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HANDICRAFTS INDIA YEAR BOOK

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SOUTH INDIA

Renaissance Bengaluru Race Course Hotel is now open

Renaissance Hotels has announced the opening of the Renaissance Bengaluru Race Course Hotel. It is the brand's first hotel in South India and the fourth in line to join the Renaissance Hotels India portfolio. Reinforcing the brand's global commitment to design, the hotel features horse-inspired design motifs given its locale, setting the stage for guests to go off-script and experience unconventional travel. With 276 artfully designed rooms, Renaissance Bengaluru Race Course Hotel offers an unsurpassed view of Bangalore Turf Club. The design elements at the hotel revolve around horse-related aspects, in line with the brand's philosophy of 'look and look again'.



WEST INDIA

OYO acquires AblePlus to manage hotels and assets

OYO has acquired AblePlus, a Mumbai-based Internet of Things (IoT) technology company, in order to enhance and strengthen its technology portfolio. With this partnership, OYO aims to create a sustainable ecosystem powered by technology and Artificial Intelligence for managing hotels and assets. With the implementation of IoT-enabled operations, customers will be able to experience highlights such as self-check-ins, self KYC with Aadhar, and IoT server-managed smart locks.

PAN INDIA

AccorHotels offers customised accommodation to guests through MyRoom

Guests can now check into select AccorHotels properties in Delhi, Bengaluru, Hyderabad, and Goa to enjoy MyRoom by AccorHotels – a unique concept that offers customised rooms which are curated to reflect various themes and passions, allowing guests to connect with their stay and feel welcomed. Going beyond standardised rooms, MyRoom by AccorHotels offers 15 vibrant and creatively inspired rooms for both adults and children, livening their stay.



NORTH INDIA



Nataraj Sarovar Portico Jhansi opens doors to guests

Sarovar Hotels has announced the opening of Nataraj Sarovar Portico Jhansi, consolidating the group's foray into Uttar Pradesh. Owned by Nataraj Sai Hotels, Nataraj Sarovar Portico is the city's first contemporary hotel in this evolving historically modernising city. The aesthetically curated well-appointed rooms and suites, with all modern amenities complemented with

warm, attentive and personalised services, offer a truly memorable stay. The hotel also offers fully equipped conferencing and banquet spaces, as well as facilities for up to 500 guests. Savour a delightful meal at the hotel's multi-cuisine restaurant – Flavours, or go for some relaxing time as you sip on amazing concoctions at Lancers – The Bar.

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WEST INDIA

Passengers can now check-in for flights from select Mumbai hotels

GVK Mumbai International Airport, the company that administers the Chhatrapati Shivaji International Airport (CSIA), has introduced another initiative to enhance passenger experience at the airport premises. Passengers can now use extended check-in facility that will be available at the hotels in Mumbai. This facility is presently introduced at hotels like Sahara Star, Hyatt Regency, Taj Santacruz, ITC Maratha, Hilton Mumbai International Airport, and The Lalit. It can be used by anyone who has access to these hotels. By the use of this facility, passengers will be able to save on time and have a stress-free experience at the airport. GVK Mumbai Airport has also equipped terminals with various self-service check-in facilities.



Picture Courtesy: Hotel Sahara Star, Mumbai

EAST INDIA



NORTH INDIA

Holiday Inn Agra MG Road to open soon

InterContinental Hotels Group has signed a management agreement with Hotel Marina Agra for Holiday Inn Agra MG Road. The 150-room hotel is expected to be rebranded and operational in 2018. The signing marks the company's debut in Agra and completes IHG's presence in the Delhi-Jaipur-Agra Golden Triangle tourist circuit. With well-designed, sizeable banqueting space, Holiday Inn Agra MG Road will be well placed to meet growing business from the MiCE segment, especially spurred by increased demand from connecting cities such as Delhi and Jaipur.

IHG announces second Holiday Inn hotel in Kolkata

InterContinental Hotels Group has partnered with SDB Developers to bring a second Holiday Inn to Kolkata. As part of the agreement, the 110-room Holiday Inn Resort Kolkata NH6 will have 90 rooms operational by the end of 2018, with 20 additional rooms expected to be operational by 2020. The new resort will expand the growing presence of the Holiday Inn brand family in the country. The upcoming Holiday Inn Resort Kolkata NH6 will house impressive meeting and banquet facilities along with beautifully landscaped lawns, especially suited for wedding functions. All rooms will be equipped with modern amenities for guests' comfort.

SOUTH INDIA

MSR Hotel and Spa Bangalore now under new management

MSR Hotel and Spa Bangalore, which until end 2017 was operational as Mövenpick Hotel and Spa Bangalore Hotel, has now been bought over by a new management, Gokulam Hotels and Resorts. It is owned by Sree Gokulam Chit & Finance, the flagship company of the Gokulam Group of Companies. With the addition of this property, the group aims to strengthen its presence in the southern region.



NORTH INDIA

Leisure Hotels adds to room inventory in Jim Corbett

Leisure Hotels has added 30 new rooms to its luxury wildlife resort - The Riverview Retreat in Jim Corbett, making it the largest capacity resort in the Corbett Park and Ramnagar area. With the largest available banqueting facilities that can accommodate up to 400 guests, The Riverview Retreat has now become the largest MiCE resort in Corbett National Park.

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NORTH INDIA

Choice Hotels launches Comfort Inn Benaras

Choice Hotels has announced the opening of its new property in Varanasi – Comfort Inn Benaras. A boutique hotel overlooking the Varuna corridor, the property is built in a contemporary style and offers modern amenities to ensure a pleasant stay for travellers. With Comfort Inn Benaras, Choice Hotels India has expanded its footprint of over 30 hotels in India. The hotel is built on three floors, a modern architectural structure with a 1000 sqft of banquet hall, The Gatherings. It can accommodate 100 people for meetings, conferences and social gatherings, is equipped and configured with state-of-the-art facilities, amenities, and service support equipment.



NORTH INDIA

Indian Hotels Company announces Vivanta in Katra, J&K

The Indian Hotels Company has signed a Vivanta property in Katra with the Delhi-based DMG Group. The 80-room hotel, conveniently located 42 kilometres from the Jammu airport, is spread over eight acres and offers charming views of the Holy Shrine and Trikuta Mountain. The hotel features an all-day restaurant, banqueting facilities, as well as recreation facilities that include a gym, swimming pool, and badminton court. The DMG Group hotel at Katra is an existing property. The owners will further invest approximately ₹10 crore to bring the hotel to Vivanta brand standards by early 2019.

SOUTH INDIA



Novotel Chennai Chamiers Road opens with 100 rooms

Chennai welcomes its seventh AccorHotels property with the opening of Novotel Chennai Chamiers Road. This is the first Novotel with a contemporary design and interiors. The hotel features around 100 well-appointed rooms including four suites, as well as rooms designed for the specially-abled. All rooms feature colours and patterns purposely chosen to create a soothing and calm atmosphere. The hotel also boasts of four meeting rooms which can accommodate more than 100 guests.

NORTH INDIA

Ginger signs new hotel in Noida

Ginger has announced the signing of a new hotel in Noida, New Delhi's satellite city. It will be the third Ginger in Noida. The brand's portfolio has 45 operating hotels with nine hotels in the pipeline. The new Ginger hotel is a greenfield project slated to open in 2021. The hotel will have 119 rooms, an all-day diner, a meeting room, and a fitness centre. The hotel will be housed in Paras One 33, a one-stop mixed-use destination on Noida Expressway in Sector 133. It is conveniently located just a short drive from Greater Noida, Akshardham Temple, and is in proximity to major IT hubs.

PAN INDIA

Lords Hotels & Resorts announces expansion plans

Lords Hotels & Resorts has decided to switch its expansion drive into top gear to become a 40-property chain by the end of FY 2020. With the demand for hotel rooms outpacing supply, the hotel chain is not only aiming at increasing its footprint at a faster rate but is also looking to venture into new geographies and focus on niche segments. With 26 operational hotels and four more scheduled to commence operations later this year, Lords Hotels & Resorts has been growing at an average of three hotels per year since its inception in 2007. India's fastest growing hotel chain in the mid-market segment, Lords Hotels & Resorts will now also target at becoming the fastest growing pilgrimage hotel chain in the country.





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ASIA



InterContinental Hotels & Resorts launches AI-powered rooms in Greater China

InterContinental Hotels & Resorts has collaborated with Baidu to introduce the next generation of intelligent hospitality. Smart Rooms, which are powered by Artificial Intelligence, are expected to improve and redefine customer hotel experience in China's hospitality industry. From now on, guests staying at InterContinental Beijing Sanlitun and InterContinental Guangzhou Exhibition Centre will be amongst the first to enjoy the AI Smart Rooms. A total of 100 AI-powered Club InterContinental suites will be available at InterContinental hotels in gateway cities and key destinations across China within the year.

WORLDWIDE

Marriott International to remove plastic straws by July 2019

Marriott International has adopted a plan to remove disposable plastic straws and plastic stirrers from its more than 6,500 properties across 30 brands around the world. Once fully implemented in one year, the company could eliminate the use of more than one billion plastic straws per year and about a quarter billion stirrers.



WORLDWIDE

Lift your spirits high with Emirates

Emirates has recently refreshed its spirits offering across all classes with a range of premium brands. Spirits on board are served complimentary across all classes and routes, and include a range of whiskeys, cognacs, gins, vodka, and flavoured liqueurs amongst others. The new selection was made by an in-house team of experts who spent two years working directly with suppliers to curate the brand-new spirits offering. Emirates has invested in long-term partnerships with some of the world's best brands, resulting in the finest spirits as well as exclusive selections available on board. The new menu is an extensive offering of over 30 new spirits and liqueurs, and includes a mix of niche, handcrafted brands as well as popular and well-loved spirits such as Hennessy cognacs.

The new menu by Emirates was launched with a special cognac tasting held at the Emirates A380 on-board lounge on a flight to Paris. The first-of-its-kind masterclass at 40,000 feet was led by **Alfred Tesseron**, Owner and Chairman of Tesseron Cognac. Other brands served in First Class include the Dalmore King Alexander III, the only single malt Scotch whisky in the world created using a unique six-cask finish; Belvedere luxury vodka; Johnnie Walker Blue Label Scotch whisky and premium Guatemalan rum, Ron Zacapa Centenario XO.

