

HOSPITALITY Talk

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**Innovate
with Design**

**Report card
of premium
hotel brands**

**InterGlobe
Hotels:
Growth story**

**New
hospitality
trends**

**Decoding
Accor**



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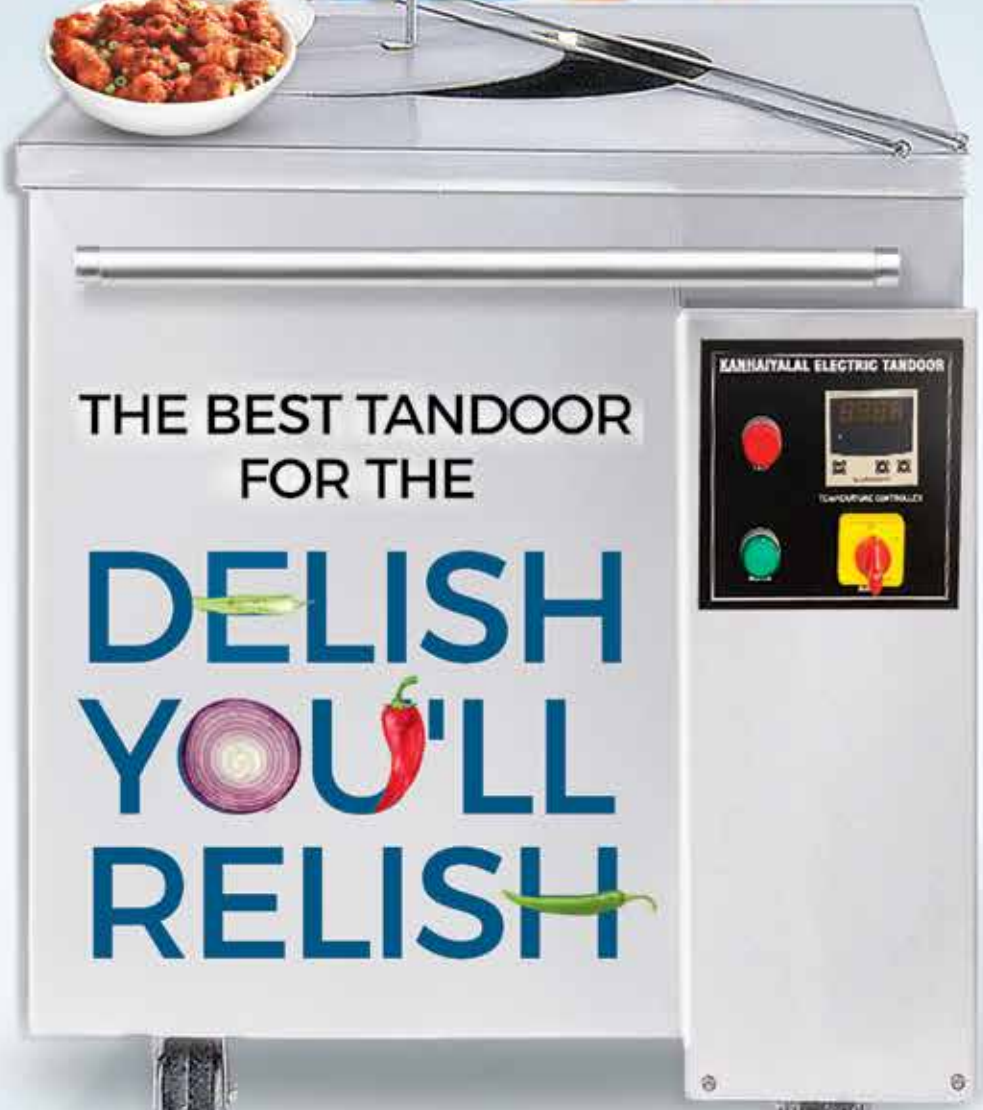


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HANDICRAFTS INDIA YEAR BOOK

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GLOBAL

Raffles brings bespoke experience to China & the Maldives

“With the doors now officially open at Raffles Maldives Meradhoo and Raffles Shenzhen, we are delighted to invite guests to experience impeccable services,” says **Jeannette Ho**, VP-Raffles Brand & Strategic Partnerships.



UNITED STATES

Four Seasons Hotels and Resorts returns to San Francisco with second hotel

Four Seasons Hotels and Resorts has been selected by an affiliate of Westbrook Partners to manage its hotel in San Francisco. Currently known as the Loews Regency San Francisco, the 155-room hotel will be renamed Four Seasons Hotel San Francisco at Embarcadero in 2020, following renovations. “We’re excited to enhance our portfolio in the Bay Area,” said **Bart Carnahan**, EVP of Global Business Development and Portfolio Management, Four Seasons.

GLOBAL

AUTOGRAPH
COLLECTION®
HOTELS

Autograph Collection Hotels to introduce 16 new properties Autograph Collection Hotels, shall expand its global portfolio across North America, Europe and Africa by July end. In the first quarter, three new hotels namely, Hotel Bank Opera, The Oaklander Hotel, Hotel Northland, were introduced.



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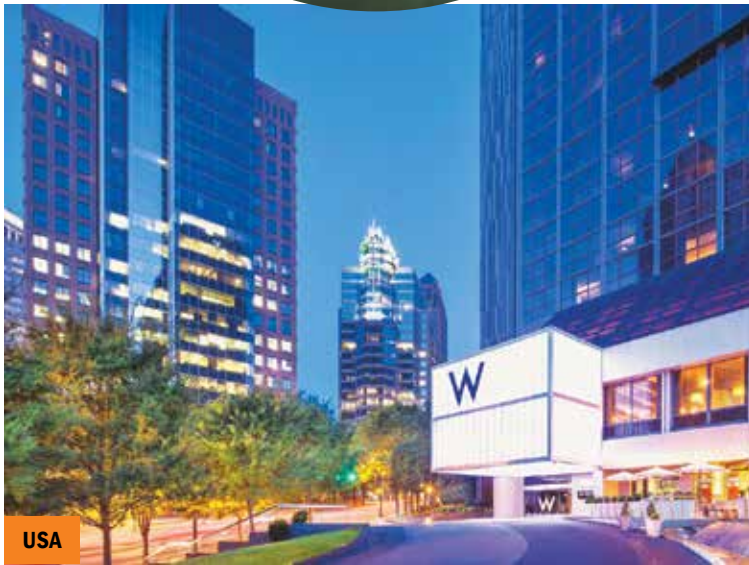
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THAILAND

Iconic Wellness Resort Chiva-Som to reopen in October Chiva-Som International Health Resort in Hua Hin, Thailand, has announced reopening the resort on October 15, 2019. It was to originally open in November 1.



USA

W Hotels debuts newly reformed W Atlanta

W Hotels worldwide shall upgrade its three W hotels, W Atlanta – Midtown, W Atlanta – Buckhead and W Atlanta – Downtown in North America. The reimagined properties will be upgraded with the expertise of talented design partners and the W brand's own globally renowned design team. A collective of 750+ guestrooms, multiple bars and restaurants and more than 50,000 square feet of innovative meeting space will be announced soon.



NORTHERN EUROPE

Now, check in with your mobile at the new ibis hotel in Estonia

Located right in the heart of the Estonian capital and opened on June 1, ibis Tallinn Center is the first ibis hotel in Estonia to feature the brand's new hospitality experience. The concept includes a new check-in system in the lobby where the staff greet guests and complete the mobile check-in process in a warm and relaxed atmosphere. The hotel features 190 guestrooms accommodating 1 to 6 persons.

13

new luxury properties for Asia Pacific. Marriott International shall bolster its Asia Pacific luxury portfolio with new properties, projected to open in 2019, offering a wide range of transformative experiences.

Martin R. Smura appointed CEO of Kempinski Group

Martin R. Smura has been appointed as the new Chief Executive Officer of the Kempinski Group. The 50-year old brings a vast amount of management experience and expertise from top international hotel companies. His most recent remit was as Executive Chairman of the Board of the Dorint Hotel Group. He also held other relevant board mandates.



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CHIEF EXECUTIVE OFFICER

Keith Barr

The group witnessed surge in net size with 5.4% in Q1 and saw the highest number of signing deals in 12 years. There was something to cheer for as well, with the global RevPAR increasing to 0.3 % against strong prior year results. We achieved a good growth in the US and continued gains in China. Sixty per cent of our openings globally was in the Holiday Inn brand.



MARRIOTT INTERNATIONAL

PRESIDENT & CEO

Arne M. Sorenson

The worldwide systemwide RevPAR for comparable hotels of the group increased by 1.1 per cent, while the net rooms grew by 5.3 per cent. The gross fee revenue rose to 6 per cent. Despite modest RevPAR growth and higher labour costs, we increased North American house profit margins by 30 basis points and held worldwide house profit margins flat through cost synergies.



ACCOR CHAIRMAN & CEO

Sébastien Bazin

In a turbulent macroeconomic environment, the Accor Group's first-quarter revenue performance highlighted the effectiveness of the company's strategy. On the global platform, Europe remained strong, while South America continued its robust recovery. We achieved sustained business development over the period, in line with our medium-term objectives. Through rise in luxury hotels, we gained positively in Q1.



Solid Q1 results

The top global hospitality CEOs and heads talk about the performance of their brands in the first quarter of 2019. Here's what they have to talk in terms of improvement in RevPar, enhancement of services and more.

WYNDHAM DESTINATIONS

PRESIDENT & CEO

Michael D. Brown

We have delivered solid results in the first quarter. Strong volume per guest, combined with cost efficiencies led to a 60-basis point margin improvement year-over-year and an adjusted EBITDA growth of four per cent. During the first quarter of 2019, the reported revenue was \$918 million, compared to \$907 million during the same period in 2018.



HILTON PRESIDENT & CEO

Christopher J. Nassetta

The first half of the year was worthy of an applause as the brand exceeded the high end of guidance for adjusted EBITDA and diluted EPS, adjusted for special items. It continued to drive impressive market share gains across all brand segments and regions during the first quarter, further increasing our industry-leading RevPAR index premium. The launch of Signia Hilton was much awaited.



HYATT HOTELS CORPORATION

PRESIDENT & CEO

Mark S. Hoplamazian

We witnessed a positive start to the year, highlighted by continued growth of management and franchising fees. The integration of the Two Roads brand has been steady and is expected to fuel future growth in our managed and franchised business. The continued demand for our brands among developers drove sequential expansion of our pipeline of executed contracts.



Will the government 'Budge' it?

A few industry stalwarts express and highlight what the Budget 2019 means for the industry as hopes were pinned on some reforms like GST simplification, among others.



VINEET VERMA
Executive Director & CEO
Brigade Hospitality Services

The Budget overall was quite progressive, policy-driven and should deliver positive results in the long-term. We were still hopeful that the GST Council will review and bring down GST for hotels from the present 28 per cent to at least 18 per cent.



VIJAY DEWAN
MD
Apeejay Surrendra Park Hotels &
Chairman, CII, West Bengal State Council

Development of 17 iconic sites to be transformed in world class destinations will help boost foreign tourist arrivals. However, industry demand of free visas for five years and competitive GST rate has not been met. The Indian travel and tourism sector, which has emerged as a key growth driver didn't see any concrete provisions in this Union Budget.



SONICA MALHOTRA
Joint Managing Director
MBD Group

It was an inclusive and wholistic Budget that catered to all segments of society and industry. The comprehensive restructuring of national highway programme will provide significant boost to the tourism and hospitality sector. Developing 17 iconic world-class tourist showed that the government had done its homework for utilising India's soft powers to channelise more investments.



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With mid-market rise, is luxury still in vogue?

The mid-market segment is witnessing a growth in the country. But, does the increase in demand of mid-market hotels prove disadvantageous for the luxury hotels sector? We find out from prominent spokespersons of the industry.

 Anupriya Bishnoi



KARIN VAN ZYL
General Manager
Amanbagh, Alwar

I do not feel there is a disadvantage for luxury hotels in comparison to the mid-market hotels as the luxury clients are specific in terms of their requirements. The level of packages offered in the luxury segment in terms of a hotel or holiday, levels of service, attention to detail, space and quality experiences, is difficult to emulate without right investment and infrastructure in the business.

