culinary Classic, an inaugural culinary challenge that showcased elaborate dishes by top chefs, categorised into Chocolate Showpiece, Plated Appetizers, Individual Plated Desserts, Bread Display, and Live Cooking. Apart from these features, FHI also witnessed business sessions and panel discussions on vendor hotel relationships and housekeeping seminars.



Comfortable on top

Uttam Malani, Executive Director, Centuary Mattresses, talks about the brand's uniqueness and how it continues to meet a hotelier's demand of quality, quantity, and aesthetics.

What makes the Centuary brand unique?

Centuary Mattresses started 30 years back and during this long journey, we have gained a lot of experience with detailed customer understanding. We have strong capabilities in terms of technology and a robust in-house production facility which can meet any kind of requirement from various customers. Our specialised mattresses require special fabric with different combinations which Centuary can offer without any compromise on quality, quantity, or timely supply.

We are well-equipped to customise a product case-to-case or place-to-place, depending on the need and purpose of the customer. The industry is maturing and growing like never before, so we would like to utilise our resources to meet the ever-growing demand and requirements with quality products at affordable prices, backed by warranty and after sales service.

How do you ensure you are on a par with the expectations of hoteliers?

Centuary Mattresses is one of the pioneers in bedding solutions and offers variety with comfort. We offer solutions to hotels, educational institutes, corporate buyers, hostels, hospitals, etc., apart from the offline and online categories. The application or solution differs from residences to hotels.

In our experience, we have seen that spring as a core component is a preferred choice of the hospitality sector. They also demand FRH fabric to have a bouncier and luxurious feel. In the case of the hospitality industry, the product specification mostly includes aesthetics, look, feel, design, and fabric. Our mattresses are therefore customised based on the hotel's requirement and so far, we have always been able to match their expectations.

How do you deal with competition?

Centuary Mattresses has been maintaining a strong leadership in metros as well as in rural markets. We have been pioneering many new technologies and products in the industry, which have helped us stay ahead of other market players. At Centuary, there is a lot of focus on offering products with new combinations. Our capability to manufacture all components of the mattress in-house has been an added advantage. Our manufacturing capacities are doubling every year and will continue to keep expanding in new areas in terms of market reach and placement. We have a strong network of over 200 exclusive brand outlets and over 3000 dealers across 18 states in the country. We have plans to rapidly increase this network in majority of the states and Union Territories.

How do you constantly reinvent the brand to stay relevant?

We strive to combine world-class infrastructure with cutting-edge technology and advanced materials to consistently deliver unmatched quality and finest sleep solutions backed by our Ulti-Matt technology. Ulti-Matt technology is the outcome of Centuary's years of understanding the science of better sleep and hands-on knowledge of crafting mattresses that provide perfect sleep. There are three critical elements in Ulti-Matt technology - high quality material, intelligent manufacturing, and precision processes. Now, we are planning to launch new variants especially designed for the diversity of customers we cater to.



“

We have a strong network of over 200 exclusive brand outlets and over 3000 dealers across 18 states in India”





Setting new standards in Goa

Goa Food & Hospitality Expo, held from August 23-25 in Goa, helped set a new benchmark in the world of hospitality expositions.

The sixth edition of the Goa Food & Hospitality Expo, Goa's biggest exhibition on hotel and restaurant equipment and supplies, was held at Dr. Shyama Prasad Mukherjee Stadium, Bambolim.

The exhibition, one of the biggest in the country, had several national and international brands showcasing for the first time in India.

Goa Food & Hospitality Expo was inaugurated by **Manohar Ajgaonkar**, Minister of Tourism & Sports, Government of Goa, who was the Chief Guest for the event. Other dignitaries who graced the occasion were