WORLDWIDE

AccorHotels signs new €1.2 billion banking credit facility



AccorHotels has signed an agreement with a consortium of 15 banks for a new €1.2 billion Revolving Credit Facility, which will be notably dependent on the Group's

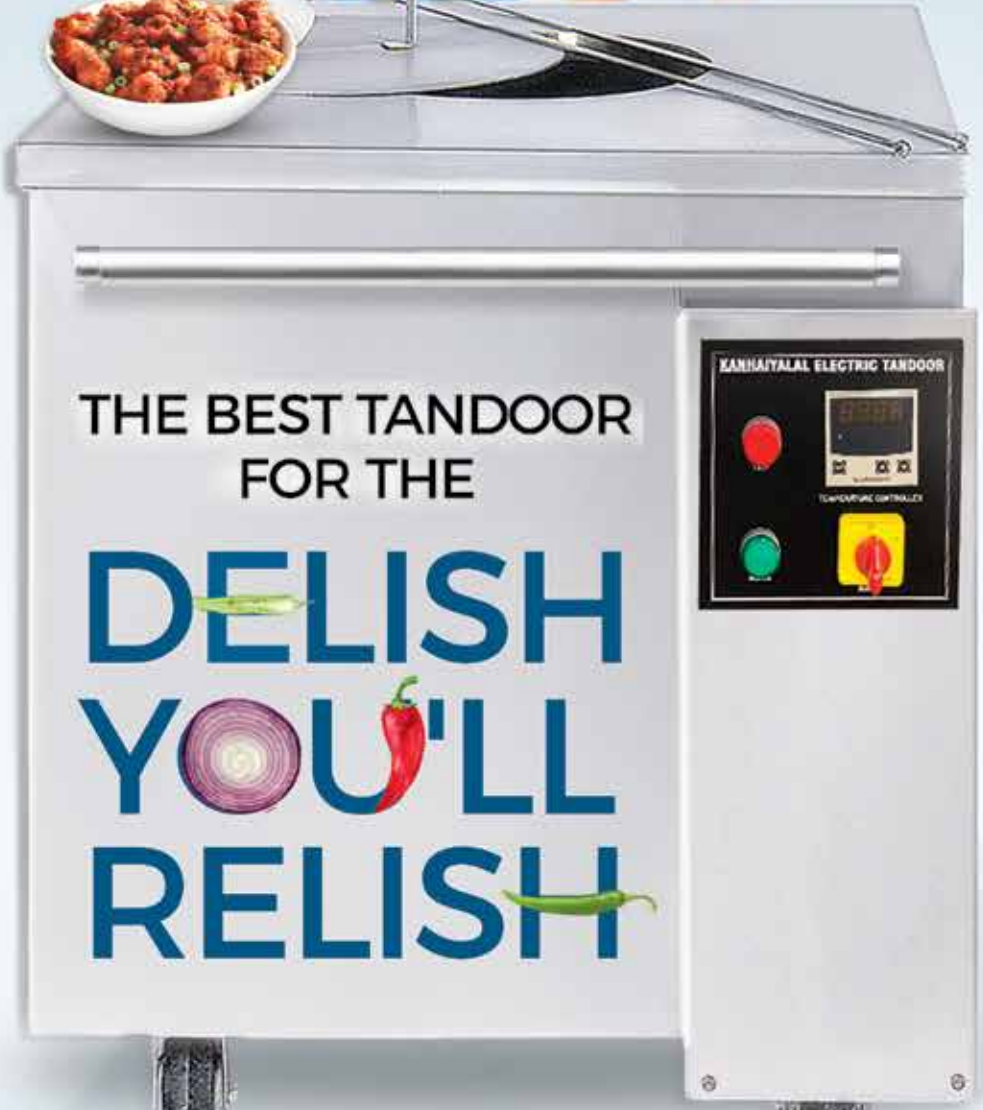
performance in terms of Environment, Social and Governance (ESG). The new facility has a five-year tenor with two one-year extension options to be exercised in 2019 and 2020. It replaces the undrawn €1.8 billion facility signed in June 2014, that had been reduced to €1.2 billion following the completion of the AccorInvest disposal. This facility will reinforce AccorHotels' liquidity and increase the average maturity of its financial resources.

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The next five for Radisson



Raj Rana, Chief Executive Officer - South Asia, Radisson Hotel Group, talks about the exciting times that lie ahead for the group post rebranding and trends he foresees for the hospitality industry.



Anupriya Bishnoi



What's new at Radisson Hotel Group?

Radisson Hotel Group has embarked on a five-year plan which is focused around technology, where the brand is investing in technology to drive the top-line of our hotels. Also, to make sure the new loyalty name, Radisson Rewards, is well accepted by guests, we are steadily growing, adding seven to nine hotels each year and signing 14-15 hotels. As the UDAN scheme takes off and as infrastructure grows, we will be adding more.

Any particular brand you are concentrating on for expansion?

Our core brands - Radisson Blu, Radisson, and Radisson

RED have high acceptability due to their high brand recall in the country. In secondary and tertiary markets, Country Inns & Suites by Radisson as well as Park Inn by Radisson are well embraced and provide good returns.

A trend on the cards in the industry?

After several months of occupancy gain, rate is growing, which is very important for the industry and because once the rate grows, then the bottom margin increases. It's time India benefited from this upcycle which I expect to be strong for the next four to five years. Fortunately, the excess supply has been absorbed. I read from some industry statistics that for the next few years, the supply is likely to grow by eight per cent, but demand is set to grow by 12 per cent and this gap of about 4-4.5 per cent should continue to yield better margins.

“

We have embarked on a five-year plan where we are investing in technology to drive the top-line hotels”

RCI has more to offer

The vacation ownership company has expanded the range of hotels it affiliates with to include business hotels as well, and is in talks with multiple properties for membership.



Hazel Jain

In order to change with its evolving customer base, RCI has become more inclusive and expanded the range and segment of hotels it affiliates with.

Sharing more details is **Sabina Chopra**, Managing Director, RCI India, who says, “We are in talks with a few properties and we have just signed on Clarks Inn. We are talking to about seven other potential affiliates.”

She also says that the customer profile has been changing rapidly over the years. “There is an entire demographic change which is coming in. Earlier we used to have a 35 to 45-year-old customer with two children becoming members. Now, we are seeing interest from the millennials. We are also seeing queries from senior citizens who are investing in this product,” Chopra adds.

She explains that this changing clientele has dictated the kind of hotels and resorts RCI is partnering with now. “Originally, we only had leisure hotels because of the kind of clientele we had, which was mostly families. Now, we have business hotels also joining us. So, from leisure it



is becoming urban vacation ownership as well,” Chopra says. The vacation ownership industry (what was earlier called time share industry) used to be based on a fixed model for a fixed period for a fixed hotel. It has now moved to being more flexible because people are now travelling throughout the year, explains Chopra. “They can use the properties or even exchange it for a different holiday or go for a cruise through us. We have affiliated with cruise liners all over the world,” she concludes.

“

We have just signed on Clarks Inn. We are talking to about seven other potential affiliates as well”



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Stall no. - 76

HOTELWARE EXPOS :

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Venue- Greater Noida, UP, India

Stall no. - H1 04/06

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17th - 19th August 2018

Venue- Dr.S.P.M.Indoor Stadium, Goa, India

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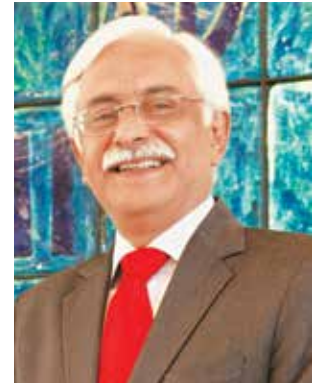
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Life after an IPO

Lemon Tree Hotels got a nod from SEBI earlier this year for its Initial Public Offering (IPO). **Rattan Keswani**, Deputy Managing Director, Lemon Tree Hotels, talks about this landmark achievement and what it means for the group.



Anupriya Bishnoi

What are the latest happenings at Lemon Tree Hotels?

There are a lot of exciting things happening in the group. The recent one was the successful IPO; we opened hotels one after the other post that. It continues to be that way in the sense that we have about seven to eight openings due by the end of this fiscal. A fair amount of growth will also be seen in terms of inventory. From a managed piece, there are a few contracts in play. The market is firmer now and occupancies are stable even though it's summer. Fortunately, Lemon Tree is still at an occupancy of 75-76 per cent, if you look at a pan India performance. Come October, we should be in for better times.

Did the Nipah virus affect Lemon Tree hotels in the South?

We have a resort outside Kochi. We were not really affected by the Nipah virus. Our other South Indian hotels, whether in Chennai or other places, were not really affected. We did not even see guests talking about it or their fears around it.

Your take on the business of serviced residences in India?

The serviced residence business will evolve in India because luxurious, fully furnished accommodations are available in some great condominiums in Noida, Gurugram, and some parts of Delhi. It will get traction. Long stays have faded off. We have seen the elements of these short visits coming in. So, I see it has a bright future.

Which brand of Lemon Tree is doing well?

All our brands have occupancies of over 75-76 per cent. So, I can't say that one brand is better than the other in occupancy percentage. Obviously, the hotels which are in Tier-I cities, from a gross revenue perspective, will do better since rates are firmer. We have seen growth in Tier-I and II cities being solid.

What kind of challenges do you foresee?

In the hospitality industry, the challenge lies in the dynamism of the local, economic, and political environment because if anything goes edgy or iffy, the first effect is on the hospitality sector, resulting in a drop in visitations, tourists getting worried, etc. That said, these things can be avoided. Everything else is robust. Things seem to be moving in the right direction. So, if everything seems stable in and around our continent, we shouldn't be worried.

Where is Lemon Tree looking to expand?

We have a development happening in Kathmandu, Nepal. We will go where a larger sect of Indians may want to go. In Sri Lanka, the largest inbound is from India and also in Dubai. We are focusing on these two locations because we know the strength of the brand will create a market for us without having to work overly hard. We are chasing a few pieces in both these places. Hope something works out.



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Where are we going wrong?

India's many offerings that have the potential to attract tourists continue to remain dormant and vacant. Inadequate infrastructure is a challenge stalling their development and utilisation. Industry stalwarts highlight some key aspects in this regard and how government initiatives can be a game changer.



Anupriya Bishnoi



DILIP PURI
Founder & CEO
Indian School of Hospitality

A tourism infrastructure strategy which does not include the critical human capital requirements is never going to succeed, and that has been the bane of this industry in India.