“
The level of packages offered in the luxury segment is difficult to emulate without right investment and infrastructure”



HEMANT MEHTA
General Manager of Hotel
Clarks Amer, a member of the
Lifestyle Collection from Preferred
Hotels & Resorts

Yes, the luxury hotel market has been impacted with the advent of mid-market hotels in India. The spread of business houses in smaller cities, change in people's lifestyle and rise of business travellers, has led to emergence of budget hotels in India to cater to those who seek affordable stay.

“
The spread of business in smaller cities has led to emergence of budget hotels”



AMITABH RAI
General Manager
The Ritz-Carlton, Bangalore

There is a segregated demand and business potential for every segment, be it luxury or mid-market, catering to differentiated needs of the traveller. The discerning traveller, who appreciates personalised service and tailor-made experiences that luxury hotels curate, is always willing to pay a premium for it. The power of the brand pull, the sense of luxury, security and comfort, plays a major role for the guests.

“
The discerning traveller appreciates tailor-made experiences that luxury hotels curate”



PARMEET SINGH NAYAR
General Manager
Shangri-La's - Eros Hotel, New Delhi

There are a range of factors that have bolstered the mid-market brands in India, like an increase in business and leisure travellers with constraint travel budgets. The price point and target audience for mid-market segment and luxury segment are completely different including guests' requirements and expectations.

“
The price point and target audience for mid-market and luxury segment are completely different”



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Few of Our Esteemed Customers



InterGlobe Hotels has created a benchmark in the hospitality industry through their ethos of excellence. The group has been a game-changer in the mid-market segment and rely on sustainable practices for its hotels. **J.B. Singh**, President and CEO, InterGlobe Hotels, elucidate the USP of InterGlobe Hotels, their association with Accor and the future of the Indian hospitality market.



Anupriya Bishnoi

InterGlobe Hotels

BEING QUINTES

What sets InterGlobe Hotels apart?

One of the big differentiators that sets us apart in the Indian hospitality space is the pursuit of excellence. InterGlobe Hotels has attained this through transparency, ethical leadership and compliances and with this synergy, the brand has managed to deliver outstanding products that have set a new benchmark in the industry. IGH champions in doing things the right way while creating new partnerships. When we wanted to venture in the hospitality segment, we were able to identify that the mid-market space is where there is a big gap. InterGlobe has been consistent with every business it does. With 19 hotels across 13-14 cities, we have created an impact and are continuously innovating.



InterGlobe has been consistent with every business it does. With 19 hotels across 13-14 cities, we have created an impact and are continuously innovating”

The hospitality and tourism industry have a huge impact on the environment. A product like ours can be built on a small area. We have numerous sustainability projects within our hotels and most of them have adopted solar wind energy.

Our new hotels will be gold certified, which means, when they get constructed, the topsoil will have an ensured protection.

We want our hotels to initiate sustainable practices not only

SENTENTIAL





3 ON MAND

"ibis as a brand is unique, and if you were to compare it to the industry, it will always trade better than the rest- at least 10 per cent higher".

within our properties, but we want to impart this to our customers as well.

Elucidate on the Accor collaboration.

Any kind of collaboration is a long-term relationship and a large investment. The business we do with Accor is well-managed through transparency on both sides. This includes contribution from InterGlobe Hotels' side for understanding the space and putting a suited development team and Accor's expertise in operating hotels. We are deeply embedded and we find a lot of value generated out of it. We have created great synergy that works efficiently and strive to get better at it everyday.

Are you focusing on anything besides ibis?

Besides ibis, we are also looking at Novotel. We have one Novotel under construction in Bengaluru; we are not averse to the idea of focusing on more properties, but, it all depends on the opportunity the market offers. We are confident to gain more prominence of our brand soon!

Your take on undersupply and how are you pitching in?

India is extremely undersupplied. If you look at the Indian space, we have about 140,000 rooms. The city of Las Vegas has 150,000 rooms and Dubai has 100,000 rooms, so, we are grossly underpenetrated. But India is a developing market and all developing markets develop in pockets and that's what we are witnessing for the subcontinent as well. The big metros like Mumbai, Delhi and the suburbs, Bengaluru, are high-growth markets, that has good absorption rate, not just from the hospitality side, but from the aviation and commercial real-estate side as well. Emerging market like Pune is also coming up. The city is on a growth trajectory. We will continue to see new markets coming up and as urbanisation grows, the existing markets will offer enormous opportunities. A lot of people believe that these markets are saturated, but I don't. I believe, these markets can still take three times more inventory than it has today, in the next 15 years. This is the amount of demand that will come through sheer urbanisation, increase in air capacity, better airport infrastructure and conferencing facilities.



There is a big undersupply in the Indian space, we have some 140,000 rooms, while Las Vegas has 150,000 rooms and Dubai has 100,000 rooms"



What's your forecast for the Indian market?

The market has started to revive in a robust manner. We believe that will continue to grow for several years to come. Of course, minor blips are there like the recent reduction of air capacity, which I think shall be sorted soon. Overall, the demand is good, economy is growing, there is under capacity as far as hotel inventory is concerned, but we foresee growth and are committed to capture it optimally.

What about your expansion plans?

Since 2004, we have added up to 19 hotels and have a committed pipeline of five to six more properties. In another three years, we will cross 4000 rooms and will continue to focus on the Tier-1 markets aggressively. We have also started to explore strong Tier-II markets. We want to grow efficiently, yet with caution. We are focusing at cities like Mumbai, Bengaluru, Pune and also in Goa. ibis is undergoing a transformation of a new design, like the property in Kolkata. We are also initiating a new project in BKC, Bandra Kurla, that will be between 150-200 rooms.

People relate 'ibis' just with the metro cities. Do you think you have penetrated only in the metros and not in the smaller towns?

I think we have gone beyond the preference for metros. ibis in Nashik was one of the first four to five hotels opened in terms of expanding into smaller towns. Jaipur too has a beautiful property, we got 200-room hotel



In another 3 years, we will cross 4000 rooms and continue to focus on the Tier-1 market rooms aggressively. We have also started to explore strong Tier-2 markets as well"

IBIS ON SCALABILITY



Since India's economy opened itself to the rest of the world in the early 1990's, the middle class was exposed, possibly for the first time to job opportunities beyond the ones offered by the government. This meant a sudden surge in travel and consequently, a need for quality affordable accommodation. The gap between demand and supply was so massive that the rates and occupancies in most Tier I markets hit stratospheric levels.

We recognised this gap in the industry and formed a strategic joint venture with Accor Hotels - one of the largest hotel operators in the world, with heaps of experience of having operated hotels in the mid-market space. Together, the JV introduced the ibis brand to India and today collectively owns and operates some 17 ibis' across the country.

InterGlobe Hotels today is now one of the most significant investments in the economy/mid-market space in hospitality in the country. From the time the first hotel opened in Gurugram in late 2008, the company has been growing at a scorching pace both in terms of inventory as well as revenue.

When the latest opening at Kolkata was added to the portfolio, the overall room count was up to 3050 rooms. This has meant that in the last five years, more than 1,900 rooms have been made operational at a growth CAGR of 31 per cent. During the same time in which the pan India hospitality performance was only slowly growing (Occupancy rose by 6 per cent points over the period and rate remained steady), IGH outpaced the market with a revenue CAGR of 26 per cent.

With another six hotels under development, the rooms inventory will rise to 4,000 rooms by 2022 and there will be an ibis in 14 cities across the country. This would mean IGH will have an ability to be serving 1.5 million guests every year.

The growth story will also continue through further acquisitions, both through the greenfield and brownfield routes, keeping IGH in the pole position when it comes to investments in the hospitality space in India.

IBIS INNOVATIO



Continuous innovation is a way of life at IGH which is constantly setting new standards through its 'Future-Minded' approach. When we introduced the ibis brand back in 2008, it challenged the status quo and other players turned around and took notice. Our effective use of space, cookie-cutter design of rooms, pod bathrooms and well-designed public areas were game changers for the industry. To remain efficient and gain scale, cost and time-to-build were critical. Our continuous innovative efforts shrank our costs by almost 30 per cent, despite inflation and set new standards for the industry in time-to-build. We have also remained ahead of the curve to adapt to our customers changing aspirations, which has led to a complete overhaul of the ibis product. Each aspect of the room has been thoroughly researched to provide a great night's sleep. The acoustics are of highest standards with double glazed windows, which do not allow noise from the outside to trickle in and thickly carpeted corridors, which ensure that none of the internal noises are disturbing. The signature Sweet Bed has been introduced (an innovative bedding concept with big, fluffy pillows, super-soft duvet, high-tech mattress that adapts to your body and luxurious mattress topper), which further enhances the sleep experience. The artwork in the rooms now has heavy local influences and celebrates the uniqueness of the city and its culture.

The public areas have been designed in a contemporary manner which allows the guests to be served without it being overbearing. Due importance is given to health and wellness through a well-equipped gym which is almost always attached to an open space which allows the guests to indulge in yoga/meditation etc. in peaceful environs. Food and Beverage offering caters to the huge diversity of the country through all Indian breakfast buffets and dinners which allows for local cuisines and flavours to be explored. Sustainability is another shining example of how continuous innovation is happening at IGH. Green building is the practice of creating structures and using processes that are environmentally responsible and resource-efficient throughout a building's lifecycle from planning to design, construction, operation, maintenance and renovation. For IGH, the journey starts from the planning stage itself as all projects aim for Indian Green Building Council Gold Certification. Once the hotel becomes operational, Planet 21 mantra of Accor is followed to ensure that all 7 pillars of health, nature, carbon, innovation, local development and dialogue are adhered to.



Our products survive and perform better even during the lean season in the industry. We maintain price parity throughout the year”

in Goa, which has done exceedingly well and will build a second one in the state. We have unveiled another ibis in downtown Kochi and one in Coimbatore, which is now becoming a health and wellness retreat. We have identified special pockets/districts that have uniqueness to attract potential travellers. Yes, we cater to the demand of the customers to build hotels in metros like Mumbai, Delhi, Bengaluru and Gurugram. We have a couple of hotels under construction in Vikhroli and Thane. Also, we have 50-60 per cent repeat customers.

Talking about preference for the travellers, does it remain for the metros?

Firstly, we ensure that the business is sustainable for all our stakeholders, vendors and customers. For example, Goa, gives good revenue throughout the year and sustains through the lean months. We are positive of this market and hence, we developed a second hotel and if everything goes well, shall initiate a third one as well.

How is ibis fairing in terms of ARR and Occupancy?

ibis as a brand is unique and if you were to compare it to the industry, it will always trade better than the rest- at least 10 per cent higher. The brand engagement of ibis is strong, and the service levels are high. The locations of our hotels are strategic, the rooms are cleverly designed, and technologically sound. Our acoustics in the room are creating a benchmark in the industry. ibis Kolkata has the best acoustics in the country. We deliver value to our customer by crunching the space. By reducing the real estate, we derive the value.

What happens to hotels in lean season?

Our products survive and perform better even during the lean season in the industry. We maintain price parity throughout the year. Luxury brands witness deeper seasons than us. We combat this time through new ideas.

Are you spending more on design than before?