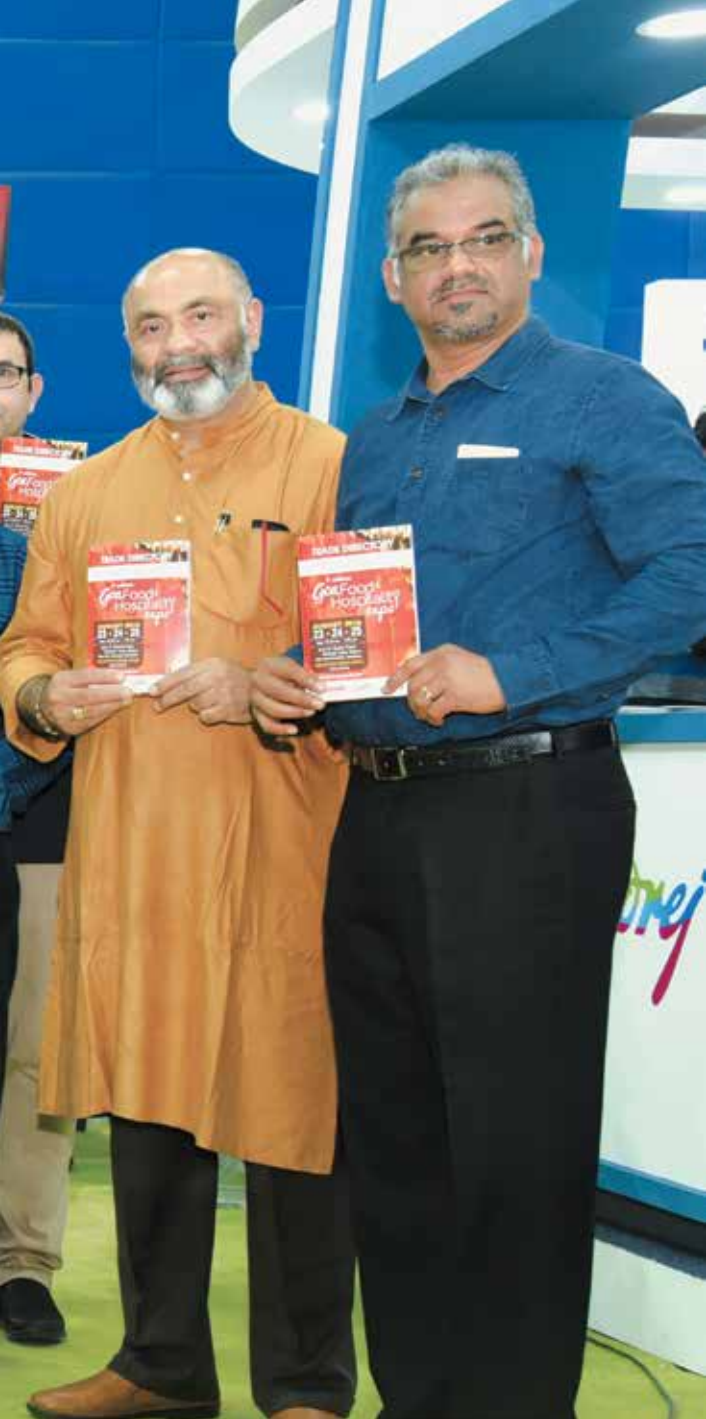
Menino D'Souza, Director, Department of Tourism, Government of Goa; **Rajesh Kale**, Deputy Director, Department of Tourism, Government of Goa; **Victor Albuquerque**, Chairman, Alcon Victor Group; **Savio Messias**, President, Travel & Tourism Association of Goa; **Gaurish Dhond**, President, Goa Hospitality & Restaurant Association; **Menino Proenca**, President, SKAL International Goa; **Earnest Dias**, Vice President, SKAL International Goa; **Ricardo D'Lima**, General Manager, Fortune Miramar and **Chef Ranjeet Pandey**, President, Culinary Forum of Goa.

Following the inauguration, guests went around the stalls and expressed keen interest in the exhibits.

The special attractions of the exhibition included display of kitchen and bakery equipment, exclusive

“

There were 100-plus companies showcasing over 500 products, including national and international brands”