Even where we see infrastructure such as new airports, toll expressways, or rehabilitated monuments, the experience is still very ordinary because we have not

invested in the human capital required to manage and sustain this infrastructure. Skill development seems to be about numbers and not quality. The tourism industry itself has been seen to be a lightweight ministry politically, and so has never had the budget or the aggression in its leadership to push through the benefits of the enormous contribution it makes to employment and GDP.



BHUPESH KUMAR
Managing Consultant
Tourism and Hospitality

I have repeatedly been hearing that "India is a country with huge tourism potential," but its potential has still not been realised. There are some misconceptions around the word 'tourism'. It is always considered something for the rich and that's why tourism hasn't flourished the way it should have. The perception is changing for sure, but not at the speed it should. People today have started travelling and they would need hotels to stay. If we can move away from the idea of considering hospitality or the hotel industry as something to do with 'luxury', then our country can definitely achieve what it is set out to.

'Tourism' should be treated more responsibly. Having worked with some international tourism boards, I feel the formation of tourism boards as such is very critical. They have the involvement of private sectors in a big way. India is a huge country with its own set of challenges and dealing with all of them in one go is not possible.

So, I feel, if we take one city and involve the entire spectrum of safety, environment, etc., then there is a possibility of immense growth and that model of that city can inspire others; there will be a cascading effect.

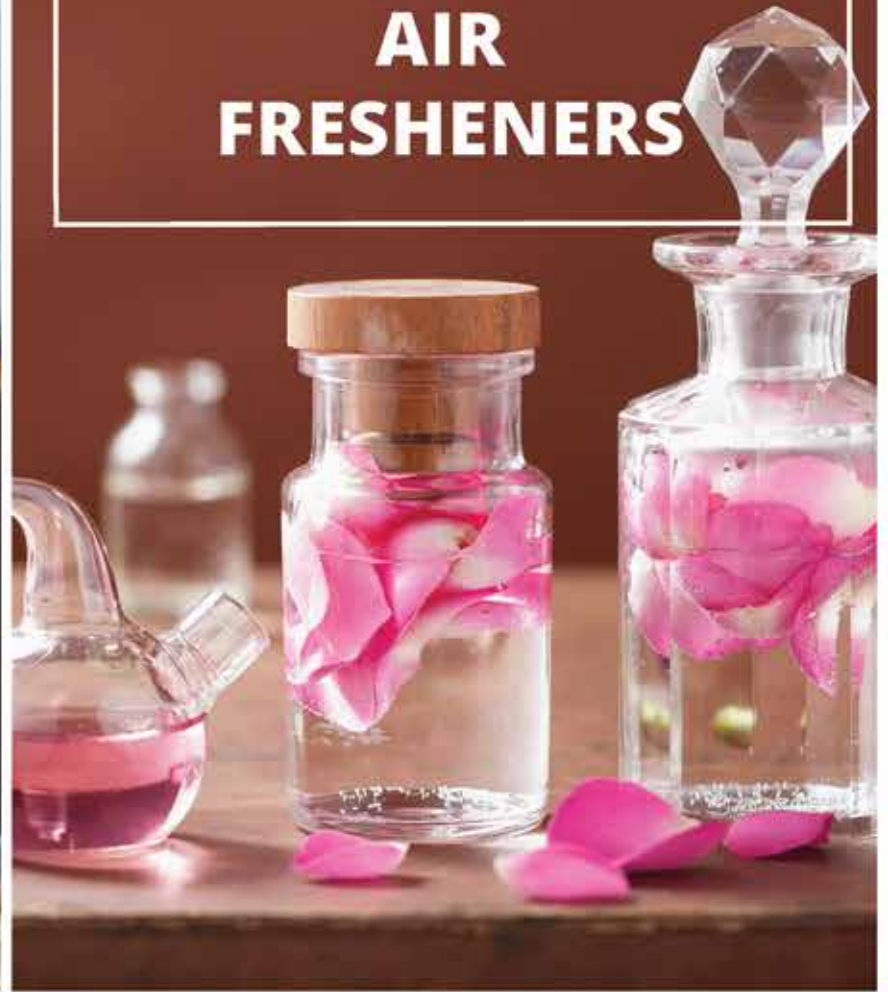
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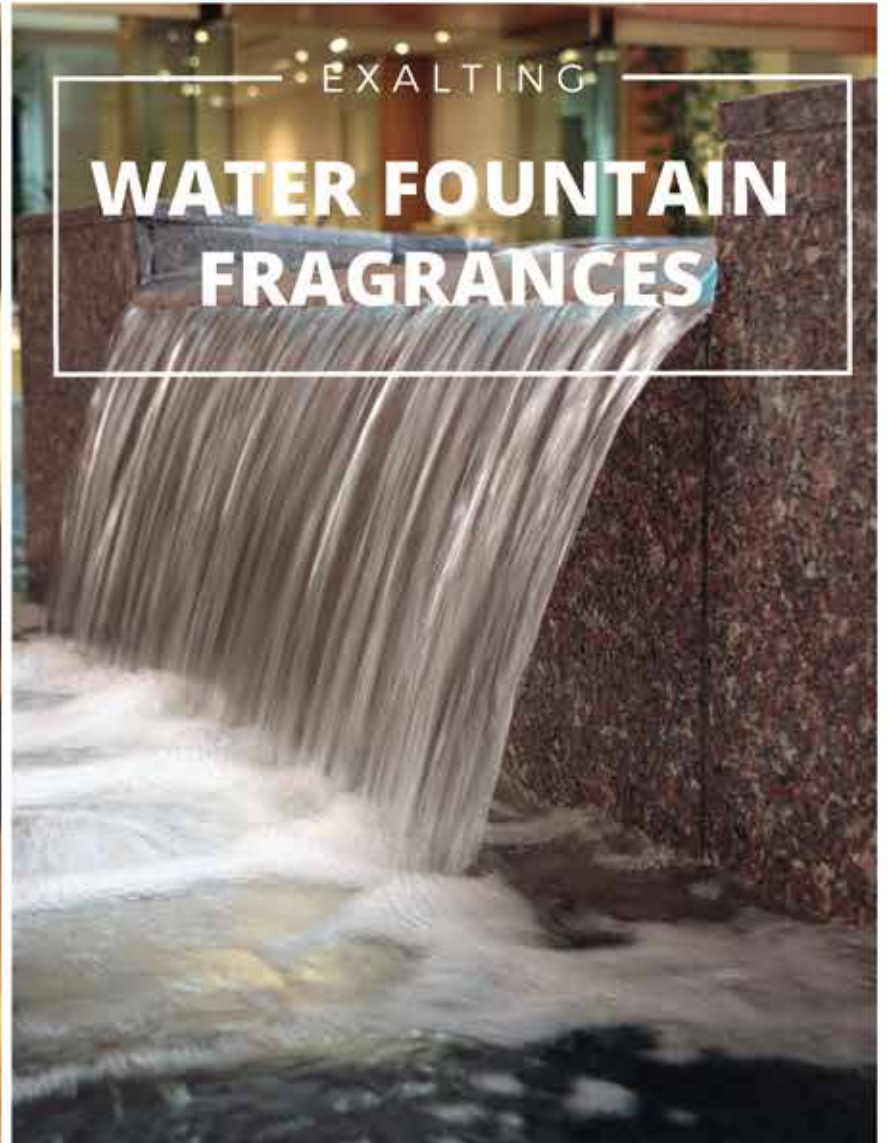
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MANDEEP LAMBA

**Managing Director – Hotels Hospitality
JLL India**

Despite the status of tourism and hospitality in the country being termed as 'Luxury', the government enjoys the revenue it gets out of these two sectors. Yet, in every budget, I sit with a magnifying glass to find the word 'tourism'. There was just one

time where the Prime Minister mentioned it as one of the pillars of the economy and everyone in the industry was jumping with joy, but much hasn't happened post that. Also, we must get safety and security in place; the last six to seven years have been a disaster.



RATTAN KESWANI

**Deputy Managing Director
Lemon Tree Hotels**

Everything in the ecosystem is about doing business and getting the result.

We keep hearing that we must have economy and midscale hotels, or why do cities like Varanasi and Agra not have them yet? But, if in the right location the land cost is going to be 60 per cent of what you want to do, it's never going to happen. This is a big deterrent that needs to be addressed if we want to progress.

There is a huge market in Tier-I and Tier-II cities. We have been searching for an opportunity in Varanasi for a decade, but we haven't found it.

Also, the masses in India still think that anything to do with travel and hotel is simply 'luxury' and anything that's luxury is sinful. That's the cultural implication, but unless we shed these idiosyncrasies, the progress rate will be slow.



RAJ RANA

**Chief Executive Officer - South Asia
Radisson Hotel Group**

In India, we have almost everything. We have mountains, beaches, heritage, spiritual tourism, etc., but you cannot enjoy all this sitting at home. You must move from point A to point B and that's where infrastructure comes into play. For me, infrastructure is about convenience and cost. If you cannot travel fast from one point to another at a reasonable cost, the entire purpose of the word 'infrastructure' collapses. The point I am making is, when we build a hotel, we look at

the infrastructure very closely. However, a lot of cities in the country are still grappling with the connectivity issue. There are still places in the country where we do not get telephone signals, let alone infrastructure, and we talk about a 'Digital Age'. If you look at the West, most families travel by road because it's the cheapest. The connectivity of the highways to the hub of attraction is efficient and highways have inexpensive hotels. You must get away from the city centre and start building subsidised hotels.



AASHISH GUPTA

**Founder, Strategy Pluto and
Consulting CEO, FAITH**

Around five years ago, India ranked 58th in the world in tourism; today it's ranked around 40. This is despite India having one of the best natural assets in the world. We have not been able to monetise our natural assets like a lot of

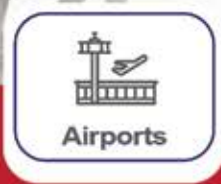
other countries, especially our neighbouring ones. We are the world's third largest domestic tourism market and therein lies immense potential. There is a need to tap this unutilised or underutilised potential in the best manner possible.

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Centred on Bengaluru

Andreas Streiber, General Manager, Shangri-La Hotel, Bengaluru, talks about the property and standing out in the highly competitive city.

What makes your property unique?

Shangri-La Hotel, Bengaluru, offers the city's largest accommodation inventory of 397 rooms and suites. The hotel is the closest five-star luxury property from the airport with a travel time of 45 minutes. We also take pride in being the city's largest food and beverage destination with eight outlets catering to the diverse culinary needs of our global travellers. Our guests are spoilt for choice with restaurants serving authentic and modern dishes across Indian, Chinese, Japanese, Mediterranean, and other international cuisines.