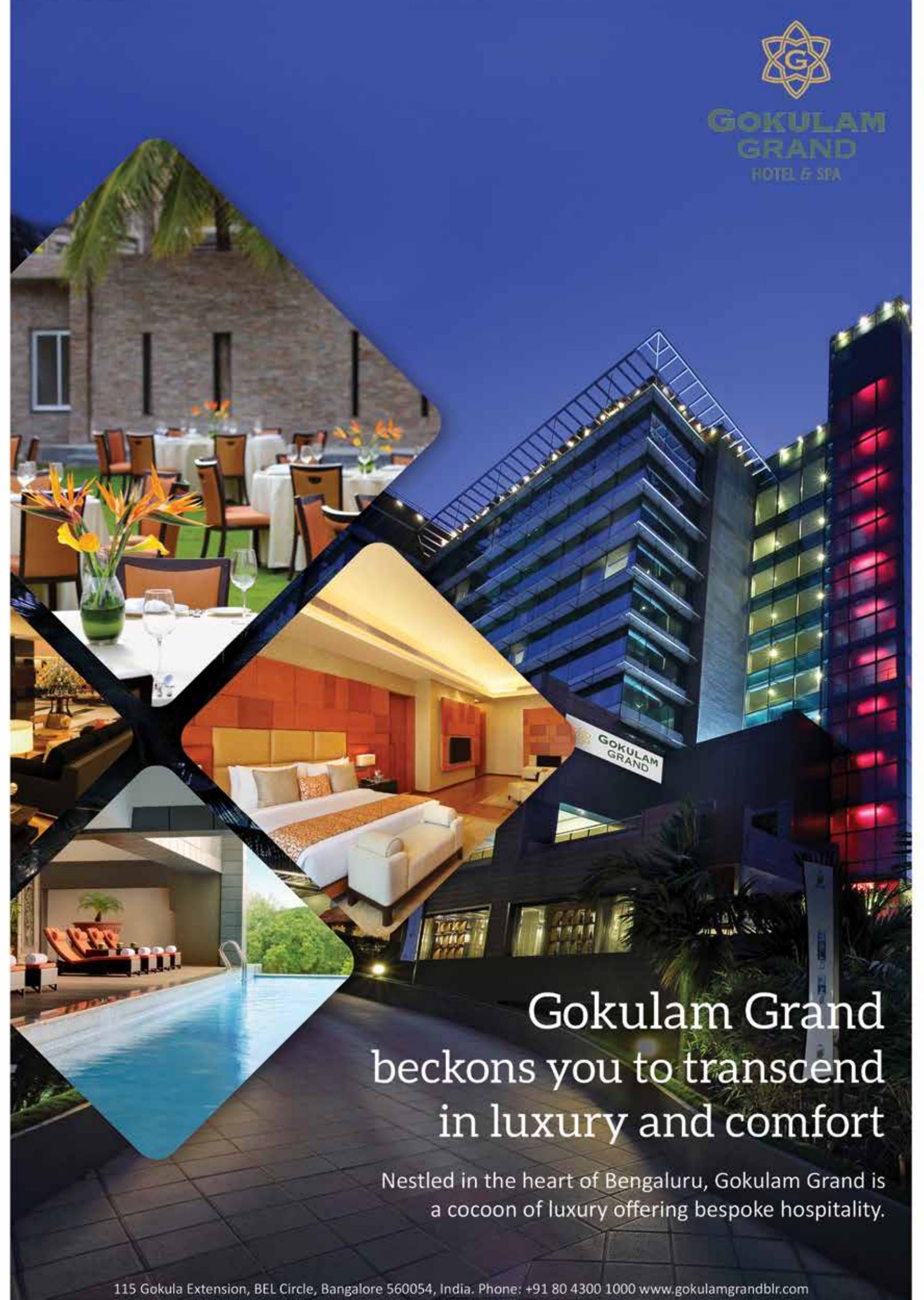
We have got our cost down through spending more on design. We lowered our bill cost over the last five years by almost 30 per cent.

Who are your clients?

Our clients are a massive mix; mostly corporate travellers. The product has gained acceptability by large genre of travellers.



**GOKULAM
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Gokulam Grand beckons you to transcend in luxury and comfort

Nestled in the heart of Bengaluru, Gokulam Grand is
a cocoon of luxury offering bespoke hospitality.

Do away with front desks

John Gerondelis, Principal at international design firm Smallwood, Reynolds, Stewart, says that the removal of the front desk, like what Moxy Hotel has done, is the most important change that he has witnessed lately in hotel designing. Read on to know more...

 HT Bureau

NEW TRENDS

I would say that the successful removal of the front desk, like Moxy has done, is the most important change I have seen travel across regions.

EVOLUTION GLOBALLY

The upper-end properties continue to be more exclusive and luxurious, and the hip ones more current and social. Economies that are younger in demographics are on the cutting-edge of pushing the societal aspects of hotels by creating spaces that are more for online chatting rather than in-person meeting.

SUSTAINABILITY IN DESIGN

I recently attended a brand immersion for a notable international luxury brand, and their instructions regarding sustainability were refreshing and honest. They are actively implementing sustainable activities and methods, even looking for ways to move guests towards filtered water in reusable bottles and not water provided in 'recyclable' plastic bottles. Our designs must support this ability to provide comfort and ease. Sustainability is about



year – in Minneapolis, Minnesota, one of the coldest cities in the US, with an average daily temperature of -7 degree Celsius in the winter.

INDIA'S JOURNEY

I have enjoyed the opportunity to work on projects in India. As a firm, we currently have four projects underway with three more in the pipeline. We recently completed the Conrad Bengaluru. In my opinion, the design of completed projects is on a par with international ones.

In the luxury segment, they sometimes exceed what we can do in places like the US, mainly in terms of material (use of stone, etc.) and creating larger spaces. Cost is a major driver, along with the ability to complete sophisticated designs. Higher quality materials are less



Today, hotels create spaces that are more for online chatting, rather than in-person meeting”



THE FUTURE OF DESIGN

According to Gerondelis, the advent of Airbnb and homestays is influencing certain markets. This, along with the social aspects of today's rising consumer age group, is pushing design to be more flexible. Technology is helping - for instance, with LED lighting, guest rooms can change the mood in an instant. The Moxy and others have proved that hotels do not need to provide alarm clocks or telephones in rooms anymore, allowing for a faster upgrade as new technologies emerge.

conserving resources, most importantly water. Encouraging guests to reuse their towels and bedlinen for a couple of nights provides one of the biggest impacts, without diminishing comfort and ease.

UPCOMING PROJECTS

I am currently involved in prominent projects located in Agra and Gandhinagar, as well as Nha Trang, Vietnam; Jakarta, Indonesia; and Minneapolis, Minnesota in the US; not to forget several smaller projects that continue to pop up. Each project has its own unique elements – from the duck's bill bar on the top floor of our recently-completed JW Marriott Nashville, to our current challenge – designing an outdoor pool and terrace for use round the

expensive in India, however, the projects take about twice or thrice the time to get built. In terms of sustainability, hotel operators and brands work well, at the same levels as their international counterparts, but the physical act of constructing the building has a long way to go.

CHALLENGES

The main problem is unconscious bias – when designing in a new location; 'your way' is not better than 'their way', it is only different. Some architects feel that their way is always better; I, on the other hand, was taught to listen and engage. Design is a journey that can be enjoyable and instructive, but always has satisfying results.

FAVOURITE SPOT

I am very partial to The Leela Palace New Delhi, not only because I designed it, but because it reflects the late Capt. Nair's vision – an elegant home to welcome guests.



Cost is a major driver, along with the ability to complete sophisticated designs”

The numbers say it all!

The hospitality sector in India is witnessing a wave of change in all quarters. We cull out projections from numerous sources that delve into the trends in the sector to validate certain predictions. Scan the report for forecast and trends.

Indian hotels project growth

STR, a data and analytics specialist, forecasts hotel trends

The following data showcases projections of hotels in Indian cities: the RevPAR, ADR and Occupancy.

Market	Date	Occupancy		ADR		RevPAR	
		Actual Level	%C	Actual Level	%C	Actual Level	%C
Bengaluru	2008	63.5	-13.1	11,406.15	-3.8	7,237.56	-16.4
	2013	57.0	10.3	5,810.62	-5.2	3,309.58	4.6
	2018	65.5	-4.5	6,191.71	7.4	4,053.36	2.5
Chennai	2008	69.8	-6.2	7,851.01	13.4	5,478.74	6.4
	2013	53.8	-10.7	5,397.03	-6.5	2,901.60	-16.5
	2018	64.3	2.2	5,106.67	1.7	3,281.55	4.0
Gurgaon	2008	65.2	-10.6	12,581.16	0.2	8,203.91	-10.4
	2013	56.7	-7.9	6,930.52	-8.2	3,926.63	-15.4
	2018	67.1	2.1	6,085.20	-1.2	4,081.84	0.9
New Delhi	2008	70.6	-5.6	11,903.24	7.5	8,404.63	1.5
	2013	60.9	-2.2	7,208.01	-9.0	4,392.58	-11.0
	2018	71.8	1.0	7,266.46	8.1	5,218.16	9.2
Goa	2008	62.7	-9.6	7,044.36	5.8	4,420.19	-4.4
	2013	67.3	2.2	6,752.13	4.6	4,545.80	6.9
	2018	68.5	-1.3	7,995.67	0.2	5,477.54	-1.1
Hyderabad	2008	62.7	-8.6	6,838.81	-6.5	4,287.05	-14.6
	2013	49.3	-3.9	4,781.73	-5.2	2,357.60	-9.0
	2018	69.7	6.1	5,134.67	1.9	3,578.29	8.1
Kolkata	2008	71.7	-5.9	7,170.01	8.0	5,141.66	1.6
	2013	69.4	-2.3	5,956.91	-5.8	4,135.56	-8.0
	2018	66.8	0.6	5,862.74	0.9	3,918.78	1.5
Pune	2008	67.7	-14.9	8,253.13	6.9	5,588.39	-9.0
	2013	58.8	2.0	4,015.91	-3.9	2,363.15	-2.0
	2018	70.3	3.3	4,753.35	7.3	3,343.76	10.9
Mumbai	2008	63.1	-15.5	12,138.33	10.5	7,664.87	-6.6
	2013	66.5	6.2	7,390.05	-5.9	4,915.03	-0.1
	2018	76.6	2.4	8,141.93	2.7	6,237.61	5.2
Jaipur	2008	55.6	-10.4	7,428.72	14.9	4,128.83	3.0
	2013	52.6	0.8	4,907.68	-1.4	2,583.73	-0.6
	2018	68.0	-0.4	5,143.34	0.7	3,496.05	0.3

The Indian hotel segment is optimistic

STR data below shows how the Indian hotels sector has been performing. The numbers show that growth is evident.

Market	Existing Properties	Existing Rooms	Properties in the pipeline	Rooms in the pipeline	Growth
India	4,682	2,86,764	295	44,119	15.4%

Decoding the number game

Vidhi Godiawala, Business Development Manager, STR, explains the trends in the hospitality industry through the data revealed by her company's study.

What kind of evolution has the hospitality industry in India gone through over the past few years?

The asset-light model and focus on management contracts is an approach that has gained momentum, amidst domestic chains in India.

Branded chains continue to build assets while evaluating the weight of management contracts in fuelling growth and enabling distribution, in order to keep pace with the evolving and competitive landscape.

Hotel leasing is another model that is rapidly gaining momentum, given the considerable real-estate prices and challenges presented by owning land. While the leasing of hotels is yet to take off on a large scale, some hotel chains, such as Lemon Tree, Ginger, Intellistay Hotel and Mint Hotels in the budget sector, recognise the potential in the leasing model are not shying away from exploring this route.

Which hotel segments are on the rise?

Recent years have seen the growth and evolution of several homegrown brands in the mid-market Economy segment, including OYO, Treebo Fab Hotels, Mint Hotels and Mango Hotels. By offering greater options at more affordable prices, these brands have shifted the dynamic in the Indian hotel industry.

There has also been a trend for these brands purchasing independent hotels and rebranding or relaunching them under their umbrella. Properties in the mid-scale and economy classes have been able to increase their rates more drastically, registering a 6.6 per cent ADR lift in 2018. This represented the fastest growth in the Indian hospitality sector.

Luxury and upper upscale properties continue to grow, reporting marginal ADR increases of 0.9 per cent and 0.4 per cent, respectively. Updates to GST regulations are likely to have been a barrier to significant rate growth, while new supply has also been an influencing factor. With more than 15,000 rooms in the under-contract pipeline, this is likely to continue.

According to you, what hampers the growth of the hotel industry, specifically in India?

A challenge for the Indian hotel industry is its level of remuneration in comparison to other industries, which can act as a barrier to attracting skilled staff to the sector and, subsequently, growth.



There are currently 295 properties and 44,119 rooms in India's pipeline"

High operational costs and differing levels of return of investment also make it difficult to present as a business proposition. High borrowing costs and expensive land also drive the overall costs of owning and running a hotel. There are several state and central government policies that are challenging to navigate and slow the process of establishing or building a hotel, due to the clearances required at each step.

India recently has seen an influx of various hospitality brands in India, what do you think is the reason behind it?

