

# HOSPITALITY <sup>®</sup> Talk



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Chief Executive Officer  
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**CHRISTOPHER J. NASSETTA**  
President & Chief Executive Officer  
Hilton



# COVID-19

the biggest crisis  
yet for hotels?

# EL NIDO

UNSPOILED PARADISE ON EARTH



 IT'S MORE FUN IN THE  
**PHILIPPINES**

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# How hotels are

A glimpse into what hotel chains are doing nationwide to contribute in these stressing times.



## THE LALIT DONATES ESSENTIALS

The LaLiT has taken the lead to support the Delhi Government's initiative of feeding the needy by donating 1,000 kgs of wheat flour (atta), 300 kgs of refined wheat flour (maida), and over 700 kgs of vegetables from their own gardens in the last couple of days to the Delhi Urban Shelter Improvement Board (DUSIB). Similarly, the remaining 11 hotels of the group are providing more than 1,000 kgs of atta, 500 kgs of maida, 200 litres of oil, food supplies, fruits and vegetables to the relevant local authorities who are leading the food distribution.

## OYO PARTNERS WITH APOLLO HOSPITALS FOR QUARANTINE FACILITIES

This is part of Project Stay I (Stay isolated) where Apollo Hospitals are partnering with select hotel brands to create isolation rooms in hotels with light medical supervision for quarantine and creating a barrier before people come into the hospitals. As part of the partnership envisaged, OYO is offering sanitised beds and facilities in certain COVID-19 exclusive hotels it has identified within its network in the proximity of Apollo Hospitals in six cities namely, Mumbai, Delhi, Hyderabad, Chennai, Bengaluru and Kolkata for the purpose of self-quarantine and isolation for suspected COVID-19 patients who require medical observation and supervision.



## PRIDE TO DISTRIBUTE 1,000 FREE FOOD PARCELS EVERYDAY

Prepared by in-house chefs, at each of Pride Hotel's chosen properties, the food parcels will comprise of rice, dal, vegetable, and chapatis. Pride Hotel strictly abides by all social distancing and personal hygiene guidelines. The parcels will be neatly packed and distributed.

## ITDC TO PROVIDE UP TO 2,000 FREE MEALS EVERYDAY

India Tourism Development Corporation (ITDC) has geared up to provide up to 2000 cooked and packed meals every day during lock down period for the health workers of government hospitals (AIIMS & RML) in the state capital as well as to other needy people through local administration. Food is being cooked in the kitchen of ITDC's flagship hotel The Ashok.



## THE BYKE HOSPITALITY TO SET UP QUARANTINE FACILITIES

The Byke Hospitality has approached local authorities and has offered its properties for quarantine facility, whenever the need arises. They are open to give any support the government may need and have already established one such quarantine centre at their Thane service apartment. The local authorities may use the service apartment if there is an increase in the number of patients.

# contributing...



## IHCL INTRODUCES HOSPITALITY@HOME

Keeping in mind that overall health and wellness is essential during these times, you can cook your favourite meals using the finest of gourmet products, binge on freshly baked breads and confectionaries from Taj's popular bakeries, pamper yourself with a spa day at home and also order takeout from your favourite iconic restaurants as Taj Hotels offers drool-worthy hampers and F&B services, through 'contactless takeaway' at its iconic city hotels across Mumbai, Delhi, Bengaluru, Chennai, Hyderabad and Kolkata.

## DELTIN GROUP DONATES ₹5.10 MILLION TO GOA'S CHIEF MINISTER RELIEF FUND

Deltin Group has donated ₹5.10 million to Goa's Chief Minister Relief Fund to pledge its support to the people of Goa in their fight against the COVID-19 pandemic. Additionally, Deltin Group is also sourcing and procuring essential items like medications, medical devices, essential food products and other provisions for the people of Goa for tackling the unprecedented health and humanitarian crisis arising from the COVID-19 pandemic outbreak.



## ROSEATE HOTEL STARTS COMMUNITY KITCHEN

The hotel has joined hands with Dwarka District Force and CII and aims to feed at least 1,000 underprivileged people who are suffering due to absence of livelihood & lack of food supplies. While presently they have kickstarted this project in Dwarka, the company is in process of encompassing many other areas in Delhi to provide cooked food to the needy & the poor.