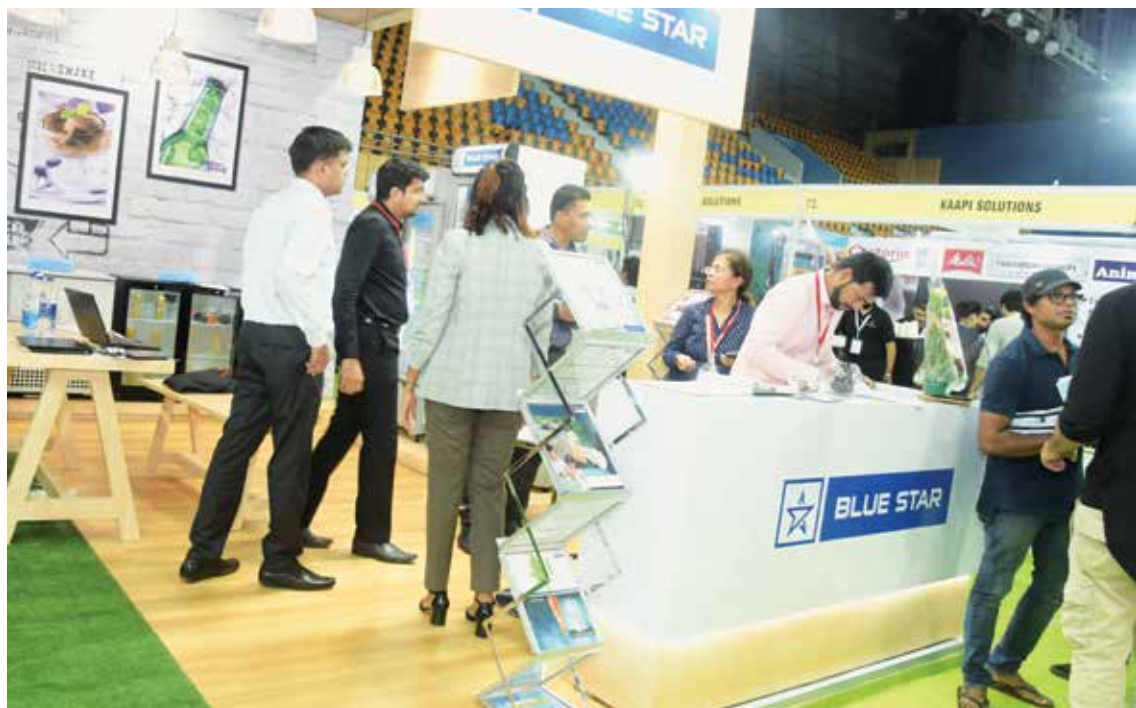
HoReCa supplies, food and bakery products, bed and bathroom linen, refrigeration equipment and industrial dishwashers, IT software systems, communication and security systems, furniture, fixtures and interior décor, sound and lighting solutions, housekeeping equipment and hygiene products, water and waste management systems and many more products connected to the food and hospitality industry, some of which were displayed in Goa for the first time.

There were 100-plus companies showcasing over 500 products, including national and international brands.

An attraction right from the 60s, Goa has been one of the most visited tourist destinations of India, thus India's fastest growing hospitality industry.

Goa's hospitality trade is urged to explore enhancement in technology and service, identify opportunities, share experiences, as well as build networks to combat the fast and ever-evolving industry, but the options available in Goa and the region are limited and sometimes out of reach.

The main objective of the exposition is creating bigger opportunities and a successful business for companies



and trade professionals. It aims to bring together a mix of quality and quantity of buyers from across India, offering Goan, Indian, and international brands a wide spectrum of opportunities for business networking and partnerships with established players and buyers in the Indian market. The event continues to serve as a perfect platform for sourcing and staying up-to-date with the latest trends in the segment.

Sands Resorts Macao



Millennial trends

“With some of the new low-cost carriers opening up, such as Scoot Airlines flying from Jaipur to Singapore and then to Macau or Thai Smile having flights coming out of Varanasi, Ahmedabad and Lucknow into Bangkok and then through other airlines to Macau, we get a lot of this millennial MICE from industries such as manufacturing, pharmaceuticals, IT and automobiles,” she added, saying that in the first quarter of 2018, MGTO saw a growth of 7.9 per cent, as compared to 2017.



 Kanchan Nath

Sands Resorts Macao is the largest integrated resort in Macau, with 13,000 rooms and suites. It is made up of seven hotels. Speaking about this diverse collection that Sands Macao offers to visitors, **Stephanie Tanpure**, Vice President of Sales, Sands China, said, “When MICE visitors come, they can sign one contract, have one point of contact, and have the group of delegates experience these seven different hotels. The resort also offers more than 150,000 sqm of events space.”