There are currently 295 properties and 44,119 rooms in India's pipeline, representing a 15.4 per cent increase on existing supply. Most of this growth is expected to come from international brands.

The growth of several established international hotel brands has been evident in India over the past seven or eight years and the trend is unstoppable. In September 2018, IHG announced their goal to have 150 Indian hotels (both operational and in the pipeline), within two to three years, while Hyatt announced plans to open 14 new hotels over the next two years in March 2019.

As recently as April of this year, Marriot stated that it has 50 hotels in the pipeline and could open more than that.

A number of these brands have turned their attention to market outside of the key cities, recognising their potential for growth. The growth of the middle class and domestic travel has enabled a strong economy for India.



Here's why hoteliers should cheer...

HVS ANAROCK India Hospitality Industry Review 2018 reveals pan-India projections for the year 2019. The study states that RevPar would surge by 9.5 per cent, riding on the back of growth in Average Daily Rates (ADR).

India wide Predictions for 2019

- RevPAR should grow by **9.5 per cent**, largely on the back of growth in Average Daily Rates (ADR)
- GOP margins are likely to improve by **8.0 per cent**
- Supply is anticipated to grow by **4.0%** and demand by **7.0 per cent**
- Estimated volume of hotel transactions is pegged at circa **USD 800 Mn**

The HVS ANAROCK India Hospitality Industry Review 2018 projects positive predictions for India's hospitality segment for the year 2019, which states that the RevPar would surge by 9.5 per cent from ADR. The gross operating profit or GOP is a crucial component. According to

HVS Anarock report, GOP margins of the hotels in India are expected to improve by 8 per cent. The demand and supply chain shall see a rise with supply targeted at 4 per cent, while demand being pegged by 7 per cent. The estimated volume of hotel transactions is marked at approximately \$800mn.

Forecast for 2019

Cheers

The report suggests that the hospitality segment attained strong growth in hotel supply and showcased consistency with demand. But there were diverging trends as well with demand surpassing supply.

- Over the last 2 years, hotel supply grew by **3.7 per cent in 2017** and 3.5 per cent in 2018, whilst demand grew by **7 per cent** and **6.8 per cent** in the respective years.
- 2019 is driven by **strong economic growth** in the country.
- The transactions segment is also expected to be in the big game and resume strongly in 2019.

2019 saw a staggering all India growth of nearly 11 per cent in RevPAR, backed by strong growth in both occupancy and ADR in almost all key demand segments in the country.

Hiccups

The report states that the first major reason leading to an impact trends in hotel industry with regards to RevPar or Occupancy rates, could be the general election, during which the commercial market, the mainstay for hotels in the country, is put on hold. The decisions taken during anticipation of the election results could impact on several policy initiatives of the government. The second major reason is the impact of new hotel supply in the current year. As per estimates, 8,574 keys will enter the market in 2019, a nearly 19 per cent rise over the last two years.

While both the year 2017 and 2018 had paved the way for positive growth in demand for 2019, driven by strong economic growth in the country, some headwinds in 2019 are expected to dampen the performance turnout for the year.

Positive forecast

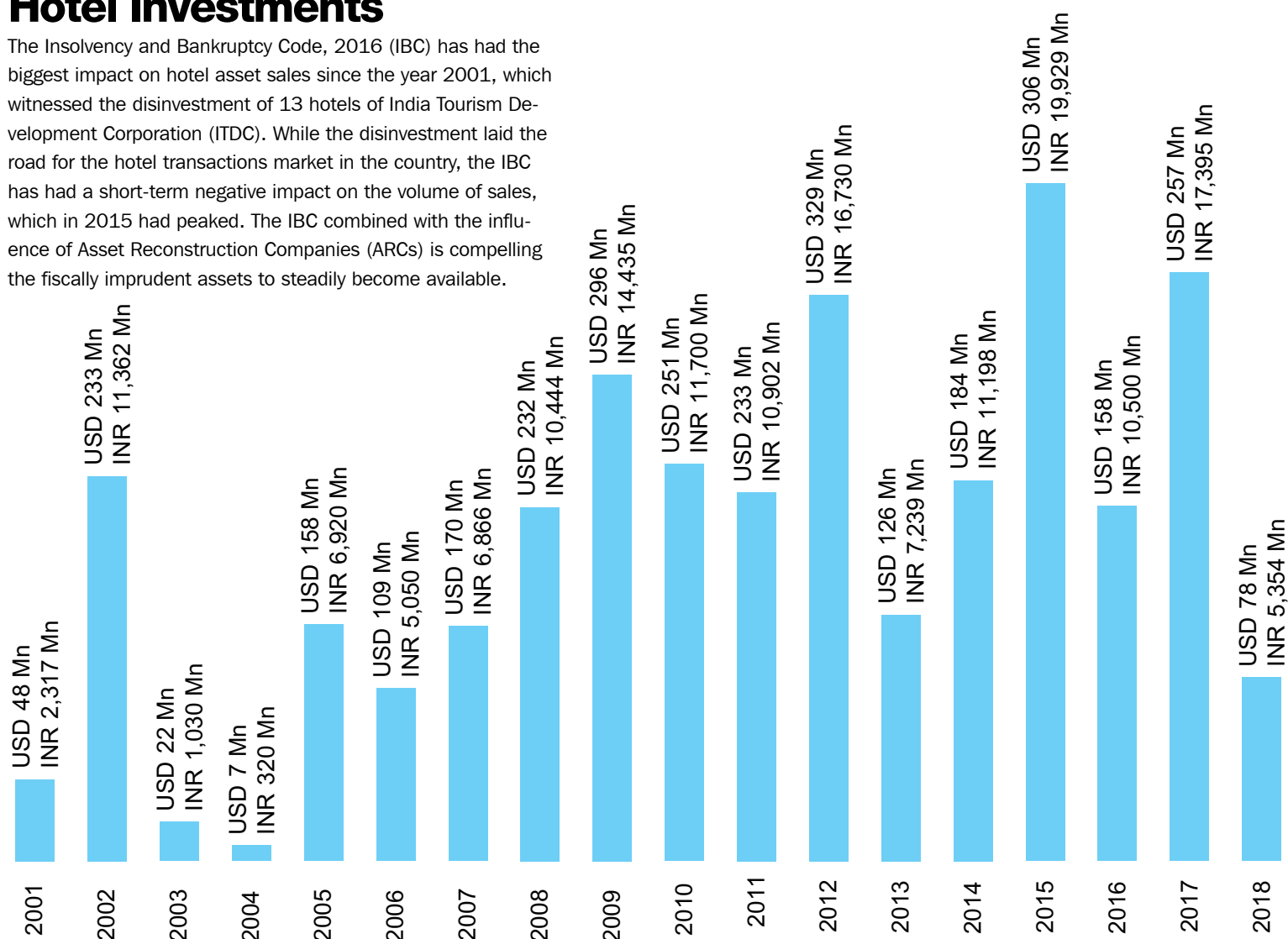
Even though the year 2019 performance looked dampened by the election, the tide to change in 2020 seems positive as there are market assumptions that the country will enter the new year with a stable government along with a bolstered growth for the economy.

With the above two parameters squarely line-up, combined with little new supply expected to open in 2020, it is anticipated that the hotel industry shall record its highest occupancy, outpacing 2006, which was recorded as a superlative year for the industry in this segment.

The listing of the first REIT by Embassy and Blackstone will also be monitored closely for the benefit of mergers of hotels in India.

Hotel Investments

The Insolvency and Bankruptcy Code, 2016 (IBC) has had the biggest impact on hotel asset sales since the year 2001, which witnessed the disinvestment of 13 hotels of India Tourism Development Corporation (ITDC). While the disinvestment laid the road for the hotel transactions market in the country, the IBC has had a short-term negative impact on the volume of sales, which in 2015 had peaked. The IBC combined with the influence of Asset Reconstruction Companies (ARCs) is compelling the fiscally imprudent assets to steadily become available.



Source: HVS Research; *mn=million

What's in store for 2019?

In 2019, it is anticipated that the market will witness an upsurge in transaction volumes on the back of distressed pricing of hotel assets. The research suggests that the current year will witness sale of high value hotel assets in almost all key hotel markets of the country estimated at approx. 800 mn USD, potentially setting a record for hotel transactions in the country.

Looking Ahead

- The start of 2019 has seen been fruitful, it seems that the RevPar's will grow.
- It is evident that the majority domestic hotel companies have developed a niche for themselves by targeting hotel owning clients, who are often missed out by international and a few domestic operators such as Oberoi, Taj and ITC, as they offer hotel branding options with small inventory sizes.
- The domestic hotel operators should watch out for the new age companies, such as OYO, Treebo and Fabhotels, who are to target the midscale clientele of domestic hotel operators.
- Increase of hotel brand signings in leisure markets. Leisure markets will continue to see higher levels of interest from hotel investors and operators albeit with smaller room inventories.



With hospitality sky is the limit

Georgette Davey, Managing Director, Glion Institute of Higher Education, says that the industry now accounts for one in 10 of all jobs worldwide, with plenty of opportunities available within the sector itself.



Anupriya Bishnoi

How has hospitality education evolved around the world?

In many ways, it is the commercial world which has evolved towards the core values of hospitality education. With increasing focus on soft skills in the workplace, such as empathy, teamwork, a can-do attitude and awareness of cultures, hospitality education is being recognised in other industries as well.

These competencies are all attributes that take people far in the world of business and finance, just as they do and will in hospitality. That said, at Glion, we constantly



review the content of our programmes and courses to keep ahead of industry trends and technological innovations. This is one of the drivers for the new partnership between our parent company, Sommet Education, and IHG, which should help ensure that we provide students with the most relevant curriculum to accelerate their employability and career progression.

Do you think there is a lack of quality hospitality education in the world? If yes, how can the situation be improved?

That's a good question! I cannot speak for every

INDIA'S ROLE IN SKILLING HOTELIERS

Some 18,000 trained professionals are produced every year, 22 per cent at the skills level and 78 per cent at graduate level. A survey by the Ministry of Tourism indicates that there is a demand for 2.03 lakh trained hospitality professionals every year, of which, 66 per cent is at skill level, and 34 per cent at managerial level between retail and hospitality sector.



institution, but I certainly think that if you look at the top of the QS world university rankings, there is a handful of schools, including Glion, which fit into the world-class bracket. As for filling the gap, through partnerships we have the opportunity to extend our reach as the global hub for hospitality excellence.

What about faculty? Is there a dearth there as well?

Again, I cannot speak for the whole market, but Glion has a great track-record of luring highly experienced practitioners from the industry into the world of academia. For instance, with our new MSc in Finance, Real Estate and Hotel Development, we have around 80 per cent of our faculty directly from the industry, including visiting professionals from leading firms such as Jones Lang LaSalle and Deloitte. A majority of our faculty members are either Master's or PhD holders; many have also run their own hospitality or restaurant business, so they bring real-world experiences to the classroom, preparing students for a professional future in this dynamic industry.

What is the biggest challenge for management?

One interesting and ongoing challenge is change and disruptive innovation. Graduates today must be flexible, resilient, and open to opportunities presented by fast-moving industries and customer demands.

A key element of Glion's academic programme is a focus on lifelong learning, and being both a thinker and a doer who can adapt and drive change in a range of business settings.

What's your take on hospitality education in India?

I cannot, and should not, generalise on this point. Many local educational providers play an important role in growing economies, and the local Institutes of Hotel Management (IHMs) under the National Council for Hotel Management and Catering Technology (NCHMCT) are doing a great job of preparing talent for the local hospitality industry. There are also some great hotel and educational partnerships in India that seek to provide and

TOP MARKETS FOR GLION

- India
- Spain
- China
- France
- USA
- Italy

support leaders of the future. For instance, the recently-opened Indian School of Hospitality names Marriott International and Accor among its industry partners.

What drives students to take up hospitality as a career?

Many students apply to fulfil a personal goal - to become a leader of the hospitality industry either within an organisation or as an entrepreneur. At a Bachelor's level, students develop practical skills while gaining an understanding of how a hospitality business is operated, managed, and adapted to the future. At the postgraduate level, it's about driving a more intense career progression, or creating a platform to switch into the hospitality sector from a different industry.

What are some of the other careers a hospitality student can pursue?