## #THEPARKHEARTOFHOPE TO PROVIDE HELP TO GUESTS AND NEIGHBOURS

THE Park Bangalore, THE Park Chennai, THE Park Calangute Goa, THE Park Baga River Goa and THE Park Hyderabad are doing Neighbourhood Services for all its neighbours and especially for senior citizens. The locals can directly call these hotels for any emergencies or any pharmaceutical needs. The concierge of the hotel will help them get those. All these hotels are centrally located and anyone living within the 5 km radius can avail this service, available 24x7, with no additional charges.





# HOTEL INDUSTRY is worst hit: FHRAI

**Gurbaxish Singh Kohli**, Vice President, FHRAI, agrees that COVID-19's impact on the industry remains irrevocable and how jobs at large are at risk if the sector is not revived.



Anupriya Bishnoi

## How severe is the impact of COVID-19 on the hotel and restaurant industry across India?

Amongst all the industries, the hospitality industry is the worst hit and this fact has now also been recognised by the Government of India. We are talking incalculable losses. The figures keep increasing every day as the lockdown continues. We are more worried about the job losses that may be a direct derivative of this sector's failure.

The industry has witnessed a decline in revenues to the extent of 60 to 70 per cent as compared to the previous year's figures. Industry stocks have taken a beating of over 51 per cent. While retaining jobs of workers seems like a noble thing to do, job losses are inevitable. 50 to 60 per cent of the total jobs are in danger if the sector is not revived.

## Is this impact irrevocable? When do you think the ripples of this pandemic will settle down?

There is much damage done already but the hospitality industry cannot sustain such a huge onslaught. This is a global issue and we cannot set the clock back. At least we are satisfied and thankful that our government took immediate action to contain the spread of the virus by cancelling visas and suspending air travel, among other measures.

We applaud both the Union and the Maharashtra government for their quick reaction and action as compared to most other countries. Our state government has also adopted quick measures. In my opinion, the impact won't be completely revocable, and the sector will suffer quite a bit. For the foreseeable future, there will be almost no revenue. We cannot make up for the lost time since we are dealing in the most perishable commodities. Rooms and table spaces



**GURBAXISH SINGH KOHLI**  
Vice President, FHRAI and  
President, HRAWI

once lost can never return. The stigma of stepping out will prevail for at least the next six months. The next 12 months will be very important for the survival and revival of this industry. Right now, our focus is to stand with the government and support them to contain the spread any further and flatten the curve. If things go out of hand, we all know India would have to pay a heavy price. If contained, and for which all efforts are being made by the government, authorities and the various industries, it would take at least six to eight months for any activity to restart. It will be only in early 2021 that we expect it to trickle back to normalcy. In the best case scenario, we expect business to be around 50 per cent of what it was in 2019. But we must all remain positive and hope for the best.

## What suggestions are you giving to hoteliers?

Conditions differ from city to city. World conditions are more varied. Right now, the focus should be on containing the spread of the coronavirus, putting people before business and helping the authorities in any way we can to contain and eradicate this pandemic. We appeal to the industry to stay safe and work towards keeping its employees and its patrons and guests safe.

## What recovery plans do you suggest post this?

Recovery can be addressed in three stages, namely: - **Recognition**, which the governments around the globe have done. **Survival**, with the help of very strong relief measures adopted by the authorities. **Revival**, where the government must play a patriarchal role as revival cannot be done without the help of the authorities.

The role of the authorities, that is, the government is critical in making swift recovery. Hospitality, Travel and

“  
Industry has  
witnessed a decline  
in revenues to the  
extent of 60-70%  
as compared to the  
previous year. Industry  
stocks have taken a  
beating of over 51%”



The Leela Goa

Tourism is the sector which is worst hit, and this would require a very strong push from the government to ensure that the sector does not get wiped out.

### Post this, do you think resort business will pick up since people would travel domestically to the countryside?

For the next few months nothing will pick up. Just because one would not travel abroad does not automatically mean that they will take to travelling within the country.