New offerings and refurbishments

As part of its 10th anniversary celebration, The Venetian suites were fully refurbished and the hotel now has 3000 renovated suites. “The Venetian Macao is already very popular with Indians; we are seeing a lot of interest with The Parisian Macao as well. We have also added a new category of suites to the Parisian, which is The Champagne Suite. We have an Eiffel Tower in front of The Parisian Macao, which is half the size of the actual tower,” said Tanpure while speaking about the latest offerings that would interest Indian travellers.

bullish on MiCE

Sands Resorts Macao has enjoyed a successful relationship with its trade partners in India. We find out more about this alliance and what it offers to MiCE travellers.



Packages

“Sands Resorts Macao has just introduced its Diwali package across two award-winning hotels - The Venetian Macao and The Parisian Macao. Available to book until December 29, 2018, the two-night offer includes accommodation, dining, ferry tickets, and entertainment from now until December 31, 2018. For meeting, conference and event organisers, another package - Meetings Beyond Imagination - has also been launched, featuring an array of benefits and a wide range of leisure activities,” said Tanpure.



Gastronomy

Macau has received recognition from UNESCO for its gastronomical offerings. “We are constantly looking to be more innovative with shopping and gastronomy offerings. For instance, we will be adding a new Portuguese restaurant, the concept of which has been developed in partnership with Portuguese celebrity chef Henrique Sá Pessoa. We will also be adding Crystal Jade La Mian Xiao Long Bao, a 24-hour restaurant at The Parisian Macao, offering a contemporary twist to classic Beijing, Szechuan, and Shanghai cuisine,” she concluded.

Entertainment

Current entertainment on offer at Sands Macao includes the amazing Monkey King – China Show; Planet J, the world’s first live action role play, interactive theme park; and Thomas & The Little Big Club ALL STARS featuring Thomas the Tank Engine and friends for the family market. A perennial favourite is the signature Gondola Rides at The Venetian Macao’s famous canals, where guests are serenaded by the legendary singing gondoliers and the magnificent Eiffel Tower at The Parisian Macao.



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BONE CUTTING CHOPPER



PIZZA CUTTING KNIVES



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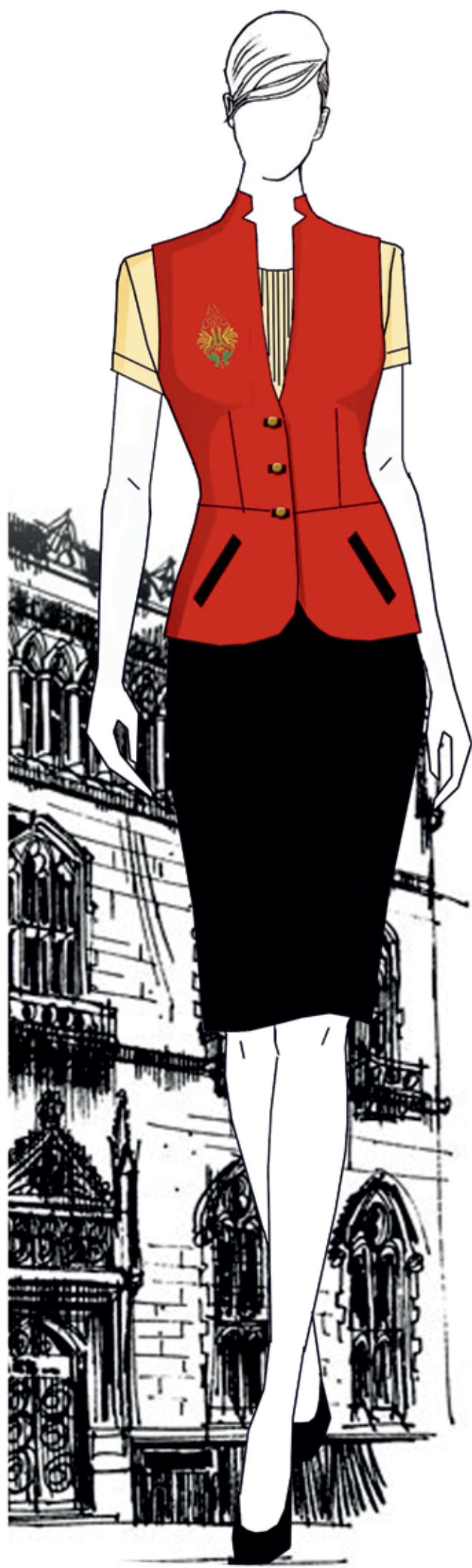
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“ Today, there is a growing trend of Designer uniforms for the hospitality & corporate sector.