As I mentioned, Glion's programmes can help develop a range of competencies. With knowledge and transferable soft skills, a graduate can realistically strive for a range of relationship-based roles, while also being equipped with the essential building blocks to be an effective manager and lead people.

We see graduates going into various roles within finance, marketing and PR, e-commerce, real estate, events and media, and so forth. Customer service excellence has become a key differentiator for a range of business, and our graduates' skill and mindset can make the difference. This aside, with the hospitality industry already accounting for one in 10 of all jobs worldwide, there are plenty of opportunities available within this sector!

Glion alumni from India

Some prominent alumni from the institute are as follows: **Parveen Chander Kumar**, Area Director, West India & General Manager, Taj Lands End, Mumbai; **Elie Hobeich**, Executive Assistant Manager - F&B, The St. Regis Mumbai; **Mohak Jain**, Executive Director, Haveli Restaurants & Resorts, Jalandhar; **Aditi Malhotra**, Chocolatier & CEO, Tache Artisan Chocolate, New York; **Shyesteh Mir**, Assistant Manager Front Office, The Imperial Hotel, Delhi.

“

In many ways, it is the commercial world which has evolved towards the core values of hospitality education”

Minor take on major education tie-up

Dillip Rajakarier, CEO, Minor Hotels, talks about their recent association with Les Roches Global Hospitality Education. With its global network of hotels and restaurants, Minor will offer a rich training ground for students.



Tell us about the partnership with Les Roches.

Les Roches is considered to be one of the world's best hospitality schools, being consistently ranked in the top 10 of the world by agencies such as Quacquarelli Symonds (QS). Asian Institute of Hospitality Management, its faculty, curriculum, and degree will all be certified by Les Roches. The curriculum will follow the Swiss education style, with an emphasis on real-world practical experiences. This is where Minor Hotels can add value, with its global network of hotels and restaurants offering a rich training ground for students.



hospitality career, but also for those students who want to work in positions that need a lot of interaction with other people, such as PR, customer relations, etc.

We are open to both Thai and overseas students who are not just aiming to be hoteliers, but also those who are interested in a career in customer service and human relations. Students who want Swiss-style education while experiencing life in Thailand and benefit from real-world experiences in one of Asia's largest hospitality companies should apply.

Which markets will you cater to?

An education in hospitality management is not just for students interested in a



It's not difficult to set up a hospitality school, but there are only a few good ones"

Do you think there are enough institutes in the world for hospitality education?

Most of the prestigious hospitality schools are located either in Europe, Australia, or the USA. It's not difficult to set up a hospitality school, but there are only a few good schools. Quality remains paramount! By establishing this institute, we hope to bring more quality hospitality education to Asia.

In your opinion, how has hospitality education evolved over the last few years?

In the past, hospitality education in Thailand was considered a programme for students who could not qualify for other fields. These days, however, it's clear that tourism and hospitality is a fast-growing, multitrillion-dollar global industry. There is now demand for high-calibre hospitality professionals, and universities are evolving to meet that need.

RAJAKARIER ON INDIA

The hospitality industry in India is growing at a rapid pace, and with such growth come limitless opportunities for India's huge workforce! There are several excellent hotel management schools throughout the country that cater to those wanting to be part of the rapidly-growing hospitality sector.





What forms the core of Accor's design

Damien Perrot, Global Senior Vice President-Design, explains why through ibis they are now trying to create something that will be loved by some of the guests, rather than trying to be a brand that pleases everyone.

Since **Damien Perrot** joined Accor more than 20 years ago, he has learned, shaped, and revolutionised the way the company approaches and innovates around design. He started his career with the group as an Information Technology Project Manager and now serves as Global Senior Vice President-Design. Perrot has held several leadership roles as well.

Explain core principles that the global Accor portfolio follows? Is design individualised to each brand?

The first thing that all of our brands have in common is our ambition to create hotels not only for travellers, but also for the locals, who live in the areas around our properties. The second key element is emotion. If we want people to remember their journeys in one of our hotels, we should ensure that they feel special. They need to experience this through our bespoke services. These two things are the pulse for all our brands. Beyond this, each brand has its own USP.

For example, ibis used to be a 'hotel appreciated by everyone'. Now, our goal is to create something that will be loved by our guests — we're no longer trying to please everyone. We now offer different concepts within the ibis brand so that people can find to love that which is relevant to them.

Another example is 'The Junction', a co-working concept that we created for one of our premium brands, Pullman. The space is ideal for business, leisure and special meetings and offers rotating food and beverages for both



Our ambition is to create hotels not only for travellers, but also for the locals"

sit-in and take away. To animate the lobby's atmosphere, we placed the bar at the center to provide interaction between guests and employees.

What role does creativity play in Accor's design strategy?

For Accor, creativity has no borders. We work with designers from all over the world to embark on different visions on one project. If you ask a designer based in Moscow to design a property in Paris, he's definitely going to provide a creative and new input to the table. Also, working with hotel or same designers, does not allow creation of something new, unique and enthralling. For example, to create JO&JOE we worked with a designer who had never designed a hotel before. In another example, to build ibis's new design philosophy, we brought on board designers from Brazil, Austria and Thailand. They developed three different concepts that brought variety in design in the property.










What design principles guide Accor's approach to hospitality?

We integrate innovation in design at the early stages of the process. That's how we created the Flying Nest mobile hospitality solution. These self-sufficient rooms are located in mobile shipping containers and finished with eco-friendly wood, all designed by Ora-ito. When our guests express that they 'lived something extraordinary', we feel that we have met our goal. Design is one of the most important elements of hospitality because it touches every aspect of the journey, be it architecture, interior design, organisation of spaces, programming, entertainment, objects, artworks, staging, among more.



Understanding Accor and its brands

A global leader in offering unique and meaningful experiences in 4,800 hotels, resorts, and residences across 100 countries, Accor has brands that includes luxury and economy. We give you a peek into their brands and their USPs.

 <p>Raffles Hotels & Resorts Luxury Brand</p> <p>Raffles Hotels & Resorts boasts an illustrious history and some of the most prestigious hotel addresses worldwide. In 1887, Raffles Singapore set the standard for luxury hospitality, introducing the world to private butlers, the Singapore Sling and its legendary service.</p>	 <p>SO/ Hotels & Resorts Luxury Brand</p> <p>SO/ Hotels & Resorts enables the guests to experience an adventure that showcases local energy. The SO/ brand surprises with a playful and distinct interpretation of luxury that includes avant-garde design, 'Just Say SO' service, and buzzing destination bars and events.</p>	 <p>Pullman Hotels & Resorts Premium Brand</p> <p>Pullman Hotels & Resorts offers guests best in business and at leisure, enabling them to seamlessly conduct business, explore the locale. The group features more than 130 properties.</p>
 <p>Fairmont Hotels & Resorts Luxury Brand</p> <p>Fairmont Hotels & Resorts has made a mark for itself through its landmark hotels, which showcases authentic experiences and unforgettable moments for its guests. The group has attracted visitors to its destinations since 1907. With a worldwide portfolio of more than 75 hotels, Fairmont also takes pride in its deep community roots and leadership in sustainability.</p>	 <p>Sofitel Hotels & Resorts Luxury Brand</p> <p>Sofitel Hotels & Resorts is an ambassador of exhibiting modern French style around the world. Established in 1964, it is the first international luxury hotel brand to originate from France with over 120 remarkable hotels in the world's most sought-after destinations.</p>	 <p>Swissotel Premium Brand</p> <p>Swissôtel Hotels & Resorts offers contemporary hotels infused with the tradition of Swiss hospitality. The Swissôtel brand was founded in 1980 and today numbers more than 30 hotels globally including flagship properties such as Swissôtel The Bosphorus in Istanbul, Swissôtel The Stamford in Singapore and Swissôtel Krasnye Holmy in Moscow.</p>
 <p>Sofitel Legend Luxury Brand</p> <p>Sofitel Legend has an illustrious selection of heritage luxury hotels. Set within beautiful and culturally rich destinations, each legendary retreat exudes elegance, lavish settings, renowned restaurants and modern comforts.</p>	 <p>MGallery Premium Brand</p> <p>MGallery hotels has more than 100 storeyed boutique hotels around the world. From bespoke design and sensorial mixology to well-being dedicated to women, MGallery hotels is where guests can discover the best.</p>	 <p>Mövenpick Premium Brand</p> <p>Committed to sustainable practices, Mövenpick is the most Green Globe certified hotel brand in the world. Founded in Switzerland in 1973, but with a heritage of food and beverage excellence stretching back to the 1940s, Mövenpick holds a growing portfolio of more than 85 hotels in 25 countries.</p>



Grand Mercure Premium Brand

With its debut in Asia Pacific nearly 20 years ago, the Grand Mercure network consists of more than 50 hotels that embrace cultural tradition, locally influenced cuisine and inspired artistic expression.



The Sebel Premium Brand

The Sebel is an hotels and apartments brand. With over 26 properties across Australia and New Zealand, The Sebel network provides traditional hotel service and apartments that meet the modern guest's expectations.



Novotel Hotels Suites & Resorts Mid-scale Brand

Novotel Hotels, Suites & Resorts provide a multi-service offer for both business and leisure guests. Through PLANET 21, Accor's sustainable development programme, Novotel commits to 'Man and the Planet'. Novotel has over 520 hotels and resorts in 60 countries, ideally located in the heart of major international cities, business districts and tourist destinations.



Mercure Mid-scale Brand

Mercure is the only midscale hotel brand that combines the strength of an international network with a strong quality commitment and the warm experience of locally inspired hotels. Mercure brand has ideally over 810 hotels in 64 countries.



Mama Shelter Mid-scale Brand

Mama Shelter hotels have been sourced where they could express their ideal and unique place to be. Each city possesses a rich heritage. In 2014, Accor bought a 35 per cent stake in Mama Shelter.



JO&JOE Economy Brand

Launched in September 2016, JO&JOE has joined the Accor's Lifestyle division and is the latest addition to the Group's portfolio of economy brands. This new hybrid hospitality concept is at the meeting point between youth hostels and traditional hotels.



ibis Economy Brand

The brand innovates constantly to offer its guest modernity, comfort and availability. It created revolutionary bedding concept Sweet Bed by ibis and the modern food and beverage offer, ibis kitchen. ibis is recognised across the world for its quality, reliability and commitment to the environment.



ibis Styles Hotels Economy Brand

The brand proposes multiples little extras for children and their families, therefore, fostering creativity, surprise and a sense of well-being.



ibis Budget Hotels Economy Brand

This member of the ibis family, is perfect for guests who want autonomy and offers cozy rooms for one, two or three people. The establishments are located near trunk roads, airports and increasingly in cities and offer very competitive rates. As of December 2018, the brand had more than 600 hotels and 61,000 rooms in 20 countries and is continuing to expand internationally.



Adadgio Apart Hotel Mid-scale Brand

The brand is a joint-venture between Accor and Pierre & Vacances Center Parcs in 2007 and includes three product offerings: Adagio, the midscale, trendy aparthotels located in major city-centers; Adagio access, the economy brand of nifty aparthotels near city centers, and Adagio premium, the upscale aparthotels. The network comprises over 60 aparthotels and more than 7,000 apartments in 11 countries.



Hotel F1 Economy Brand

In 1985, Accor revolutionised the French hotel sector by creating Formule 1, the market's first low-cost brand. The brand evolved in 2008 and launched a new generation of low-cost hotels in France. The network comprises 172 establishments in France. New decoration, new bedding, new comfort, to capitalise on its traditional strengths, hotelF1 is developing on motel concept.



Water proofing 'floors'

Abhishek Saraf, Joint Managing Director, Square Foot, talks about products like SPC or waterproof wooden flooring as the future and the evolution of demands in the hospitality industry. He elucidates his brand's USP.

USP OF SQUAREFOOT

Our company was established in 1995 and we have almost 25 years of experience and technical knowledge in the sector which helps us service better. We have 19 locations in state capitals and major cities and have dealer network across India which makes our reach easy and quick. Our team strength is about 200 employees, making the turnaround time shorter for the clients. We specialise in Sports Vertical with indoor and outdoor products as well.