The first thing that comes to my mind is exploring ways to convert the 22 million outbound tourism market into domestic travel. Surely, with next to nil outbound travel some, though not all, may travel domestically but the numbers will be very low. At first, it will be related with essential business-related travel only.

What we must focus on today along with the various state governments is creating awareness and putting together fantastic attractive packages to promote domestic tourism. We can make this happen when each state in India pulls up its socks and considers the neighbouring state as its competitor.

We need to focus now on projecting the market condition, when it eventually will open and come up with inbound and outbound offers they can't refuse. For this, we need the help of the government. We can plan a lot but without the right backing and implementation, nothing can happen.

### What kind of support are you seeking from the government?

Our condition is not hidden. The government also realises how bad this sector is hit. Keeping this in view, we should not be paying anything that we do not get a benefit from, which includes, any statutory payments, license fees, and mandatory compliances among other outgoings. What can be deferred must be deferred without interest or penal liabilities.



Taj Hotels



**The first thing that comes to my mind is exploring ways to convert the 22 million outbound tourism market into domestic travel"**

Mere lip work, even if with reduced interests still hovering above our heads, will not work. This can be achieved through a dialogue between the stakeholders and the government.

We have been in constant touch with the government for its support to the sector without which it will see doom. We have requested the government for tax holiday for the period of the lockdown and an additional month over it.

We have asked the government to move all statutory compliances to at least six months to one year without levying interest of any kind along with moratorium for statutory payments and for loans and EMIs to banks. The most important of all is that, we have asked the government to recognise this phase as a disaster and which has affected our industry the worst.

The government has so far been forthcoming but if there is delay in announcing and receiving relief packages or

worse, if it's decided not to be given or is given out half-heartedly, then it will spell ultimate doom for this industry. Reviving the sector then would not be so easy.

I would like to reiterate that we really appreciate the quick response taken to contain this pandemic by both the Maharashtra state government and the Union government and stand by them in this fight to eradicate this virus.


We appreciate the selfless work by the authorities, the municipalities, police, doctors, nurses and other essential staff and communities. We feel confident that our government will work on a potent stimulus for this industry which is one of the highest employment, tax and revenue generators; and is one of the highest GDP drivers of the economy.





# THSC and Marriott sign MoU

The partnership between THSC & Marriott India will engage 5,000 apprentices through its network of 90 properties, preparing them to meet the demands of the tourism and hospitality sector.

 Anupriya Bishnoi

**T**ourism & Hospitality Skill Council (THSC) has announced its collaboration with Marriott India to promote apprenticeship in the tourism and hospitality sector. As part of the collaboration, Marriott will engage 5,000 apprentices through its network of 90 properties in the country. The apprentices will be provided with an opportunity to receive hands-on experience at Marriott hotels for developing broader expertise in the sector, preparing them to cater to the demands of the tourism and hospitality sector.

**Neeraj Govil** – Senior Vice President, South Asia, Marriott International, explains, “We have signed a MoU with THSC and National Skill Development Corporation (NSDC). As a part of this programme, Marriott hotels across India will service training centres, where we will provide necessary skills to the youth to have a career in hotels. Essentially, they come through a qualifying process, they attain a skillset, which helps them to pursue their career. The big part about this is the outreach to the local community. As an operator like Marriott, this will help fuel our talent pipeline, not just for Marriott but for the industry at large. We have 60-70 hotels under construction, and as they open, they will become a part of this partnership as well.”

**Rajan Bahadur**, Chief Executive Officer, THSC, believes that tourism and hospitality industry has a huge potential to absorb the best-class talent in the country. He says, “Our objective is to empower the youth by

making them industry-relevant. The service sector is a great contributor in the country’s economic growth and our aim is to impart global standards of training to build the capabilities of semi-skilled and unskilled workforce through apprenticeship. Our objective is to scale up the apprenticeship programme in the country in collaboration with the industry to bridge the gap between the industry-demand and availability of skilled manpower. We have about 300 industry partners and that’s what makes our canvas so large and interesting but the whole intent is to take it to the next level.”