A stylish yet practical uniform adds value & unifies the complete experience of hospitality.

Most hotels, corporates and institutions do have fine uniforms but there is yet so much richness in our culture that a Designer with a holistic approach can offer. Zubin Mehta – MD & CEO – Uniforms Unlimited, heads his designer brand “Dezenzia” and is one such designer with the holistic approach towards uniform design.

Besides being well known for his manufacturing skills, Zubin has also made a mark in the hospitality world by delivering stunning concepts of uniforms for niche hotels, resorts and corporates. His uniforms are now being flaunted by the clients as their brand differentiator.

Zubin in his designs imbibes the value of a region / culture into design by repackaging the couture into finely styled garments that enhance the image of the client to the highest standards. His endeavor has always been focused on amalgamating top style with highly practical attire. This is a huge challenge for fashion designers persay, but Zubin having the thorough knowledge of uniforms and a state-of-art facility to back his experience can bring about this fusion with ease.

Modern travellers are extremely selective of hotels & especially seek advice on the experience shared by others in internet and word of mouth.

Today a guest looks closely for classy interiors, bathrooms, amenities provided & even at the uniforms, whether they are clean, finely tailored & intricately designed. The uniform speaks volumes about the organization. Zubin emphasizes on the textures of fabrics used, the princess lines on the uniform, the subtle detail of embroidery and pleats that turn a uniform into **A COUTURE GARMENT.**”



ZUBIN MEHTA
(MD & CEO)



HVS and ANAROCK join hands

Anuj Puri, Chairman, ANAROCK Property Consultants, talks about the firm's latest partnership with HVS to form HVS ANAROCK. He also describes what this alliance will mean for both parties.



Please tell us about HVS' association with ANAROCK.

ANAROCK Property Consultants has partnered with HVS and as a new business vertical of the ANAROCK Group, HVS ANAROCK will focus on brokerage feasibility studies, operator searches, appraisals, executive search and other hospitality sector consulting and advisory services throughout South Asia.

As Chairman, ANAROCK Property Consultants, I take on the added role of Chairman – Hospitality, HVS ANAROCK, and the firm's soon-to-be-appointed CEO will report to me. **Shobhit Agarwal**, MD & CEO, ANAROCK Capital, heads the transactions vertical at HVS ANAROCK.

How is this partnership going to be different from your previous alliance?

The partnership will result in HVS ANAROCK's rapid expansion in the region. India has always been an exciting hospitality market, and HVS ANAROCK is

targeting a concentric outward growth into the hottest South Asian markets from here. HVS India has had more than two decades of exposure in the country, and ANAROCK is India's fastest-growing full-deck real estate services company.

How will the partnership benefit HVS?

By partnering with ANAROCK, HVS will leverage ANAROCK's proprietary real estate funding platform to increase HVS India's revenues by up to 75 per cent over the next two years. Tourism in India is growing by over 15 per cent annually, and the launch of HVS ANAROCK coincides with some of the most exciting times for the Indian hospitality industry.

Where do you think the Indian hospitality industry is headed and how do you look to gain from it?

There are a large number of funding, divestment, and acquisition deals to be tapped into, and HVS ANAROCK already has excellent relationships with India's leading hospitality operators. Over the past four years, India has seen four to five major hospitality-related deals annually, with leading private equity players being active participants on the funding side.

“

HVS ANAROCK will focus on operator searches and other consulting advisory services across South Asia”

A world of furniture

World Bazaar, a premium store of imported outdoor furniture, has introduced the new range of German brand SaVeri. The collection has furniture designed using the cast out of cement, sand and granite, and then reinforced with natural fibre. SaVeri is globally known for its aesthetically designed centre tables, fire tables, planters, dining tables, and chairs. The range requires absolutely no maintenance. The extent of cleaning involves a mere wiping down with a damp washcloth to remove any dust or debris.