According to you, how has the hospitality market of Bengaluru evolved?

Bengaluru's hospitality scene has evolved at a phenomenal pace over the last few years and the market will continue to grow with more international players coming to the city. The standards of service and facilities offered by the hospitality brands are truly international and are constantly being upgraded to enhance guest satisfaction.

What's your take on competition and what kind of challenges do you face?

Competition is stiff with every brand extending its unique hospitality standards of service to guests. Our mission is to benchmark ourselves within the competition set and to be the market leader in the city.

The hospitality space in Bengaluru is cluttered. Standing out and ensuring that guests are cognizant of the brand's unique offerings is sometimes challenging. Every brand comes with its own identity and unique proposition. The space is getting diluted now, especially with price points being competitive.

How does being in one of India's top two evolving hospitality markets benefit the brand?

It is a great advantage to be present in India's two most evolving hospitality markets like Bengaluru and Delhi, but it is also a responsibility to cope up with the growing market trends. Both these markets have a lot of inbound travellers from across the globe, and we constantly strive to provide them a customised service experience.

How has one year of GST been for you?

The implementation of the GST was without complication and we have trained all our colleagues to ensure we are able to support our customers with any questions they may have.



Style meets practicality

Piyush Tayal, Chief Executive Officer, Arcux Bar Zone Impex, talks about the importance of a great bar design and how the company strives to make this stressful job easier for the very-cool bartenders.



movement in the bar leads to lower back pain for most bartenders. Most bars are designed by architects or designers, who are usually unaware of the unique physical challenges a bartender faces. Adding to that, most bar equipment has not been redesigned since the 90s, and there you have a recipe for bruises and sore feet.



Getting the space right for bartenders is a priority for Arcux and its team. If you want your bartenders to make the very best of cocktails and drinks, you must give them the best tools. The Tobin Ellis Cocktail Station by Perlick is a dream system. Highlights of the high-volume cockpit include two low-temperature refrigerated drawers, an insulated bottle well, a three-compartment ice bin to hold various types of ice, a concave speed rail so bartenders can stand closer to their work counter and guests, and a prep sink fitted with a glass rinser, tool caddy, and foot-operated faucets. No matter what type of equipment you need, the top consideration should be your bartender's ease of movement. Limiting wasted motion is key for maximising efficiency, productivity and ultimately, return on investment.

Bartending might seem like a fun and carefree job, but according to a recent study, it is one of the 22 professions that made the list of most stressful jobs. The fondest dream of a bartender is to get the bar design and layout right. There is almost a three-foot distance between the bartender and where the glasses go, leading to stretching and performing acrobatics regularly to serve drinks. This constant

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A new 'World' to explore



Rocky Too, Senior Vice President, Sales & Marketing, Genting Malaysia Berhad, is exhilarated about the inrush of Indian visitors expected once the 20th Century Fox World Theme Park opens.



Anupriya Bishnoi from Malaysia





Tell us about the Indian clientele you receive.

India has been a very important market to us. From our experience, Indians simply love the concept of theme parks. That is why Resorts World Genting, as a holiday destination, appealed so much in the past to Indian visitors when our indoor and outdoor theme parks were still open.

We used to have over 200,000 Indians visiting us annually, however, we saw a reduction in that number since the closing of the theme parks in late 2013. The good news is, we are seeing a good influx of Indians since 2017, with the opening of new attractions. We are confident to see even more tourists from India, with the opening of the Skytropolis Indoor Theme Park and the 20th Century Fox World Theme Park, a first of its kind in the world that is scheduled to open soon. We are expecting a minimum of a three-day stay from this market.

The Resort is one place that offers a lot of activities. It has recently been upgraded to include brand-new infrastructure such as new hotels; SkyAvenue, our premium lifestyle mall; an advanced cable car system with glass floor; an automated bus terminal as well as world-class restaurants. Indians love shopping and we are well-prepared for that with five floors of retail and dining at SkyAvenue and the Genting Highlands Premium Outlets at the mid-hill with savings of up to 65 per cent daily. We also have fun for the whole family, with attractions such as the Jurassic Research Centre, Jungle Gym, Zombie Outbreak, and Alive Museum at Level 4 of SkyAvenue, as well as Snow World and Genting Bowl. We expect that a lot of flights are also going to operate soon from India.

Which are your key source markets in India?

The key markets for us would be Delhi and Mumbai. A lot of South Indian travellers also visit their relatives

“

With the opening of our new theme park, Indians will get a new and adventurous reason to visit Resorts World Genting, as we have everything under one roof

”

here. This is also because the southern part of India is closer to Malaysia, so there is definitely a close bond between the two countries. Now, with airlines flying to tertiary markets, we should be able to see a lot more tourists coming from India.

Tell us about the challenges you face.

A challenge we face is that we do not have enough rooms even though we have seven hotels with over 10,000 rooms.

Last year, we closed our room occupancy at 96 per cent and since January, we have been operating consistently at 96 per cent. We are full almost all the time.

The majority of our arrivals are membership based. Close to 80 per cent of our rooms are taken by our members (we have over four million members) and 20 per cent by FITs, OTAs, MICE travellers, and other tourists.

Once our park opens, we hope some of the membership allocation will be open for our new client base that is going to come here. So, the experience is going to be brand new and unique to the world, apart from being the world's first.

How long will it take for the Indian market to stabilise?

Once the park opens, the Indian market will stabilise. During my sales trips to India, which I did recently, tour operators were curious to know more about 20th Century Fox World, Malaysia. Also, people want something new to experience beyond the Petronas Towers when they come to Malaysia.

So, hopefully, with the opening of our new theme park, Indians will get a new and adventurous reason to visit Resorts World Genting, as we have everything under one roof. Even the Tourism Board of Malaysia is looking forward to this opening.

Woe-be-gone for women

We ask hotel spokespersons how crucial a matter the security of women travellers is and how they ensure their safety.



HT Bureau

The last thing any woman wants while travelling is to worry about her safety. This thought even extends to the time she's staying at a hotel. If travellers in a country, especially women, do not feel safe, the effect can be incalculable. Without ensuring safety for women travellers, the great dream of making India a tourism hub can't be realised.

One of the prime drivers for attracting tourists in the country is the hospitality industry. Even as a single lady traveller practises extra caution while away from home, it's also the hotel's responsibility that she feel absolutely safe when at the property, and be assured that she will have ready assistance available when outdoors. This industry must be more cautious than the rest in this regard, as it's a mirror to what's happening in the country. Safety protocol must be in place all the time. One mistake can lead to a decline in the number of tourist arrivals and the image of the nation. This article talks about the initiatives various hotels in the country are taking to ensure the stay of lady guests is seamless and that they return feeling safe, despite what statistics have to say about the country.

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ABHISHEK GOEL
Managing Director
Regenta LP Vilas, Dehradun

Tailor-made services

Rooms are positioned on a higher floor within a well-lit corridor, never in an isolated area. The front desk is manned 24 hours per day and all hotel staff has been trained to ensure a female guest's room number never be mentioned out loud. Tailor-made services like a fully-equipped wing with CCTVs, lady butlers, and housekeeping staff round-the-clock are provided. Valet parking services are provided to avoid the need of a woman to enter the parking lot. If a woman traveller is not assigned a room on the special executive floor, most often on request, her accommodation is upgraded to that floor without an increase in room rate.

Protocols in place

It is our protocol and priority to assist all our guests (whether in-house or outside) when they are in distress. Concierge and cab services are available 24x7 to assist with guest needs.



SUMAN GAHLOT
General Manager
Aloft New Delhi Aerocity

Dedicated services

Safety is paramount to the female traveller. We ensure 24x7 CCTV surveillance, additional screening of visitors, controlled access to guest floors by key cards, and presence of lady associates round the clock to cater to the lady guests. The hotel also has a women-only floor for its lady guests. Other facilities provided

include a dedicated lady concierge, women-only housekeeping staff offering lady chauffeurs and women guides for sightseeing on request. The hotel also offers the option of joining a communal dining table in the restaurant.

Handy contacts

We assign a safety guard to the lady

guest while going outside the hotel, on request. To cater to any kind of distress, we ensure that our hotel cars have a GPS system in place. Safety cards are given to the lady guests and include all emergency contacts such as a women helpline number, hotel board line number, police control room number, duty manager's number, etc.

“Safety is paramount to the female traveller. Safety cards are given to the lady guests and include all emergency contacts such as a women helpline number, etc.”



RAHUL RAJ
General Manager
Courtyard by Marriott Ahmedabad

Keeping an eye on every corner

Depending upon availability, single women travellers are allocated rooms closer to the elevator. Also, unless requested, we do not offer interconnecting rooms to our single lady guests. We have elevators that are key card programmed; guest rooms can only be accessed by authorised personnel and guests for each floor.

In case of room service ordered at night or for any other assistance, lady associates attend to the guest. Also, a lady security official is always available at the hotel. All our rooms are equipped with double locks, keyholes, and secondary chain locks in the form of U-bolt, while the doors close automatically when left open at a 90-degree angle.

Assistance for all

We try to assist all our guests in case of distress and they can approach the hotel for any assistance. Usually, we send a security official along with the hotel car for the guest. In situations where we may not be able to offer direct assistance, we connect them to the nearest emergency authority.



DEVESH RAWAT

**General Manager
Indore Marriott Hotel**

Security from A to Z

When a lady traveller books a room with us, an experienced specialist contacts her, explains the services, and responds to any queries she may have. Taking the female guest's comfort into consideration, we appoint a lady chauffeur to pick her up from the airport. An experienced lady associate is also present at the hotel to assist the guest throughout her stay. Apart from these personalised safety experiences, webcams are installed in and around the hotel premises and on every floor.

Safe escapes

Our internal emergency response team is capable of handling all kinds of emergencies and one member is always available at the hotel in case of crisis. The hotel is also well-equipped with life safety equipment to ensure a safe escape of the guests from all kinds of crisis.

Aiding the guest

In case a female guest is not at the hotel and is in distress, the hotel tries its best to help. For instance, if a lady guest needs to see a doctor, the hotel, on the guest's request, will provide a car to take her there. In case the guest contacts the hotel for any other information, the hotel provides that information on request.