**Manish Kumar**, MD & CEO, NSDC, said, “Apprenticeship has been recognised world-wide as the key to providing right training and acquiring world-class talent. The introduction of optional trades widens the scope of apprenticeship in sectors such as services, retail, tourism, IT& ITeS among others, enabling the industry to design their own courses and creating a skilled workforce matching their needs.”

“

**Marriott hotels across India will service training centres, where we will provide necessary skills to the youth to have a career in hotels”**

He further adds, “This kind of partnership is a fantastic development. Apprenticeship is something that the Ministry of Skill Development has been emphasising for a long time. There is a lot of seriousness to take this to new levels and the support which the Ministry is giving is resulting in better partners coming in. Tourism and hospitality are sectors where more can be done within India. Besides this, we also need a centre of excellence where training could be done at much higher scale.”



# COVID-19: Unprecedented impact globally

According to a recent report by HVS ANAROCK, economists world-over expect the global economy to shrink in the first quarter of 2020, a first since the 2008 financial crisis. The full impact will only emerge once the outbreak is completely contained.

**T**o say that the economic impact of the outbreak has been devastating, is putting it mildly. Most economists believe that the full impact will only emerge once the outbreak is completely contained.

Economists world-over expect the global economy to shrink in the first quarter of 2020, a first since the 2008 financial crisis.

With the number of cases rising sharply on a daily



**Ripple effects of the pandemic will be felt across the world well into the year”**

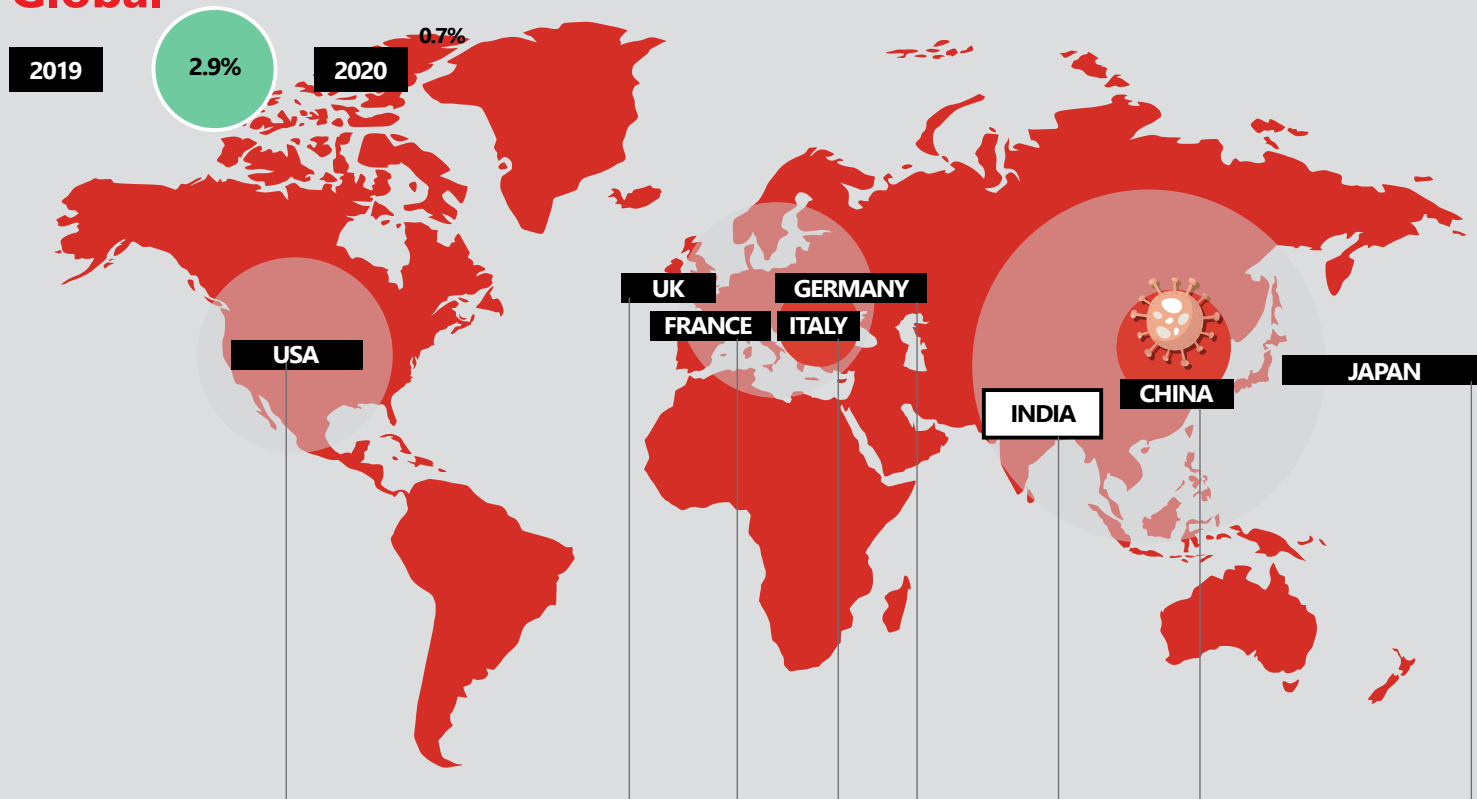
basis, even if the pandemic is contained soon, the ripple-effects will be felt across the world well into the year, pushing all major economies into a possible recession.