DESSO HUMAN FASCINATION CARPET

Squarefoot has launched the latest addition to its Carpet range of flooring - the DESSO 'Human Fascination,' celebrating nature's diversity as well as its fragility. The collection consists of four 50 x 50cm structured loop carpet tile ranges, Arables, Breccia, Flores and Granite.

EVOLUTION OF DEMAND

Value in terms of product offered, that is, more bang for the buck or better priced products. New products like SPC or waterproof wooden flooring will be the way ahead. We are seeking capable project teams to manage timely completion of projects.

TYPES

Engineered & Laminate wood is preferred for the rooms



as it gives a warm feeling to the environment. Outdoor/pool areas demand outdoor deck flooring. There is a new waterproof wooden flooring called firmfit which is preferred in Kitchen/café/pantry areas.

TIPS FOR A BEAUTIFUL HARDWOOD FLOOR:

1. Stop dirt at the doorstep: use doormats and runners at the entrance as dirt and sand can act like sandpaper.
2. We recommend removing your shoes at the entrance.
3. Avoid scratches and scrapes: Felt gliders underneath table and chair legs prevent scratches.
4. For chairs with rollers, the use of a suitable chair underlay is advisable. Keep the floor clean and vacuum up dust regularly.
5. Any moisture should be wiped up immediately to prevent it being absorbed by the wood.
6. Lacquered wood floors should be cleaned with synthetic cleaner.
7. Never pour water onto your hardwood flooring
8. With regular use, a cleaning agent acts as a natural moisturising agent and the floor surface will become more resistant to soiling and the appearance of water and tear.



New products like SPC or waterproof wooden flooring will be the way ahead. They are seeking capable project teams to manage timely completion of projects"

STANDING OUT

In this cutting edge competitive market, we rely on:

- Increase of geographical distribution
- Team strength all over India to service customers
- Better service
- Introduction of newer and better products

CHALLENGES

Major problem is risk of water. We use moisture meter to determine if such occurrence comes to the knowledge.



Enhanced hotel gadgets

Ajay Khanna, Partner and CEO, Eagle Forgings, highlights the new tech products of the brand that gels well with hotels in current time.

CORRELATION OF TECH AND HOTELS

Hotel is synonymous to experiencing comfort, luxury and personal attention. We at Eagle Forgings, aim to deliver the same but extra too, in terms of performance and visual appeal, in the form of good design. For instance, our 'MODA' range is designed by an European Designer Jacob Jensen.

The product is extremely useful. These products are not just loaded with many features which makes it a must for hotel room, but its design enhances the beauty of the room and adds to its luxury feel. Similarly, the Domestic Minibars, are not just designed to look pleasing, but also boast the absorption technology which has made it stand-out in the segment. Cutting edge technology and silent design are both key elements.

The product offerings from Coffee Maker to Hair Dryer to Iron to Magnifying Mirrors are all designed to enable an impressive visual appeal in order to enhance guest experience.

USP

Bittel, one of the leading manufactures of hotel phones, initiated application of technology to ensure better use for the landline phone in hotels. They wanted to offer hotel guests not just a phone, but a gadget which enhances their stay experience at the hotel. Bittel introduced a new line of designer phones under the name of 'UM77' and 'MODA' (which stand for Modern, Modular & Stylish), combining unique design and many useful features, all-in-one.

UM77, a unique product can be attributed as the first true multimedia phone and was a runaway success after its launch. Being compact, it does not use much space on the bedside table, thus leaving enough space for guests to store their personal belongings, while still providing a versatile gadget with multiple features.

The products are hotel-specific and come with full hotel certification for safety, security, fire and eco certification, which include CE, TUV, GS, ROHS, ISO 9001, ISO 14001 etc., as applicable.

TECHNOLOGICAL EVOLUTION

Technology is pervasive and the evolution of it is also catching

MODA from Bittel



PRODUCT PORTFOLIO

- **'Dometic' Europe (formerly Electrolux):** Minibars
- **'Safe Place' Israel / Assa Abloy :** Hotel Room Safes
- **'Aliseo' Germany & 'Northmace' U.K.:** Hair Dryers / Magnifying Mirrors / Tea-Coffee Kettles & Tray-Sets / Ironing Centres / Weighing Scales / Luggage Racks / Hangers / Torches / Bedroom & Bathroom Accessories, etc.
- **'Slumberland' UK / Malaysia:** Bedding Products Mattresses / Beds / Roll-Away Beds etc.
- **'Bittel' China:** Phones / Dock's / Media Hub / Guest-room Control Systems
- **'Royal Porcelain' Thailand:** Crockery
- **'Consort' UK:** Architectural Hardware
- **'Huet' France:** Fire & Sound Resistance Doors

speed. Landline phone is still an integral part of the hotel rooms and is a compulsory requirement, especially for guest contact and internal calls to Housekeeping, Front Desk, Room Service etc. It is mandatory for hotel rooms. Keeping up with technology advancements, Bittel brought 'MODA' to India.

'MODA' puts together multiple new features on a single device and it now no more remains 'just a phone'. It has separate modules for charging mobilephones / devices, even with wireless charging FM Radio / Bluetooth / Dock, clock, speakerphone, voice recognition. Each of the above modules have been added keeping in mind a hotel guest's needs of charging their cell phone/tablet, need of a clock, a dock with rich sounding speakers, need of a device to make calls and obviously, with the need of the hour, voice recognition feature to enable hands free usage to guests. Each module can be bought separate or together and can also be added at a later date.

CHALLENGES

One of the main challenges is early delivery. Due to the many challenges in India and the many unexpected issues that arise, quick deliveries often become a problem. Customers are requested to give ample time for deliveries.

HOTEL TRENDS IN INDIA

Adoption of top of the line tech enabled products is a little slow in India, when compared with hotels in Western countries, the challenges are related to commercials and renovation timing. Western countries adopt technology for manpower saving, whereas in India, good manpower is available at lower cost to a great extent and also, we provide great service to our guests, which is hugely appreciated. Personal attention in Indian hospitality is visible and goes with our culture and tradition.



Track your business

Navin Ladha, CEO, RanceLab, explains the role of RanceLab FusionPMS and how it can help a hotelier manage multiple systems and data duplication. With the advent of technology, efficiency remains at the core of hotel business.

USP

RanceLab FusionPMS is ready-to-use product for hotel businesses, that manage bookings, front office, restaurant, inventory, finance, customer loyalty, supply chain, payroll, analysis and chain hotel management. The all-in-one software helps a hotelier manage multiple systems and data duplication.

It also saves the business from being vulnerable to human errors and malpractices. RanceLab has been serving the hospitality industry since 1996 in over 40 countries with 35,000 successful installations.

FEASIBILITY

The goal of a hotel is to effectively manage customer service, sales performance, utilisation, operating costs and profitability. FusionPMS manages and administers cleaning, supervision and room status, task manager and scheduler, minibar and inventory management, opening stock with barcode integration.

Its centralised accounting control helps you to collate multiple location for a single profit and loss account or individual trial balance, profit and loss and balance sheet.

EVOLUTION OF TECHNOLOGY IN HOTELS

Technology has evolved multi-folds over past few years. For example, a traveller today travels via online travel site, books hotel online, uses marketplace to order food and uses digital wallets to make payments. To match up to the growing expectation and comforts of the modern day traveller, hotelier must keep up with the new

PRODUCT PORTFOLIO

FusionPMS manages all daily transactions such as reservation, billing, purchases, expenses tracking, customer details, credit card transaction, bank books. With its easy to use interface, it increases the user efficiency, thus adding to productivity.

trends in technology and make themselves available for service. FusionPMS just does that and ensures all the functionality at your doorstep. It analyses your business process and gives a better experience to your guests, enabling you to stay ahead of your competition.

INDIAN SCENARIO

India has always been rich in tourism and travel, resulting in huge market opportunity for hotel owners. As Indians we believe in 'Atithi Devo Bhava' and our hotel industry just follows that phrase. According to survey in 2018, travel and tourism industry contributes to 10 per cent of India's GDP. To be glad, with changing trends the hotel owners has also become open to technologies to make their business model more attractive and hassle free at the same time.

We believe with the help of the new age technologies like artificial intelligence, machine learning, natural language processing, internet of things, virtual reality and robotics, by 2029, travel and tourism industry is expected to witness double rise that is, 20 per cent increase in contribution to the GDP.



FusionPMS ensures all the functionality at your doorstep"



Hotel trends on cloud

Peter Ferris, Global Director of Sales & Marketing, RMS Hospitality Cloud, on the product's role in streamlining administrative tasks.

USP

RMS Cloud offers Indian hoteliers a complete, end-to-end technology solution. Our cloud-based Property Management System is tried and tested, used by more than 6000 properties around the world with another 250 Indian clients joining RMS over the past 12 months. The RMS system is ideal for independent properties and multi-property brands; our enterprise product is used by some of the world's largest accommodation groups, such as The Ascott Ltd.

Key features include property management, integrated channel management, point of sale, housekeeping,



materials management, accounting, tour desk, event management and sales.

FUNCTIONS

The RMS Cloud system makes life easier for hoteliers by streamlining traditionally time-consuming administrative tasks, freeing up time for revenue generating activities such as sales, marketing and distribution. RMS cloud is fast, intuitive to use and completely mobile. For example, housekeepers can update as they go on a tablet, keeping the front desk fully informed of their progress through the hotel, allowing guests to be checked in the moment when the room is ready. Innovations like these have made technology more affordable.

“RMS system is ideal for independent properties and multi-property brands and is used worldwide”



Convenient Inventories

Mohit Aggarwal, MD, Shubh Springlife Mattresses, shares more about the brand's products and its USP.

USP OF THE BRAND

Springlife Mattresses offer products which are popular in the industry for their durability, comfort, price, and services. Our continuous focus on developing new products for the convenience of our clients has helped us to move forward in the industry. We have a wide-range of products to offer, from mattresses, bed base, roll away beds, duvets, pillows, bed linen, toppers and protectors, which has given the platform of one-stop-shopping to our valued clients.

LATEST PRODUCT OFFERINGS

We recently launched two models of our roll away beds. Model one is our foldable stainless-steel rollaway beds, with a spring foldable mattress. This is a smart product



in terms of the ease of mobility, handling, usage and appearance. Model two is our standing roll away beds, with an eight inches spring mattress. It has a cushioned headboard, with sun mica fixed to the plyboard for elegant appearance. It is also very stable with the necessary support given to the frame. Another new launch is our 'You Top Mattresses'. They are specially designed for 5-star category hotels. These range from ten inches height, with a feather touch soft mattress on one side, and hard mattress on the other side. This mattress not only avoids the extra inventory of hard mattress and wooden boards, but is also convenient for the housekeeping staff who only needs to flip the mattress to make the bedding as per the client's requirements.

GLOBAL TRENDS FOR MATTRESSES

We have observed that most of the hotels are keeping an inventory of hard mattresses and wooden plyboards to meet the requirements of clients.

“Our new launch is 'You Top Mattresses'. They are specially designed for 5-star category hotels”

All-in-one system for hotels

Livingston R, AVP – Enterprise Sales, Southeast Asia, Hotelogix, enumerates the uniqueness of their product, which is a Hotel Property Management System on the cloud. He goes on to highlight its importance in hotels.

PRODUCT USP

At Hotelogix, we help hoteliers with an all-in-one, comprehensive and enterprise-grade Hotel Property Management System that is on the cloud. With this, hoteliers can efficiently manage and monitor multiple properties from a single and centralised point. Our system helps hoteliers have a centralised control over guest



“CRO helps chain and group hotels manage reservations”



history, corporate and travel agent management. Our Central Reservation Office (CRO) helps chain and group hotels manage reservations for all the member properties from a single dashboard from their corporate call centre. Another important product in our arsenal is our Mobile Hotel App. With this app, hoteliers can manage operations on the go. This App also allows them to keep track of business critical KPIs like ARR, Occupancy, RevPAR, House Status, Revenue Analysis from their smartphones. Being on the cloud, our PMS-free up users from the confinement of their offices so that they can access the PMS system from anywhere they want to.

Our Hotel PMS is hosted on highly secured Amazon Web Services and thus provides the much-needed data security to hotels. This also ensures 99.9 per cent of software uptime. Another significant USP of our Hotel PMS is its seamless integration capabilities with a wide range of third-party solutions like channel management, revenue management, online reputation management and business intelligence, etc. Most of our clients have witnessed instant ROI bookings via online sales.