Picture Courtesy: The Leela Palaces, Hotels and Resorts



Picture Courtesy: Taj Hotels Palaces Resorts Safaris



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Photos by: Taj Hotels Palaces Resorts Safaris

“Women guests are provided rooms near the elevator, only lady butlers and housekeepers service the room, and the security team ensures they take additional floor rounds ”



GAURAV SHIVA
General Manager
Novotel Chennai Chamiers Road

Close quarters

Women guests are provided rooms near the elevator, phone calls are screened before connecting to the room, only lady butlers and housekeepers service the room, and the security team ensures they take additional floor rounds on floors occupied by single lady guests. The hotel provides a safe room to stay

and has double lock system, safety latch, peephole to check who is knocking at the door, as well as 24x7 CCTV surveillance of the corridor. The elevator is access-controlled to keep outsiders from entering the floor.

Prioritising evacuation

During an emergency, single lady guests and expectant mothers are

given first preference to evacuate the building safely.

If required, the hotel books a room for the guest in a nearby sister hotel, until the emergency is resolved. Emergency services like booking flight ticket and arranging a car to pick or drop the guest at the location can be offered.



REJIMON KANICHIKATTTIL CLSO
Security Manager
Fairmont Jaipur

Ensuring comfort

From the time a single lady traveller makes a reservation at Fairmont Jaipur, the information is passed down to the front office, housekeeping, and security. This flagging is to make sure that she has been welcomed and made comfortable. This also gives enough time for the front office to allocate her a room closer to the elevators and if possible, a room which has minimum disturbance of other guest movements. The security team is briefed about the room to be on surveillance through

CCTV cameras and physical patrolling. Moreover, our Guest Experience Manager makes it a point to always be in touch with the guest to ensure she is comfortable.

Allocated teams

We have different teams to handle emergencies and they are constantly given training theoretically and through mock drills. During an emergency, we always make sure that specially-abled guests, elderly guests, and single lady travellers are given high priority.

Immediate assistance

While checking in, our front office team and guest experience manager hand over their business cards with all the details of our hotel. Further, we always keep a note of the vehicle she uses, if not of our hotel transportation. In the event of any distress for the guest outside the hotel that we have been informed of, immediate help is provided through our relationship with the local authorities. If required, a security team will be moved out to reach the guest and give her moral and physical support.

GAURAV SINHA

**Director of Rooms
JW Marriott Hotel New Delhi Aerocity**

Assistance at every step

The essence of safety provided by JW Marriott New Delhi to its female travellers commences few miles away from the hotel, at the airport itself. The Marriott ambassadors at the airport ensure that a female traveller is assigned our elite fleet driven by a female chauffeur. This service is extended to when a car is required for travel within the city as well. All female guests are escorted to the rooms by a female associate and

special emphasis is laid on briefing female guests about the safety latch provision provided in all our guest rooms.

Allocated rooms

Priority is given to single women travellers and specially-abled female guests. At JW Marriott, we have a mandate to allocate to female travellers guest rooms that are closer to elevators and fire exits to ensure fast and efficient evacuation.

At a moment's notice

The higher management ensures that female managers are rostered across the hotel, in all departments ranging from front office and housekeeping to food and beverage. The contact details are shared with the guest service centre to ensure that the response time is cut to a minimum and that emergency procedures and protocols can be activated at a moment's notice.



RAHUL MAINI

**General Manager
The Westin Kolkata Rajarhat**

Escorting our travellers


With change in trends, where more and more women are now travelling for official work trips outside the comfort zones of their home and cities, safety and security is of utmost importance. For single lady travellers, we ensure the room is

allocated near the elevator, a lady associate escorts the guest to her room, and a female stewardess attends to her when the guest calls for room service. All our floors are covered by CCTV, which is constantly monitored. We also provide women's special amenities.

Well-constructed plans

We have a very effective emergency response team in place headed by our leadership team, and we have a well-constructed plan in place to ensure safety and security of guests in all areas. This is a crucial plan that we stand by.







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GOA FOOD & HOSPITALITY EXPO 2018

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Media Promotions Pvt. Ltd is all set to host the 6th Annual Goa Food & Hospitality Expo scheduled for August 23-25, 2018 at Dr. Shyama Prasad Mukherjee Indoor Air-Conditioned Stadium, Bambolim, Goa.

This exhibition will help the hospitality industry gear up for the upcoming tourist season. Exhibiting companies will display cutting-edge products catering to Hotels, Restaurants, Cafés, Bakeries, Fast food Joints, Specialty retail, Home Stays, Manufacturing sectors etc.

The profile of exhibitors include-

1. Commercial Kitchen Equipment & Refrigeration
2. Food & Beverage
3. HoReCa & Housekeeping Supplies
4. Hospitality Furniture & Fixtures
5. Automation, Electronics & Appliances

The event will give the hospitality industry of Goa an opportunity to stay abreast of the latest trends in the fast evolving industry. The Goa Food & Hospitality Expo 2018 will provide a business platform to the Goan community to identify opportunities, share experiences, build networks with fellow members and exhibitors from around the globe.

Having the show at the end of August gives opportunity to buyers to organize themselves for the upcoming season.

Hospitality professionals from across the country will be invited to be a part of this event.

All interested travel and hospitality trade members and visitors, please save the dates August 23 - 25!

For stall bookings and other details, contact Kajal on 9822689598 and Nikhil on 7722023767

Email: mktg.support@mediagoa.com / mktg@mediagoa.com

ONLINE VISITOR REGISTRATION:
www.goahospitalityexpo.com

Some Of The Proposed Activities That Will Be Held

Concurrently With The Exhibition-

PROFESSIONAL COMPETITIONS/ KNOWLEDGE-SESSIONS-

1. ALL GOA CAKE KING/QUEEN CONTEST
2. **Cake Sculpting Demonstrations** by globally renowned *Chef Samie Ramchandran*
3. **CULINARY DEMONSTRATION** by *Chef Sarita Chavan* (AAMHI UDYOGINI- Goa Chapter)
4. **THE GREAT GOAN BARTENDING CHAMPIONSHIP:** Cocktail & Flaring Challenges
Mixology Masterclass

HOTEL OLYMPICS

1. **HoReCa Quiz**
2. **BED - BOSS CONTEST** for the Housekeeping Sector
3. **PURCHASE MANAGERS MEET**

NETWORKING ACTIVITIES

1. **CATERERS PANEL DISCUSSION**
2. **NETWORKING EVENING** with the All Goa Hotel GM's, Owners and other Hospitality Professionals

**All participating individuals will compete against the best in the industry and will be judged on several criteria. A panel of judges will select the winners.



INDUSTRY LEADERS SPEAK ...



Media Promotions has been organizing the "Goa Food & Hospitality Expo" for the last 5 years. I have attended this expo every year and have seen this brand grow into a major event that occupies a special noting in the calendar for the Hospitality Industry in Goa. The most renowned national and global brands mark their presence at this expo, thus making it extremely convenient for our industry to source out items that range from operational supplies to major capital expenditure equipments. I highly recommend industry leaders and managers to visit the expo and take maximum advantage of the offerings at this exhibition.

NEETA BRID | General Manager, Cidade de Goa

In today's world of stiff competition & competence, Media Promotions Pvt Ltd has stood the test of time in their cornicle of events. One of their major annual exhibition is Goa Food and Hospitality Expo where I am directly connected being a hotelier and a stake holder of the industry. Goa Food and Hospitality Expo has been serving as a major annual sourcing platform for the hospitality industry of Goa, besides our members are happy to update themselves on the latest innovations. The Organizers has been fostering professionalism in the expo presentation and execution making our participation and business visit at the show a pleasure.

I wish Goa Food and Hospitality Expo well deserved success and growth that they have envisaged

GAURISH DHOND | Chairman, Goa Hotels & Restaurant Association



My advice for you is to not attend it.. Because if you do, you'll definitely leave your salary cheque behind the way I do. It is definitely worth the visit! My team and I visit the Expo every year as it is truly the most comprehensive in Goa

JACOLE ROUX | General Manager, Grand Hyatt Goa

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One year and counting...

The Council's decision to levy GST on actual tariff instead of declared tariff has brought relief to the hospitality industry. We take a look at how ups and downs over one year of the GST have shaped the sector.



DHARAM RESHAMWALLA
Senior Area Director of Finance - South Asia
Marriott International

Within a year of introduction, the GST has turned out to be a mixed bag for the hotel industry. It has eased the understanding of taxes across domestic and foreign nationals. This has led to more influx of international customers, better industry growth, and improved revenue for the government as well as the industry. Improved transparency has been achieved in doing business as both clients and suppliers are required to be registered for GST. The industry

finds it easier to claim and avail Input Tax Credit as compared to the VAT regime where all the inputs were not eligible for the credit.

While in the long term there are clear benefits of GST, there remain some challenges associated with it that need to be investigated for remediation. Procedures related to Input Return Credit are still unclear. Software systems are still being modified for charging as well

as collating data for GST returns. There is also a need to rationalise the multiple GST tax rates across the hospitality segment. The liquor sale in hotels and restaurants is still subject to VAT and still not under the ambit of GST.

Similarly, electricity and diesel are also excluded from GST. The intra-state passing of the input credit of GST is not allowed for the hospitality industry, which is unfavourable.



DILIP DATWANI
President
Hotel and Restaurant Association of Western India (HRAWI)

Initially, GST came as a shock for the industry due to the variable tax bracket based on the hotel room tariffs. The tax rate for eating out at restaurants, too, was formerly declared at 18 per cent but was later resolved and brought down to five per cent without ITC, which remains a

concern. The non-availability of ITC is a big issue for enterprises since they can no longer set off expenditures on capital investments and rentals which are huge, especially in a city like Mumbai. There were many grey areas which caused uncertainties, but were clarified and resolved over time

by the GST Council. The high rate of 28 per cent continues to remain a concern as stays are expensive for both domestic and international tourists. One of the major issues for MiCE in the hotel industry has been the unavailability of ITC benefit for the corporate sector.

“The high rate of 28 per cent continues to remain a concern as stays are expensive for both domestic and international tourists”



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The implementation of GST introduced a lot of simplicity as it led to a reduction in procedural steps and allowed streamlining of taxation methods. While there were initial challenges due to advanced planning and thorough implementation, the overall transition was smooth and we saw no major disruptions in operations. Consumers also benefitted from GST as it provided them a clearer picture of the tax they were paying.