The Travel & Tourism (T&T) sector across the globe is undoubtedly the biggest casualty of the COVID-19 pandemic. Several countries have issued travel advisories and are in lockdown mode, with all major global business, social and sporting events getting cancelled since February.

## COVID-19 will significantly impact the GDP growth forecast in 2020

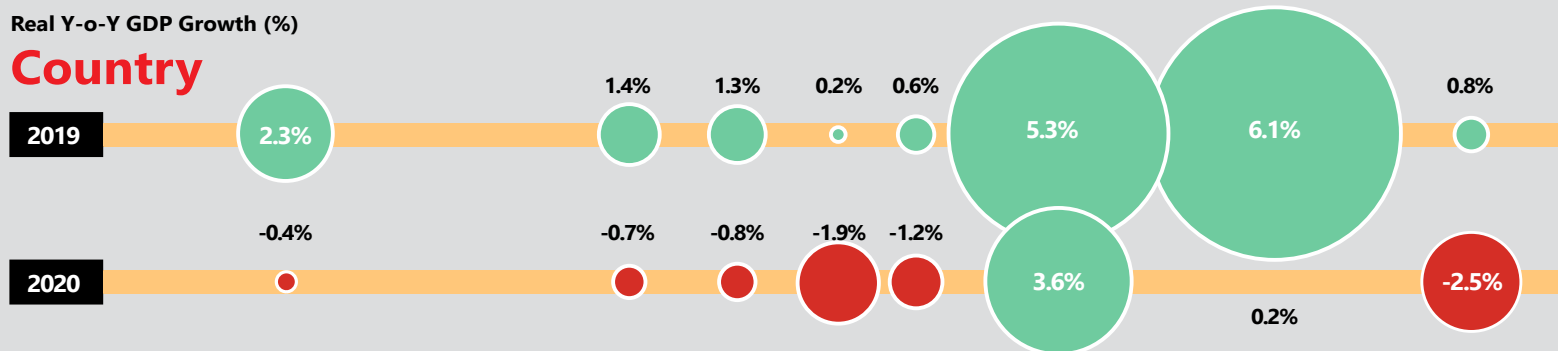
Real Y-o-Y GDP Growth (%)

### Global



Real Y-o-Y GDP Growth (%)

### Country



Source: IMF, RaboResearch, Macrobond

## Impact on global T&T sector – a few alarming estimates

In their fight for survival against the COVID-19 pandemic, IATA estimates that global airlines need



**USD 200 Bn<sup>1</sup>**  
**Emergency fund**

According to the World Travel & Tourism Council

International travel could be adversely impacted by up to 25% this year, equivalent to a loss of three months of travel<sup>2</sup>.



**50 Mn**  
**Jobs likely to be slashed**

The industry could take up to 10 months to recover after the outbreak is over<sup>2</sup>.