Quality in hygiene

Pulizia showcases innovative and trendsetting industrial and household hygiene and cleaning solutions for the industry.

BUSINESS STRATEGY

Pulizia with its trademark brand name 'Renslighet' is a rapidly growing company and has corporate office in Mumbai (India) and plant in Vapi (Gujarat). Founded by Nadeem Siddiqui and Dipti Verma in 2017, the company has reached to 18 states with FDA approved and NABH accredited products in two years. Both the promoters have experience in same business line and understand the nerve of this industry. They are aggressive, passionate to change the dynamics of cleaning and hygiene industry.

Pulizia Industries is into manufacturing of high quality and cost-effective housekeeping, laundry & specialised products. Over a period of time, the company has studied the market and consumers' need in the dynamic conditions and developed innovative indigenous products to address hygiene and cleaning solutions for fast paced life of 21st century. Pulizia's strength is the combination of knowledge and extensive experience, which helps it to evolve and offer cost effective customised solutions to its esteemed customers. Pulizia adheres to most stringent quality control measures that are guided by ethical and professional practices which suits the clients.

“Pulizia adheres to most stringent quality control measures”



CUSTOMISED QUALITY

The company aims to give products and an excellent service to its esteemed customers at an economic cost. The business approach of Pulizia is steered by two principles; firstly, adherence of most stringent quality control measures and secondly following ethical and professional practices.

USPs

- Quality & cost-effective solutions
- Customised solutions
- Robust Supply Chain with Pan India Dealer Network
- After Sales Service
- Flexible B2B and B2C Sales Module
- Customised Packing
- After establishing Renslighet products as cost effective quality products in the market & establishing Channel Network, the company is now focusing on the international market.

Nurturing 'Eco'logy



Sustainability in hotels has been the trend. **Aldrina Fernandes**, Environment Officer, The Fern Hotels & Resorts, Meluha The Fern An Ecotel Hotel, gives views on how the hotel strives to maintain the theme through suited initiatives.

REQUISITES FOR A SUSTAINABLE HOTEL

To be in tune to the commitment of nurturing the environment, hotels can ensure adoption of a sustainability programme that is holistic in nature.

Hotels could adopt initiatives in five different spheres of environmentalism that is: Sustainability Commitment, Water Management, Energy Management, Waste Management, Employee Education and Community Involvement*

SUSTAINABILITY COMMITMENT

The mission statement of the hotel/ resort must mention its environmental dedication. Additionally, every hotel should initiate a green team, headed by a member of the top management, ensuring that all departments are working in consonance with the hotel's mission of environmental responsibility.



Every hotel should initiate a green team, headed by a member of the top management”

ENERGY MANAGEMENT

Factors like, usage of minimum lighting, involvement of the guests as well as the employees etc., makes a difference to the amount of energy conserved.

WATER MANAGEMENT

Employees are expected to be well-versed with the water management practices of the hotel.

WASTE MANAGEMENT

Employees of the hotel must undergo training in the basic solid waste management techniques to attain better results.

EMPLOYEE ENVIRONMENTAL EDUCATION AND COMMUNITY INVOLVEMENT

The hotel should be committed to instilling a spirit of environmentalism through a dynamic and interactive training. *Reference Ecotel certification Globes, A Hallmark of environmentally sensitive hotels.

Making water out of thin air

When the world is grappling with a huge water crisis, even the hotels are not left behind.

Meher Bhandara, Director, WaterMaker, explains how their product can make water through air.

CONCEPT OF WATERMAKER

WaterMaker atmospheric water generators make water from air. They require no water source, thus conserving our precious water resources, which, as we all know, are fast depleting. The technology uses optimised dehumidification techniques to extract and condense moisture in the air to produce and dispense healthy purified drinking water as per IS 10500 2012 standards.

The atmospheric water generators require stable 24x7 power source and function best in coastal areas that are hot and humid. They are Plug n Play machines and easy to operate and maintain. The larger machines are outdoor machines. Our AWGs range from 25 litre to 2500 litre models. They are best for decentralised uses.

IMPORTANCE IN THE HOTEL INDUSTRY

Today every industry, including hospitality, is concerned about its carbon footprint. The hotel industry can save on water usage by utilising these

air water generators for decentralised purposes. They are also environmentally-friendly as there is no by-product of reject water in the case of RO (reverse osmosis), which re-pollutes the ground. Water from air contains no bacteria, harmful chemicals or viruses as the water produced is filtered and purified before it is dispensed. There is no requirement for non-biodegradable plastic bottles to be transported or stored as water is dispensed directly from the unit, thus eliminating the use of non-biodegradable plastic bottles/jars. They can also be powered by alternate energy and my aim is to soon have a tie-up with a leading solar power company so we can offer a win-win solution – alternate water powered by the sun.

ENGAGING IN FRUITFUL BUSINESS

Yes, we are in discussions with a beach resort in the Maldives. We have also been contacted by eco hotels, wildlife lodges and villa resorts. One hotel is exploring the use our WaterMakers for their CSR activities.



FHRAI on new DTH rules



RAHUL LALL

Rahul Lall, Secretary General, FHRAI, has sought feedback from FHRAI members on the new rules by the Telecom Regulatory Authority of India (TRAI).

The Telecom Regulatory Authority of India (TRAI) came out with a new set of rules w.e.f. 01.02.2019 which changes the plans, packages and pricing of TV Channels by all operators, which involves paying for the channels viewed and no requirement for bouquets.

Rahul Lall, Secretary General, FHRAI, has sought feedback from Managing Directors/CEO's/Owners/Director/Partners/General Managers and all FHRAI members on the same.

He has stated that the Association received information from members that the TV channels rate of hotels and restaurants has increased exorbitantly after the implementation of the new tariff order of TRAI, as compared to the earlier rate of TV Channels under the erstwhile regime.

He has requested members to send feedback or cost impact analysis under the new regime to preeti.legal@fhrai.com at the earliest so that FHRAI could discuss the issue with TRAI and cull out a feasible solution for all the members.

A cost impact analysis chart, showing the difference under the new regime, has also been requested by the Secretary General.

Ban on rooftop kitchen

The Delhi Government now prohibits kitchens on rooftops and in basements of commercial buildings. The move has been announced in the wake the recent Arpit Hotel fire tragedy, that left many guests injured.



SATYENDRA JAIN

To combat any untoward incident like the Arpit Hotel fire tragedy, the Delhi government recently amended the 'Unified Building Bye-Laws (UBBL) for Delhi 2016, concerning commercial buildings.

The amended guidelines now prohibit kitchens on rooftops and in basements of commercial buildings. In addition, the amendment also bans the use of wooden panels, foam panels and carpets among other inflammable materials in passages, staircases or corridors.

Urban Development Minister **Satyendra Jain** said that the decision was taken in light of the Arpit Hotel fire tragedy, where the staircase was covered with a carpet which led to the generation of a massive



amount of smoke, restricting people from using the exit routes. The notified amendment also provides for carbon monoxide fire detectors and alarms to be installed in the buildings as per Delhi Fire Services standards. It also states the need proper air ventilation for staircases and corridors in the buildings, besides banning storage of inflammable material on rooftop.



The notified amendment also provides for carbon monoxide fire detectors and alarms to be installed in the buildings & proper air ventilation as per Delhi Fire Services standards”



NORTH INDIA

HRANI hosts fourth conclave in Ludhiana

HRANI hosted another conclave in Lucknow featuring Food Safety. The conclave was inaugurated by Pawan Agarwal, IAS, Secretary to Govt of India & CEO, FSSAI, who was also the Chief Guest. The other key guests included K.S. Pannu, IAS, Secretary, Department of Agriculture, Mission Director, Tandrust Punjab Mission and Commissioner, Food and Drug Administration, Punjab; Inoshi Sharma, Director, FSSAI; Anoop Kumar, Deputy Director-cum-Joint Commissioner Food and Drug Administration, Punjab, among more.



NORTH INDIA

Mussoorie gets a Leisure hotel, right next to the Mall

Leisure Hotels Group has opened its 26th property at Mussoorie. The Sylverton, Mussoorie, is located within walking distance from the Mall road in Mussoorie. This bespoke resort boasts of 45 spacious rooms overlooking the valley. It offers multiple options for dining, namely L'Attitude, the Restro Bar offering an international buffet spread. The resort will also provide state-of-the-art MiCE facilities for 250 pax.



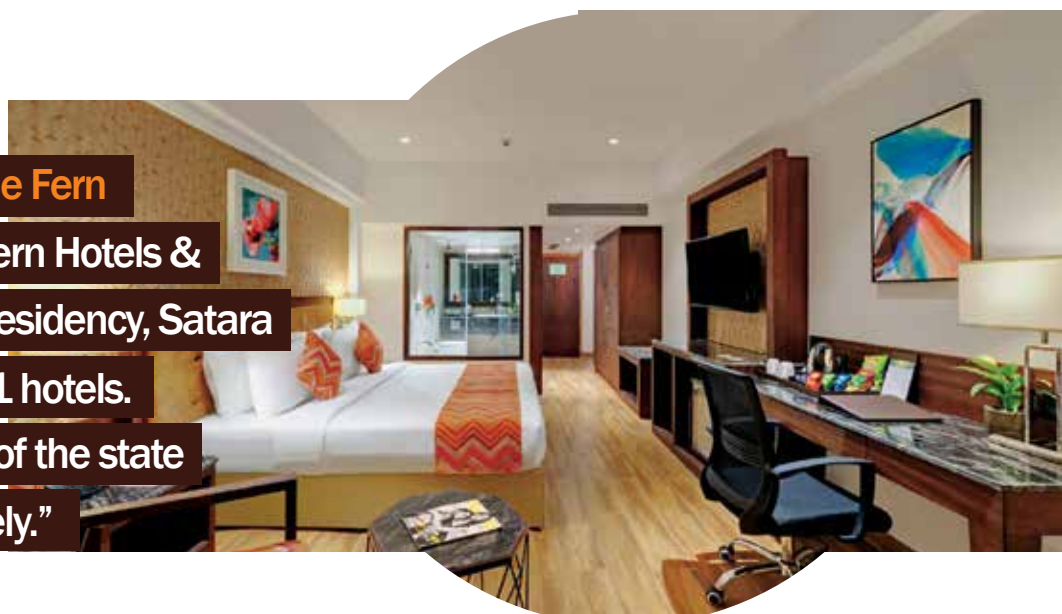
SOUTH INDIA

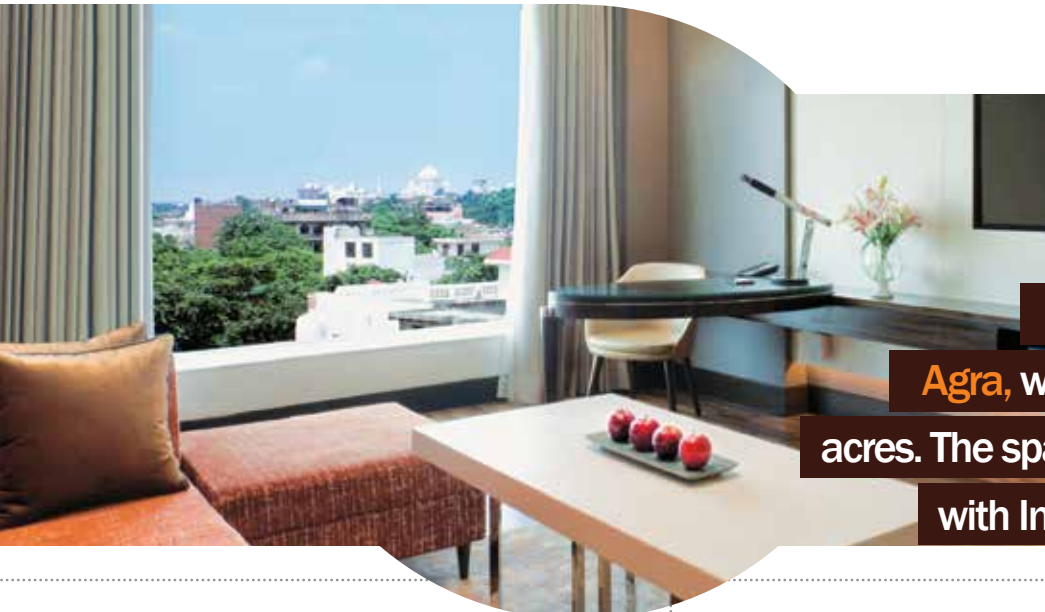
Hard Rock to open second hotel in Bengaluru by 2020

Hard Rock International continues intensifying its India presence with the announcement of Hard Rock Hotel Bangalore, slated to open in Fall 2020.