Overall, we believe that GST is a great move by the Indian government to make the tax base transparent and inclusive. The government had provided us with very clear guidelines on how each industry needed to manage its accounts and file returns. This also led to industries becoming technologically adept, increasing the inclination towards technical and compliance solutions. Having said that, the filing of tax has become



very easy as everything is now computerised. It has removed the ambiguity in dealing with multiple taxes across various states and helped in conserving time, energy, and resources.

The hospitality sector has reaped the benefits of uniform tax rates

and improved utilisation of Input Tax Credit. At the same time, the industry has seen an influx of both local and international tourists. The hospitality sector now wishes for a rationalisation of the 28 per cent tax slab to 12 per cent for rooms starting at ₹7,500 to help boost the luxury and midscale segment.



PR BANSAL

**Chief Operating Officer
Lords Hotels & Resorts**

The introduction of GST may have initially slowed the growth of the industry, but the year 2018 has brought new hope. We expect our business to grow more in 2018. GST greatly affected the food and beverage industry as well as MICE activities. However, we are positive



that the industry is now ready to get back on its feet.

Seeing the recent growth in the number of foreign tourists and subsequent earnings for the industry, we expect conditions to improve further.

“Seeing the recent growth in the number of foreign tourists and subsequent earnings for the industry, we expect conditions to improve further”



BASANT SABU

**General Manager - Development & MIS
The Fern Hotels & Resorts**

During the initial days of GST, we faced challenges that can broadly be clubbed into two categories, the first one being understanding the fundamentals of the new tax regime in terms of whether GST was to be levied on published tariff or declared tariff, applicability of tax inputs, implication of the new regime on the rates and contracts already negotiated and concluded with travel and trade partners, etc.

The second category comprises configuration of IT systems to suit the needs of the new tax regime, which is slightly challenging as rules and regulations have been fine-tuned by the GST Council with each passing day, given the magnitude and scale of the reforms.

Most of these challenges were momentary and the industry has

overcome the initial hiccups in implementation of the system.

We are now hopeful that in the coming days, the GST Council will rationalise the four tax slabs currently applicable to the hospitality industry into a more streamlined tax regime, to keep India on a more competitive tax platform as a tourist destination when compared to other neighbouring countries with lower taxes.



MANBEER SANDHU
Chairman and Managing Director
Hotel NoorMahal

There were certain aspects of the GST directive that were not clear regarding services at the hotels. At the same time, GST has simplified our procedure of serving clients. With each company providing us with

their GSTIN, tracking and updating our source of business has become much simpler, thereby assisting us in forecasting and accordingly better understanding our customers. GSTIN numbers from our vendors have

made tracking of our vendors much easier, with pricing and valuation of products and services much simpler as well as transparent. We need to realise that GST will evolve and it is going to be a continuous learning process for the government and for us. Its success is based on the government listening to the practical problems faced by the industry and making necessary changes as we move ahead. For instance, alcohol still attracts five per cent VAT, which is a deviation from the concept of 'One nation, One tax', and we need a uniform tax structure for all restaurants, air conditioned or not.

GST is a complete system overhaul and our company had put systems and processes in place from day one, which helped us during the migration. I am emphasising on systems and processes because that is going to be the key change required in implementing GST systems. We also realised that when we were gearing up for implementation, our ecosystem was not ready.



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An august crowd for IHE

India International Hospitality Expo (IHE) 2018 will be held from August 8-11 at India Expo Centre & Mart, Greater Noida. **Rakesh Kumar**, Chairman, India Exposition Mart, talks about the show and its uniqueness.



What is the concept behind IHE 18 and how does it benefit the Indian market?

With over 400 exhibitors and 10,000 decision makers, IHE 18 is the country's largest and most comprehensive sourcing hub for the hospitality, retail, housekeeping, and F&B industry. It has been built on a grand vision - to become the biggest hospitality show in India. The effort is to give India a much-needed hospitality show that is on a par with international standards and serves as a powerful networking forum where celebrated influencers from across the country come together to create unparalleled business opportunities. It is being held at India Expo Centre & Mart that has hosted world-famous shows such as Auto Expo, and has state-of-the-art facilities such as exhibition halls spread over an area of 14,000 sqm, with a hosting capacity of 150,000-plus visitors a day. IHE 18 will be armed with a well-managed ecosystem where a team works round the clock to give

both exhibitors and visitors an experience worth their time, money, and of course, the distance travelled.

Could you throw light on the hospitality industry's growth trajectory in India?

Reports from certified bodies and industry stalwarts on growth of the industry establish one universal truth - the kind of growth that the hospitality industry proposes is going to be beyond imagination. India is indeed a melting pot of unprecedented growth in the hospitality sector. With numerous international hospitality chains turning towards the country for future investment and massive expansion projects, we can estimate the huge potential it holds for the Indian market in the coming years.

What kind of response are you expecting at the event?

My expectation is that IHE 18 will be a roaring success. We will be giving all exhibitors and visitors a grand hospitality show designed on international standards. We have also modelled an Advantage IHE 18 module wherein one of the primary features is that we will be going a mile extra to arrange fully escorted 'from desk to show and then back to desk' pick and drop facility for senior decision makers across the hotel industry.

Who are the participants?

IHE 18 will have over 400 participating companies and 10,000 decision makers. Further, we have support from top industry bodies such as EPCH, FHRAI, IFCA, ICF, NRAI, SIB, PHA, IPCA, SIHRA, FIFI, HOTREMAI, ARCHII, HPMF, PPFI and PIP2020, along with support from Ministry of MSME and NSIC. We also have noted industry leaders on board, including **Sunil Sethi**, Chairman - Steering Committee, IHE 18; **Manjit Singh Gill**, President, Indian Federation of Culinary Associations; **Nitin Nagrale**, VP Materials, Foodlink Restaurants, etc. The show will also have the presence of noted CEOs, GMs, executive chefs, hotel-chain owners, F&B managers, HODs of engineering, housekeeping and purchase function, distributors and wholesalers, procurement managers, designers, as well as the all-important frontline hospitality personnel.



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Ankit Sethi, CEO and Founder, Hotel White Pearl Serviced Apartments and Residencies, on the brand and how Delhi-NCR has enough room for traditional as well as innovative offerings.



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How do you keep up with competition?

We provide clients a unique, customised experience along with a professional, dedicated, and experienced team. This has helped gain the trust of our clients and also helped us increase our market share. Leaving customers amazed each time is more of a habit than a task for us. We are also present on various social platforms and have an experienced direct contact sales team that has helped edge out competition. Further, we have a unique guest feedback form which is shared directly with our guests during various stages of their stay. All feedback is constantly monitored and any complaints or suggestions are looked into.

What kind of challenges do you face?

Since the international and Indian markets are facing a

period of slow growth, most companies have taken to a conservative approach. This, unfortunately, has led to fewer expatriates travelling for work to India, resulting in one of our biggest challenges. Our second biggest challenge is providing the kind of accommodation that we do, at a low cost. Since we customise our apartments as per the client requirement, it is a real challenge in terms of pricing, as customisation of the apartment is generally an expensive affair.

Our third biggest challenge is meeting the client's expectation in terms of apartment quality. To elaborate, most of our clients are Japanese or European and are used to premium quality housing even for smaller budgets. Delhi, however, lacks the quality of construction and therefore minor issues happen rather frequently.

How has the hospitality industry evolved?

The hospitality industry has evolved into a complete sector, which is commendable. Being one of the few sectors providing continuous growth and employment opportunities, the hospitality industry has been a shining star in a rather dark night. It has also laid the road for young entrepreneurs like us to develop and sell a completely different product and still be successful. The industry has also evolved in terms of providing the guest a complete experience.

We now concentrate on ensuring that from the arrival of the guest to his/her departure and even after, the guest is looked after. Understanding their requirements before arrival and making necessary adjustments to ensure guest satisfaction has become the very essence of the industry. International groups operating hotels across the country have evolved the industry further. With the Indian hospitality sector learning international standards, we are now on a par with hotels from across the globe.

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The Hospitality First Show (THFS), to be held from October 3-5, 2018, will return to Mumbai this year with a marked increase in the number of sourcing professionals estimated to attend the trade event.

The 2017 edition of The Hospitality First Show attracted over 8,500 professionals from hospitality, restaurant, catering, and beverage segments across the HORECA and Alcobev spectrums. The show has since emerged as the most comprehensive hospitality, leisure, and foodservice trade fair with a focus on professional catering equipment, hotel and leisure guest room amenities, as well as interior and design products and services.

The India Hotel & Leisure Show (IHLS) and ninth edition of Restaurant & Catering Show (RECA) under The Hospitality First Show will be held from October 3-5, 2018, at Mumbai's Bandra-Kurla Complex. This edition will also witness an increased number of products on display. The combined show across two integral sectors of the hospitality and foodservice industry promises to bring 200-250 of the finest brands across categories all under one roof. The event is actively supported by Western India Culinary Association (WICA) and HPMF.

"The exhibition has a clear objective to be business relevant to the supplier ecosystem serving the Indian

hotel and leisure industry," says **Pradeep Gopalan**, Director, Hospitality First India, the show organisers.

This year will witness the launch of real-time Hotel Room Design Concept (HRDC), a novel and engaging concept being introduced by Hospitality First and the Institute of Indian Interior Designers. Leading architects and interior designers will showcase luxury, designer, value-for-money hotel guest room designs incorporating the five Es - elegance, efficiency, economics, energy efficiency, and eco-friendliness. The India Hotel & Leisure Show is being rolled out under The Hospitality First Show brand. The existing RECA 2018 edition, being the ninth edition of the show, continues to be held with its identity intact under the umbrella of The Hospitality First Show. The maiden show was held at the Mumbai Exhibition Centre, Goregaon. The launch was a watershed moment redefining the business fairs in the Indian hospitality and foodservice sectors, fuelling industry growth.