↓ **12-14%<sup>2</sup>**  
**Reduction in T&T jobs worldwide**

<sup>1</sup> "Global airlines need up to USD 200 billion in emergency aid, says IATA," Business Standard, March 19, 2020

<sup>2</sup> "This is how coronavirus could affect the travel and tourism industry," The World Economic Forum, March 17, 2020

<sup>3</sup> "Global Economic Outlook," Economic Quarterly Report, RaboBank, March 19, 2020

# The decline in RevPARs and Occupancy

The report also says, the overall occupancy in the branded hotels segment in 2020 is estimated to decline by 16.7% while ADRs are estimated to decline by 7% to 8%. RevPAR will witness a significant decline of 31% to 36.2%.

The Indian hotels sector is undoubtedly one of the biggest casualties of the COVID-19 outbreak as demand has declined to an all-time low. Global travel advisories, suspension of visas, imposition of Section-144 (prohibition against mass gatherings), India like most other countries is on a lockdown, the ramifications of which are unprecedented.

## INBOUND FOREIGN TOURISM COMES TO A GRINDING HALT AND THERE IS LIMITED SCOPE FOR QUICK REVIVAL

Foreign Tourist Arrivals (FTAs) into India (particularly leisure travellers) started softening in February, as the spread continued its unabated movement to other countries. Following suit, the Indian Government suspended travel visas (with a few exceptions) till April 15, 2020, which in all likelihood will be extended. Even if it is not, the paranoia surrounding the events will continue to have a major impact on travel.



Demand from FTAs is not expected to pick up any time soon. In our opinion, travel bans across the globe will fully roll down only by the end of the year, even though such a process will commence much sooner. Furthermore, majority of the future travel bookings for winter i.e. October-March – the strong season for our industry – are done in the summer months, have largely evaporated.

## DOMESTIC TRAVEL WILL BE KEY TO THE REVIVAL

With new confirmed cases being reported daily, the penetration of the COVID-19 virus in India has caused mass hysteria, the reverberations of which are expected to continue well into the second quarter of the calendar

year 2020.

The current situation is extremely grim, as domestic flights have been ordered to shut shop from March 25, 2020 and all other demand segments such as MICE, business, social and sporting events have been cancelled or deferred indefinitely for the foreseeable future.

The silver lining to such devastation is that it has brought multiple representative bodies from Travel, Tourism and Hotels to collectively make representations to the government and the Prime Minister's Office. In all likelihood the government should announce measures to revive and support the distressed sectors, with specific focus to the hotels sector, among others. Further in this report, we have highlighted our recommendations to the government that will assist in the revival of the sector. Government assistance in revival of demand will go a long way in cushioning the blow to the sector, which in our opinion, should include, in large part, assistance to domestic travellers.

## THE IMPACT ON THE INDIAN HOTEL SECTOR WILL BE SIGNIFICANT

The Indian hotels sector sailed smoothly into January 2020, after a record year in 2019, with 2020 set to be 'even bigger'. The country first started feeling the ripple effects of the global COVID-19 turmoil towards the end of February 2020, which worsened in the beginning of March. Occupancy across hotels in key cities declined rapidly and as per our estimates has declined by a staggering 45 percentage points compared to previous year. Such a steep decline in a such a short period of time has never been witnessed by the sector.

We predict the second quarter of the year to be the worst hit. Hotels will be unable to drive rates and may even seek to attract business at deep discounts. While the veracity of the impact on the sector may only be fully known much after the cessation of the pandemic, at HVS we have tried to determine the total loss in revenues faced by industry using two scenarios – both assuming that demand growth will resume prior to the end of the year.




The overall occupancy in the branded hotels segment in 2020 is estimated to decline by 16.7% – 20.5% points over 2019, while ADRs are estimated to decline by 7% to 8% for the year. As a result, RevPAR will witness a significant decline of 31% to 36.2%.