Step onto elegance

Parquet flooring is one of the most elegant and decorative flooring options available. Parkett from Xylos reimagines interior décor by marrying the unique personal beauty of natural hardwood materials to trendy or classic artistic designs. It is a wood flooring solution that is composed of layers of different wood types. You can choose from Xylos Parkett's palace diamond with a 2mm top layer and unique pattern; herringbone design in natural teak, natural oak, or walnut effects; or perhaps chevron in oak hues.



Shower to relax

Roca introduces new additions to its exquisite range of Puzzle shower collection. Crafted to elevate the daily bathing experience to an unmatched level of luxury and tranquillity, each element of this collection is customised as per user preference. Providing a 360-degree bathing experience, the contemporary and multi-functional shower collection allows individuals to create customised hydro-massage shower space. It comes with thermostatic built-in shower mixer allowing individuals to control the temperature and flow between multiple shower outlets.



Tiles for eternity

Antica Ceramica recently introduced its new collection of Eternity Tiles, a perfect option for walls and flooring. Made from naturally occurring substances that give them a distinctive look, the collection is inspired by natural stone with reliefs and hyper-natural graphics satisfying the demand for natural-looking tiles. The tiles offer a natural stone coating, making them an ideal product for a warm habitat. Their physical application can range from decorative walls and terraces to bathrooms and kitchens. The Eternity Tile series is an ideal alternative to natural stone and emphasises on conserving the environment by avoiding the use of natural resources.

Lit up and elegant

Table lamps have always added to the appeal and charm of the décor of a room and in line with this thought, Ficus has unveiled its latest range of gorgeous driftwood lamps. These rustic driftwood lamps add elegance, sophistication, and natural beauty to any space. The lamps in the collection have organic linen shades that are quite sensational to look at.



MOVEMENTS

ASHWANI KUMAR GOELA

General Manager

Radisson Blu Plaza Delhi Airport

Radisson Blu Plaza Delhi Airport has appointed **Ashwani Kumar Goela** as its General Manager. Goela brings with him 19 years of experience in the hospitality sector, including his ability to drive performance, turn around assets, and build a team that is valuable for the hotel as it looks to strengthen and expand its position in the market. In the new role, Goela will oversee the complete operations of Radisson Blu Plaza Delhi Airport.



ROSHAN RAJPAL

General Manager

Hyatt Hyderabad Gachibowli

Roshan Rajpal has been appointed as the General Manager at Hyatt Hyderabad Gachibowli. With over 20 years' experience, Rajpal brings with her excellence in operations, sales and marketing, a business development acumen, as well as the zeal to create moments not just for guests but for colleagues as well. She has worked across global hospitality brands like Crowne Plaza, Carlson Rezidor, and AccorHotels. Previously, Rajpal was the Hotel Manager at Grand Hyatt Mumbai.



VICTOR CHEN

General Manager

Le Méridien Goa Calangute

Le Méridien Goa Calangute has appointed **Victor Chen** as General Manager. In a career spanning over 18 years, Chen has held key positions in sales, events, food & beverage, and rooms operations across the country as well as in overseas assignments. In the new role, he will be responsible for creating a thriving environment for associates, consolidating the positioning of the hotel and driving market growth. Prior to this, Chen was the Resident Manager at JW Marriott Mumbai Juhu.

NISHANT AGARWAL

General Manager

Novotel Mumbai Juhu Beach

Novotel Mumbai Juhu Beach has appointed **Nishant Agarwal** as the General Manager of the property. Agarwal being an accomplished hotelier brings 19 years of hospitality experience to the beach hotel. In his leadership role, he will be responsible for spearheading operations at Novotel Mumbai Juhu Beach. With his comprehensive knowledge of international standard service procedures, the team will be able to provide a tactical depth to the property.





ABHISHEK RAJAGOLKAR

Market Director of Sales & Marketing - Tamil Nadu
Marriott International

Abhishek Rajagolkar has been appointed as the Market Director of Sales & Marketing for Marriott properties in Tamil Nadu. He is a seasoned hotelier with over 13 years of experience in the hospitality industry, making him a collaborative leader with an analytical perspective. In the new role, Rajagolkar will overlook eight properties in Tamil Nadu.