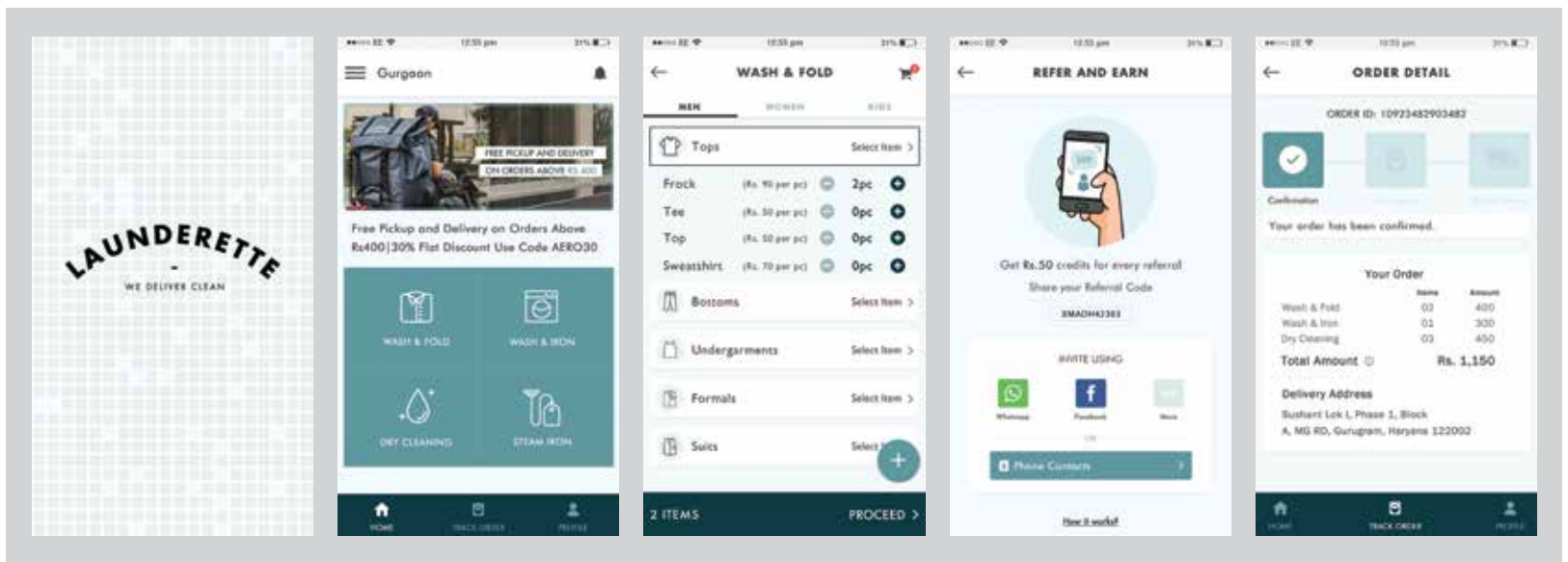
With this, The Hospitality First Show will cover the full range of segments within the HORECA industry. Hospitality First is already organising Bakery Business, the leading trade fair for the bakery and patisserie industry, which is into its 13th year. "It is a capex and consumables focused show that will truly support the supplier ecosystem in India," says Gopalan.

“

The Hospitality First Show promises to bring the finest brands across relevant categories under one roof”

Cleaned, steamed and delivered!

Himanshu Kumar, Business Head, Bird Apps and Dhruv Madhok, Marketing Head, Bird Apps, provide a detailed insight on Launderette and Bird Group's foray into mobile applications.



HIMANSHU KUMAR

Business Head
Bird Apps



Please explain the concept of Launderette.

Launderette is a tech-enabled, on-demand laundry service. Through this, we work with local five-star hotel partners to offer high-end garment care services, delivered to a customer's doorstep within one of the shortest turnaround periods in the industry. The concept of Launderette came from our intent to enter the consumer internet space and offer services that could

efficiently take away the stress of day-to-day chores in urban life, ensuring more time, freedom and of course, peace of mind. Launderette happened to be the first one launched among the many others that are lined up for the future.

What is your expansion plan? What cities are you targeting and why?

We will soon be collaborating with various hotels and offering the service in multiple cities. In fact, we are planning to expand to Mumbai, Bengaluru and Pune very soon, as metros will remain our main focus keeping in mind the rising middle-class income levels and an increased social consciousness. We are currently in talks with a renowned chain of hotels which will give us pan India presence once the terms are finalised. We are also extensively focusing on digital marketing, leveraging the precision of technology and location-driven marketing with a strong support by traditional offline marketing channels to promote our App.

DHRUV MADHOK

Marketing Head
Bird Apps



Who are your clients?

Launderette can be used by anyone who currently uses the service of traditional drycleaners, as our prices do not restrict our services to only a segment of the market. At present, Launderette is available in South and Central Delhi, as well as Gurugram. The orders are currently being serviced at the Roseate House and as a result, we can only cater to a limited catchment area. In the coming weeks, we will be

partnering with Westin Hotels and will begin servicing other areas in the NCR. We are also in talks with several large hotel chains that have a nationwide presence, in order to expand operations to other cities. A Launderette client is one who appreciates high quality garment care, and desires efficient collection and delivery service by trusted experts.

What makes you stand out amongst competition?

We are the only platform that offers laundry services to consumers using the staff, machinery, as well as cleaning tools and techniques of five-star hotels. At Launderette, we partner with five-star hotels with the best laundry facilities, equipped with imported machinery, safe and eco-friendly detergents, and trained staff. We help them monetise their excess laundry capacity while providing an exceptional laundry experience to customers. Customers can access these exclusive five-star services at prices that are on a par with the prices charged by traditional laundry and dry cleaning service providers.



One stop for wellness

Jennifer Sanvictores, Director of Sales & Marketing, The Farm at San Benito, talks about the unique aspects of the resort and more!

Please explain the concept and USP of the resort.

Over the years, The Farm at San Benito has successfully helped thousands of people in their quest to live a healthier and balanced lifestyle through integrative medical services, preventive health care practices, and awareness on consuming nutritious food in its purest form. The resort offers natural and holistic medically-supervised health optimisation programmes addressing some of the most alarming and prevalent lifestyle illnesses today such as diabetes, obesity, hypertension, hormonal imbalance, as well as anxiety, stress, and depression. Programmes are carefully planned and conducted by internationally-trained integrative medical doctors, spa therapists, nutritionists, living food experts, fitness coaches, and yoga teachers. With only 33 exclusive suites and villas, a well-maintained property,

“The resort offers natural and holistic medically-supervised health optimisation programmes addressing some of the most alarming and prevalent lifestyle illnesses today”



world-class service, and the Filipinos' nurturing touch, The Farm offers guests a life-changing holiday experience. Our five healing components are plant-based (vegan) whole foods, holistic integrative medical services, nurturing spa treatments and hydrotherapy water wellness, mindful movement and fitness activities, and healing environment and heartfelt service. Our health optimisation programmes are: De-Stress & Revivify, Beauty & Vitality, Pain Management & Mental Health, Detox Cleanse, Weight Management, Diabetes Prevention & Heart Health, and Fitness & Sports Enhancement.

What segment of clients are you targeting?

Our target market is upper-middle to high class individuals facing pressures in their working life with issues such as stress, poor diet, and sedentary lifestyles. The age group is mainly people aged 35 and above.

According to you, in the global hospitality space, where does Asia stand?

Asia is known for wellness tourism, from soul searching, yoga retreat, and a spa holiday to a short break to detox or a full-blown weight management programme in a beautiful resort setting.

Could you enumerate on the kind of challenges you face and the ways you deal with them?

The Philippines is not a known destination for wellness and this is the biggest challenge. Thailand and Bali are the more popular travel destinations for a wellness holiday. At The Farm, we focus on the unique life transformative experiences that we offer through our medically supervised health optimisation programmes. Our team of licensed professionals is trained specifically on science-based, evidence-based, and a results-driven approach.



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HPMF heads to Varanasi

Hospitality Purchase Managers' Forum (HPMF) will be hosting its eighth anniversary celebrations alongside the convention and awards in the holy city of Varanasi, from October 25-28, 2018.

HPMF (Hospitality Purchasing Managers' Forum) is a consortium of purchasing managers from the hospitality industry representing star hotels, catering companies, stand-alone restaurant chains, and airlines. Conceived in 2010, HPMF today is a global organisation with over 1600 members from the hospitality purchasing fraternity. Training and development of procurement professionals, consolidated procurement, industry product standardisation, volume discounts, improved professionalism in purchasing process, development of potential vendors, green initiatives, and corporate social responsibilities are some of the key elements of HPMF. It will be celebrating its eighth anniversary along with the convention and awards from October 25 to 28, 2018. The inauguration day and the first day of the convention will see several presentations and panel discussions.

This will set the tone for the rest of the days of the event. Known to be a hugely successful and fascinating event, 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 country, with over 250 members and over 50 suppliers, media persons, and other members of the corporate world gracing the occasion. The venue for the event is The Gateway Hotel Ganges Varanasi.

This year, delegates will get a chance to explore life along the holy Ganges River as well as experience the holiest, the oldest, and by far one of the most fascinating destinations in the world. Visit through the narrow, hundred-year-old lanes and alleys and along the dozens of ancient ghats that line the Ganges River will also be an experience to not be missed. Delegates will also get the opportunity to soak in the soulful music emanating from the holy temples and the ghats, which will soothe their senses while attending the three-day event in Varanasi.

“

This year, delegates will get a chance to explore life along the Ganges River and the fascinating holy city”

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'Scent' the right message

At Vedic Aroma Lab, hoteliers benefit from experience garnered over 150-plus years. Vishesh Vijayvergiya, Perfumer and Scent Branding Consultant, Vedic Aroma Lab, elaborates on the company's legacy and offerings.



What makes Vedic Aroma Lab unique?

Our customised signature scent is a unique way to welcome guests, creating the desired first impression to be remembered by guests long after they have checked-out. Our rigorous quality control has always been an important part of our philosophy. The fact that the company has been entirely family-run has allowed us to follow each phase of the production process with extreme care and precision. Our unique structure as an independent, family-owned and managed business also provides a singular ability to focus on our clients in close partnership and to provide greater flexibility, faster response times, and above all, greater transparency throughout the creative process.

What are the different products you offer?

We have a wide range of products for the hospitality industry that include blended essential oils for diffusers, hot or cold towel fragrances, water fountain fragrances, outdoor fragrance solutions, reed diffusers and refills, floor fragrances, air odour neutralisers, gourmet scents, laundry fragrances, air fresheners, carpet fresheners, aroma gift packs, signature scents, scent branding consultancy, as well as bathroom refreshers.

Who are your clients?

Vedic Aroma Lab's fragrant specialities have been used by India's leading hospitality brands, which include Taj, The Leela, Park Hyatt, Radisson, Westin, The Gateway, Vivanta, Royal Orchid, Spree, Clarks, Chokhi Dhani, Kenilworth, Novotel, Hyatt Regency, Golden Tulip, The O Hotel, The Golkonda, Ramada, Mayfair, Club Mahindra, Orange County and several others.

In your opinion, how has the industry evolved over the years?