WEST INDIA

The Fern Hotels & Resorts introduces The Fern Residency Satara in Maharashtra The Fern Hotels & Resorts recently has opened The Fern Residency, Satara in Maharashtra. This takes the tally to 61 hotels. Suhail Kannampilly, COO, said, "People of the state are responding to our hospitality positively."





NORTH INDIA

IHCL unveils Taj Hotel & Convention Centre, Agra, with 239 rooms. The hotel is spread over 4.5 acres. The spacious rooms hotel offers options for dining with Indian speciality restaurant and two lounges.



WEST INDIA

The Fern Hotels & Resorts extends its branches in Maharashtra

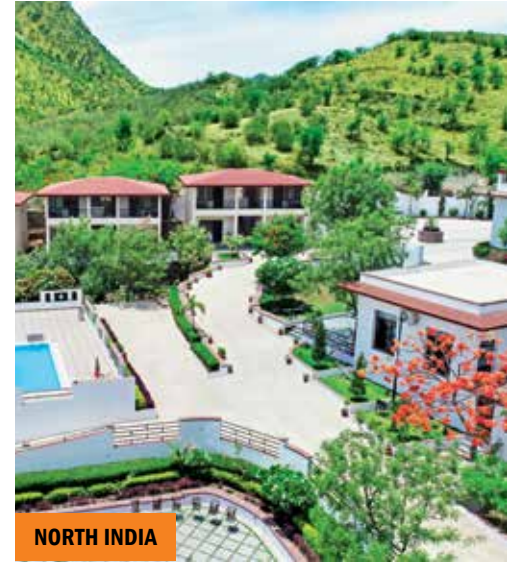
The Fern Hotels & Resorts has launched a new hotel, The Fern Residency, Karad, in Maharashtra. The hotel is a 42-room offering two different categories - Winter Green and Hazel Suites. A finely designed multi-cuisine restaurant, biker's themed bar, spacious banquet halls, are some attractions of the hotel.



WEST INDIA

THE Park opens a 60-room property in Mumbai

THE Park Hotels has opened THE Park Mumbai, located at Juhu Tara Road. The 60-room property will offer six categories of rooms, with views of either the Arabian Sea or the city, while some overlook the historic Juhu airfield. The rooms and studio suites have been designed with monochromatic colour palette, along with world-class amenities.



NORTH INDIA

Feel royal at The Maharana Bagh in Udaipur

Truly India Hotels & Resorts has unveiled The Maharana Bagh in Udaipur. Located ideally a few kilometres away from the hustle-bustle of the main city of Udaipur, the hotel houses comprehensive range of amenities, regal hospitality and a stay that exudes luxury for the potential traveller, ensuring repeat stays.

India's first SureStay Plus hotel opens in Indore with

57 rooms

Best Western Hotels & Resorts has launched its new SureStay Plus Hotel Brand in India with the opening of its first SureStay Plus hotel in Indore.

Sarovar Hotels expands presence in NCR

Sarovar Hotels has extended its branches in NCR with Sarovar Portico, Surajkund, a mid-scale hotel located in Surajkund-Faridabad. The hotel has 60 well-appointed rooms including suites, multi-cuisine dining, bar and a wellness center. One of the key attractions of Surajkund is its annual, 'Surajkund International Craft Mela'.





WEST INDIA

‘Dream Girl’ visits Mercure Goa Devaaya Retreat for rejuvenation

Veteran actress Hema Malini recently made a stop at the Mercure Goa Devaaya Retreat to revive herself from the hustle bustle of city life. Mercure Goa Devaaya Retreat, an exquisite property dedicated to traditional healing, is situated on the serene Divar Island on Goa’s Mandovi River. The property offers authentic Ayurveda, Naturopathy and Yoga treatments with international hospitality standards.



SOUTH INDIA

Preferred Hotels & Resorts adds Fortune Park JP Celestial, Bengaluru, to its portfolio

Preferred Hotels & Resorts has added another hotel in its member portfolio – Fortune Park JP Celestial, Bengaluru. The hotel is centrally located off Race Course Road and offers 129 guestrooms. The property also features two dining options including a rooftop bar specialising in popular Indian Tandoor (grill) specialties, and an on-site spa.



NORTH INDIA

Lords Hotels and Resorts to open in Amritsar

Lords Hotels & Resorts has announced its latest property in Amritsar, Lords Eco Inn. The property is expected to open in the next nine to ten months. The hotel will boast of well appointed rooms along with two F&B outlets. The hotel will be situated 12 km away from Amritsar airport and 10 km from the railway station.

NORTH INDIA

Radisson signs hotels in Amritsar, Greater Noida, Gurugram and Kashipur As the

Radisson Hotel Group enters the second year of Destination 2022, its five-year strategic road map, extensive expansion is underway across South Asia.

Hyatt Regency Dehradun to open in

2020

Hyatt Hotels’ expansion plans foresee opening of more than 14 new properties over the next 24 months. Hyatt Regency Dehradun, will open in 2020 along with other locations.



NORTH INDIA

Cygnett Resort Mountain Breeze, Nainital, unveiled

The resort offers 59 rooms and an all-day dining area. Speaking on the launch, **Sarbendra Sarkar**, MD, Cygnett Hotels & Resorts, said, “The resort promises its guests a truly unmatched experiences for a lifetime.”



Lauding South leaders

India Travel Awards - South was held on May 27, 2019, at Sheraton Grand Resort & Spa, Chennai. The awards were a celebration of recognising true players of hospitality and tourism industry. There were 41 award categories.

 Nisha Verma from Chennai

The India Travel Awards – South wrapped up its sixth edition at Sheraton Grand Resort & Spa, Chennai, that witnessed bigwigs from the travel and hospitality industry from South India under one roof. The chief guest for the evening was **Sreevats Sanjay**, Deputy Director General/Regional Director (South), India tourism (MOT), Chennai, who not only felicitated the winners but also congratulated them for their contribution to the industry alongside **Dr Radhika Kopikar**, Gladrags Mrs

India Pageant (Maharashtra) 2018, 1st Runner Up. The awards were divided into four categories - **Personal Awards** for the legends and leaders of today and tomorrow; **Business Awards** for the organisations who have set the benchmark for themselves in their respective fields and have exceeded expectations; **Trending Awards** which are decided by the critics, meant for individuals who have done extraordinary work; **Partner Awards** for the partners who have contributed to make India Travel Awards a success.



DDP TRAILBLAZER
Amarnath Reddy, Promoter, A R Group



TORCH BEARER OF WELLNESS TOURISM
Sunil Varghese, Director, Dune Wellness Group



BEST 5 STAR CORPORATE HOTEL
The Oterra



BEST DESIGNED BUSINESS HOTEL
Aloft Bengaluru Cessna Business Park



BEST LUXURY RESORT
Sheraton Grand Chennai Resort & Spa



BEST LUXURY HOTEL
Park Hyatt Chennai



FASTEST GROWING HOTEL BRAND
TGI Hotels & Resorts



BEST LUXURY BUSINESS HOTEL
Park Hyatt Hyderabad



BEST WEDDING AND MICE HOTEL
Sheraton Grand Bengaluru Whitefield Hotel and Convention Center



BEST GREEN RESORT
Glyngarth Resorts



BEST BUSINESS HOTEL
The Westin Hyderabad Mindspace



BEST SERVICED APARTMENTS
Oakwood Residence Kapil Hyderabad



BEST BOUTIQUE HOTEL
Purity at Lake Vembanad



MOST PROMISING HOTEL CHAIN
Crossway Hotels & Resorts



BEST INDIAN RESTAURANT
Samco



MOST OPULANT SERVICED APARTMENTS
Park Hyatt Hyderabad



BEST CITY HOTEL
Turyaa Chennai



BEST HOSPITALITY PARTNER
Sheraton Grand Chennai Resort & Spa

**For
sale**

Running Nature Resort in Uttarkashi

Total Area of resort

Approximately **4 Acres**

Number of cottages

20 Swiss cottages

A Nature Resort, located 6kms from the main Uttarkashi town on the way to Ganotri on a four-acre lush green estate at an altitude of 1150 Mts. Situated right on the riverbanks of River Ganga (Bhagirathi) it is surrounded by high mountain cliffs. It is an ideal location for Family Holidays, Weekend Getaways, Corporate Team Building programmes, and to indulge in various adventure activities like a short trek to Ayana Devi or Nachiketa Tall, adventure activities at Adventure Park, Rock-climbing, Rappelling & Jamarang.

It is also an ideal place for Yoga and Meditation. A small local temple at the river edge adds to the ambience of the Resort. There are many opportunities for day trips, such as a hiking trip to a nearby village, a Day trip to Gangotri with your family or a Day trip to Harsil.



For more details, write to us at: devika@ddppl.com

Appointments

RAJIV KAPOOR >>

General Manager

The Fairmont Jaipur

Fairmont Jaipur has appointed Rajiv Kapoor as General Manager. He will helm the operations of the flagship property of Fairmont in the Pink City. Kapoor comes with a varied experience and an innate understanding of the hospitality and luxe segment, nationally and in global markets.



SUNAINA SHARMA MANERKER >>

General Manager

Grand Mercure Mysore

Sunaina Sharma Manerker has been appointed as General Manager at Grand Mercure Mysore. Prior to joining Grand Mercure Mysore, Manerker was the General Manager at Lebuva, Lucknow. She has also worked with international brands like Le Meridien, Westin, Ramada, etc.



<< RAMESH RAMANATHAN

Chairman and Managing Director
Sterling Holidays

The Board of Directors of Sterling Holiday Resorts Limited has appointed Ramesh Ramanathan as the Chairman and MD. He will be bringing his strategic vision and proven leadership experience to the role and grow the business through new acquisitions, digitisation and more.



<< GORAV ARORA

General Manager

Novotel Mumbai Juhu Beach

Gorav Arora has been appointed as the General Manager at Novotel Mumbai Juhu Beach. He was heading the Sales & Marketing function for Novotel Hyderabad Convention Centre & Hyderabad International Convention Centre for over 3 years and later was the Resident Manager.



<< SUSHMA KHICHAR

Hotel Manager

Aloft Bengaluru Cessna Business Park

Bringing more than 14+ years of experience to the table, Sushma Khichar, in her new role, would head the overall hotel operations and create new business opportunities, develop talent, and guidelines for maintaining market leadership.



SANDEEP SAHDEV >>

Director of Sales and Marketing

Bengaluru Marriott Hotel Whitefield

Bringing with him over 16 years of proficient expertise in the hospitality industry, Sandeep Sahdev, in his new role, will be leading the management staff in planning and strategising sales objectives, marketing communications, direct sales.



RAJU RAJENDRAN >>

Director of Sales & Marketing

Radisson Blu Atria, Bengaluru

Raju Rajendran has been appointed as the Director of Sales and Marketing at Radisson Blu Atria Bengaluru. Holding MBA from Hindustan College of Arts and Science, Coimbatore, Rajendran started his career in 2008 with Taj Hotels Resorts and Palaces, Cochin as a Sales Executive.



<< ASHUTOSH PRASAD

Corporate Sales Manager

Goldstone Hotels

Ashutosh Prasad has been appointed as Corporate Sales Manager at Goldstone Hotels. In his new role, he will be responsible for accelerating the sales and marketing of the hotels under the group portfolio and ensuring optimisation of revenues through effective strategies.



<< REJOE FRANCIS

Director of Sales

Novotel Imagica Khopoli

Rejo Francis has joined Novotel Imagica Khopoli as Director of Sales. Francis will be responsible for leading and further evolving all aspects of the sales, driving revenues, promoting brand strategies and providing the best of Novotel Imagica Khopoli's hospitality experience to the guests.

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