JANINE FERNANDEZ

Director of Operations
Kochi Marriott Hotel

Kochi Marriott Hotel has appointed **Janine Fernandez** as the Director of Operations. Fernandez has over 16 years of experience in successfully managing human resources in the field of hospitality and finance. Prior to the new role, she was the Director of Human Resources at the Renaissance Mumbai Convention Centre Hotel & Marriott Executive Apartments. Her extensive experience in the industry will help her achieve greater heights of excellence for Kochi Marriott Hotel.



MANUJ RALHAN

Director of Operations
JW Marriott Hotel Pune

Strengthening its dynamic team further, JW Marriott Hotel in Pune has appointed **Manuj Ralhan** as the Director of Operations. With over a decade of experience in the hospitality industry, Ralhan will be leading business and strategic operations of the property in the new role. Primarily responsible for overseeing smooth functioning of the hotel, he comes with experience that will help implement the brand service strategy and initiatives. He is looked up to as a great mentor.



DEVIDYUTI GHOSH

Director of Rooms
JW Marriott Hotel Kolkata

Devidyuti Ghosh has been appointed as the Director of Rooms at JW Marriott Hotel Kolkata. Armed with a degree in Hospitality Management from the Institute of Hotel Management, Kolkata, she brings with her immense experience that will help her manage the new responsibilities efficiently and productively. Previously, Ghosh has worked with various renowned hotels such as The Park Hotel, Kolkata; Taj Lands End, Mumbai and The Taj Bengal, Kolkata.



MOVEMENTS



KUNAL DEWAN

Head Luxury, Residential Business
Embassy Property Developments

Q. A destination you want to visit?

I want to travel within India and explore gems like Ladakh, Goa, and Kerala.

When it comes to travelling abroad, I love spending time in the Maldives, Sri Lanka, Hong Kong, and the US.

Q. What do you do in your spare time?

I am a big sports buff and have been playing tennis, squash, and cricket. My idols are Roger Federer and Abdul Kalam.

I love spending time with my son, love teaching him tennis, crawling through the trenches, cycling, and jumping in muddy puddles.



I want to travel within India and explore gems like Ladakh and Goa”



SACHIN MAHESHWARY

General Manager
Novotel Kochi Infopark Hotel

Q. How do you spend your free time?

In my spare time, I enjoy reading; biographies and inspirational business stories always intrigue me.

Q. What do you look forward to when travelling?

While travelling, I prefer exploring offbeat destinations and spend a lot of my weekends taking short trips and discovering the life around. As a food enthusiast, I enjoy exploring culinary trails and experimenting with new flavours. I also love travelling abroad; the next big plan is to explore the vineyards of France. I am also ardent about driving and often go for long drives to enjoy a good sunrise.



I enjoy exploring culinary trails and experimenting with flavours”



SHIV BOSE

General Manager
Courtyard by Marriott Bengaluru Hebbal

Q. How do you relieve stress?

To break away from a hectic schedule, reading an interesting book definitely engages me. Amongst the genres of books, I love reading science fiction, thrillers, and those by Dan Brown, Stephen King, and John Grisham. Travelling and exploring different cities and destinations for their food and culture is also something I do in my leisure time.

Q. A favourite destination you like travelling to?

Hill stations are where I love travelling to the most. Manali, Ooty, and Dharamshala are some of my favourite hill stations.



I love reading science fiction, thrillers, and those by Dan Brown”



GAURAV REGE

General Manager
Jehan Numa Palace Hotel, Bhopal

Q. What do you do in your free time?

I love to run and workout, and have participated in the yearly half marathons for the past three years. The workouts that form part of the preparation process are a wonderful stress-reliever for me. Another favourite and the most precious time of the day is reading out stories to my six-year-old daughter. This half-hour spent every night has a magical de-stressing ability.

Q. A place you love travelling to?

Places like Dapoli and Ratnagiri are my favourite. The simplicity of life, the peaceful calm atmosphere, and the authentic and varied seafood here make them my favourite.



Places like Dapoli and Ratnagiri are my favourite”

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