The most significant change as far as aroma application is concerned is that all hoteliers are making a shift from



common, generic aromas to signature scents. A signature scent can be delivered in multiple formats and across all properties.

From oil diffusers, air fresheners and water fountains to hot (or cold) towels or even aroma souvenirs for guests, your olfactory logo will be everywhere. More and more hotels are now choosing to give a souvenir to their guests at the time of check-out. From miniature bottles of aroma oils and scented candles to perfume oils, all are customised with the name and logo of the hotel. Odour neutralisers to combat the foul odour of cigarette smoke, laundry fragrances to infuse freshness in linen, and water fountain fragrances to create a welcoming ambience are increasingly being demanded and used at hotels.

What makes your brand so apt for the hospitality industry?

Vedic Aroma Lab is a name synonymous with quality, innovation, and excellence in the field of fragrances. We have had a long, fragrant history. Towards the mid of the 19th century, our visionary founder, Chhunnamal Vijayvergiya, envisioned a perfumery business and the first workshop was set up circa 1850. From using a handful of steam distilled ingredients to today's massive library of thousands of high-technology molecules, from creating fragrances for the royalty of Lucknow to having an international client base, we have indeed come a long way.

Our rich history, constant dedication to our work, deep understanding and appreciation of the intricacies of scent formulation, and our unwavering pursuit for innovation are our greatest inspiration for creating novel aromas that are capable of going beyond the expectations of our clients all over the world.

Focus on client satisfaction across all departments, especially R&D, quality control, sales and marketing, is the key to Vedic Aroma Lab's success and brand equity.



FHIn to debut in Mumbai

Having successfully created FHA Singapore and 20-plus market-leading food and hospitality events across 12 countries, UBM Allworld is launching Food & Hotel India, its first food and hospitality show here.

To be held from September 5-7 at Hotel Sahara Star, Mumbai, Food & Hotel India (FHIn) not only highlights flagship products and solutions to the market, but also empowers the formation of alliances between leading Indian and international hospitality chains, consultants, suppliers and investors, while networking with premier buyers and decision makers handpicked for their purchasing power. Adding to the excitement at the maiden event are a string of top-notch competitions, workshops, conferences, and seminars that will be enriching and shall help create opportunities for delegates to acquire knowledge, pick up useful tips, learn skills, generate business ideas, and engage in fruitful discussions.

FHIn is supported by Hospitality Procurement Managers' Forum (HPMF), Indian Federation of Culinary Associations (IFCA), Ministry of Food Processing Industries (MoFPI), Federation of Hotel & Restaurant Associations of India (FHRAI), Poona Hoteliers Association (PHA), and Association of Food Scientists & Technologists of India (AFSTI).

IICC 2018 at FHIn

IICC 2018 is the most prestigious international culinary competition that will highlight the excellence of the culinary industry. With strong support from IFCA and Western India Culinary Association (WICA), IICC 2018, which is designed on an international modelled framework, is also a gathering point for the gourmet industry to network, share experiences, and marvel at the creative showpieces. It will be held from September 6-7, 2018, at Food & Hotel India in Mumbai. The two-day cook fest will include cooking challenges as well as presentations, extensive personal interactions, and other interesting activities.

Hospitality Strategy Summit

Having realised the country's potential in the tourism industry, the Indian government has taken several steps to make India a global tourism hub. This has provided a big boost to the hospitality sector which is amongst the top sectors to attract the highest Foreign Direct Investment (FDI). Infrastructure development is the backbone and key to the growth of the hospitality sector, as is the need to give it an industry status, which in turn will go a long way in attracting investments. This sector has a reciprocal relationship with other sectors like transportation, entertainment, aviation, etc., and strengthening these has an impact on the development of the hospitality sector. Being one of the emerging sectors in the country, it has the potential to be the biggest employment provider, however, trained manpower remains a constant challenge. The conference provides a platform for knowledge sharing and discussing the opportunities and challenges faced by the industry.

Pro-Wine education campaign

The Wine and Spirit masterclass event is conducted in association with Wine and Spirit Educational Trust (WSET) and All Thing Nice at Food & Hotel India 2018. The Indian wine market is on a rapid growth. Favourable government policies, higher disposable incomes, and growth in foreign tourists have fuelled this change. Pro-Wine education campaign aims to create awareness about the growing wine culture in India.

“

FHIn highlights flagship products and solutions, and empowers the formation of meaningful alliances”



MOVEMENTS

BJORN DENIESE

Vice President – Business Development

Mayfair Hotels & Resorts

Mayfair Hotels & Resorts has appointed **Bjorn DeNiese** as Vice President, Business Development. In his new role, he will be responsible for spearheading the group's future plans as it aims to deploy a new sub-brand into the market. The new vertical will be responsible for the development and expansion of the group, which will establish itself through lease, management, and franchise models. DeNiese headed the sales, marketing, and revenue for the group with key contributions in the setup of central reservations, etc.



SAMRAT DATTA

General Manager

Taj Palace, New Delhi

Taj Palace, New Delhi, has appointed **Samrat Datta** as its new General Manager. An established leader in the hospitality industry, in the new role, Datta will be responsible for the continued success of the hotel, overseeing the day-to-day operations and providing exceptional guest service. He is a company veteran having spent over 20 years at Indian Hotels Company. He moved to this role from Taj Bengal, Kolkata. Prior to that he was the General Manager at Taj Jai Mahal Palace, Jaipur.



APOORVA MAHESHWARI

Director of Marketing

AccorHotels India

Apoorva Maheshwari has been appointed as the Director of Marketing for AccorHotels India. In this role, Maheshwari will be responsible for leading the marketing activities of the growing portfolio of brands in the country. With a post-graduate diploma in communication management specialising in brand management, her strengths are building effective teams, driving brand strategy and innovation, and creating compelling marketing communication. Maheshwari holds close to a decade of diverse experience.



HEMA HARIRAMANI

Hotel Manager

The Westin Mumbai Garden City

The Westin Mumbai Garden City has appointed **Hema Hariramani** as the new Hotel Manager. She has had a long-standing career of over 18 years in hospitality. In the new role, Hariramani will be responsible for the seamless operational management of the hotel. Her expertise will help support the heads of departments, as well as achieve and exceed their revenue and guest satisfaction targets. Hariramani began her career with Marriott in 2000 as a Sales Manager at the Marriott Executive Apartments.





A mighty expo in Goa

Being held from August 23-25, Goa Food & Hospitality Expo 2018 promises to be a world-class event.

Joseph Clive Sequeira, Director, Media Promotions (the organiser), provides more details...

What do you aim to achieve through the show?

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.

Our main objective is creating bigger opportunities and a successful business for companies and trade professionals. We aim 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.

What can delegates look forward to?

Goa Food & Hospitality Expo 2018 will provide a business platform to identify opportunities, share experiences, as well as build networks with fellow members and exhibitors from around the globe. The unique conceptualisation for this edition is getting together key decision makers of the hospitality industry by organising various related activities alongside the exhibition, ensuring maximum attendance. At the same time, we have brought in participants who will be catering to the said sector.

Strategically planned at the peak of the sourcing time for HORECA buyers, we will ensure that all our stakeholders get maximum visibility, a healthy network, and a business-friendly environment that fosters business growth. With this edition, we aim to take the exhibition experience to a higher altitude.

How many people are expected to attend this year?

With over 120 exhibitors and 11,800 decision makers from across the length and breadth of the country's hospitality industry, Goa Food & Hospitality Expo 2018 has been built on a grand vision – to become the biggest hospitality show in India and gradually a name to be reckoned with across the globe. We are determined to create the success story in the hospitality industry by emerging as the most comprehensive sourcing hub for the hospitality, retail, baking, housekeeping, and F&B industry in India. We are expecting a minimum footfall of 15,000 at the show this year.





RANJU ALEX

Multi-Property Vice President,
Bengaluru & Kochi and
General Manager, Bengaluru
Marriott Hotel Whitefield

Q. Where do you like to travel to?

Travelling is one of my key passions. The excitement before travel is as endearing as travel itself. My favourite part of the world is Europe; I make it a point to go there primarily between February and September. In India, I loved a recent trip to Sikkim as it made me realise that the country has so much to offer in terms of beauty, culture, and food. I prefer cold places and hill stations to seaside destinations.

Q. How do you keep busy in your free time?

I love running and swimming. Apart from physical activities, I love to read and cook. I have a home library of more than 6,000 books and before every travel, I first stock up my books and only then go shopping for appropriate clothing.



I have a home library of more than 6,000 books”



ROHIT ARORA

Area General Manager
The Park Hotels

Q. How do you spend your free time?

I love reading. As a rule, I read a few pages every day and squeeze in reading whenever I can. I even find myself reading three or four books simultaneously. I share my enjoyment for exercising the mind and also inspire my children to do so. I also enjoy spending time with my family and friends whenever I can. It's a real energiser.

Q. What's your favourite holiday destination and why?

Madrid is my favourite destination. The nightlife with a hint of glamour and unlimited action, the gastronomical revolution, manicured parks, and world-class art galleries lend a glorious backdrop to the city life. It is a place I will go back to again and again.



I read three or four books simultaneously”



TAIEB TJ JOULAK

General Manager
W Goa

Q. What is your mantra for life?

When I was young, I heard the expression that the world is owned by the people who wake up early. I am an out-and-out morning person. Every day, I run from my house to the hotel and then I work out for about an hour in the gymnasium with my personal coach. I also do three sessions of yoga per week, and two and half hours of massage every Sunday. It's the passion to work that drives me.

Q. A secret about you not many know?

What many people don't know is that I spend most of my money on clothes. I'm a shopaholic. I also speak six languages, have done 15 years of kickboxing, and was in the international athletics team in Tunisia.



I speak six languages and have done 15 years of kickboxing”



ARINDAM SARKAR

General Manager
The Fern Residency,
Yeshwanthpur, Bengaluru

Q. What do you like to do in your free time?

As a general manager of a hotel it is very difficult to find free time just for yourself, but I make sure I do, so I can spend some quality time with my wife and daughter. Playing with my kid is a stress buster. I also love playing cricket and listening to Hindi music. Over weekends, I sometimes go to the movies as well. I also love photography.

Q. Where do you like to travel to?

I love travelling and experiencing everything that a country has to offer. Having worked with an international cruise liner, I was fortunate enough to travel the whole world, but when it comes to the matter of my favourite destination, I prefer Goa over anything else.



I love playing cricket and listening to music”

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