**Hotels will be unable to drive rates & may seek to attract business at deep discounts”**

# COVID-19 Possible scenarios

## Scenario 1: Demand picks up in July\*

	BRANDED	SEMI-ORGANISED	UNORGANISED
 Revenue Loss	USD 3.35 Bn	USD 0.9 Bn	USD 4.4 Bn
 Occupancy	↓ 16.7 percentage points		
 RevPAR	↓ 31%		

## Scenario 2: Analysis based on data available as of March 23, 2020\*

	BRANDED	SEMI-ORGANISED	UNORGANISED
 Revenue Loss	USD 4.1 Bn	USD 1 Bn	USD 4.95 Bn
 Occupancy	↓ 20.5 percentage points		
 RevPAR	↓ 36.2%		

\*Analysis based on data available as of March 23, 2020

Source: HVS Research

### GLOBAL ECONOMY TO REBOUND BY SOME MEASURE IN THE LATTER PART OF 2020

The world is still coming to terms with the COVID-19 outbreak and there is no doubt that the pandemic will change the world as we know it. With the globalised world going into partial or complete shutdown, the overall impact on human life, economic growth and businesses is immeasurable, both in the short-term and long-term due to the uncertainty as things evolve. While most economists and analysts currently expect the global economy to rebound, by some measure in the latter part of 2020, the exact timeline cannot be determined till the virus is contained across the globe. Nearer home, the Indian hotels sector has been hit hard, grappling with significantly low demand, with very few future bookings. Essentially, all transient demand has completely vanished – the remaining is largely on account of either a few long stay guests, or hotels having been prescribed by the government for the international travellers returning to India. Nothing could have ever prepared us for the COVID-19 shock and although, the current crisis is unlike any other we have ever faced, not all is lost. The Indian hotels sector can recover from this crisis as well, by adjusting strategies in the near term and preparing for the future. It is imperative that all the industry participants collaborate and work harmoniously in the current crisis by sharing best practices, keep the workforce motivated and seek to put the industry back into recovery mode, because this too shall pass sooner rather than later.

Therefore, the overall revenue of the Indian hotel sector is set to decline by anywhere between USD 8.85 bn to USD 10 bn, reflecting an erosion of 39% to 45% compared over last year. Besides the actual business loss, the hotel owners will also incur losses due to fixed operating expenses, debt repayments,

interest payments and several other compliances required to be undertaken as part of the sector. It is important to note that the magnitude of the impact can change drastically if the outbreak is not contained immediately. In such an event, our scenarios will turn invalid.

# Estimating collateral damage!

COVID-19 has stressed the hospitality industry globally. **Mandeep S. Lamba**, President – South Asia, HVS ANAROCK, reveals estimate loss the industry will bear and if the damage is irreversible



Anupriya Bishnoi

## What kind of impact have you seen on the India hotel market due to COVID-19?

India like most other countries is on a lockdown, the ramifications of which are unprecedented. Travel and hospitality sectors have been hit hard. The current situation is extremely grim, as inbound foreign tourism has come to a grinding halt and domestic flights have also been suspended from March 25, 2020. All other demand segments such as MICE, business, social and sporting events have been cancelled or deferred indefinitely for the foreseeable future.

We expect the second quarter of the calendar year to be the worst hit. Hotels will be unable to drive rates and may



**MANDEEP S. LAMBA**  
President – South Asia  
HVS ANAROCK

## What do you think is the way out?

Our industry has proactively taken several steps to mitigate the immediate impact. However, this will be an ongoing process that needs to adapt quickly to the rapidly changing business environment.

In the wake of multiple directives being issued by various government authorities nationwide, hotels should use the opportunity to devise and implement a 'Stop Gap' Plan\* (details available in our latest report 'COVID-19: Impact on The Indian Hotels Sector') to ensure that when demand bounces back, the hotels are well prepared to benefit from the upswing.



even seek to attract business at deep discounts. While the veracity of the impact on the sector may only be fully known much after the cessation of the pandemic, we estimate the overall occupancy in the branded hotels segment in 2020 to decline by 16.7 – 20.5 percentage points over 2019, while ADRs are estimated to decline by 7 per cent to 8 per cent for the year.

As a result, RevPAR will witness a significant decline of 31 per cent to 36.2 per cent in 2020. The branded segment is expected to witness revenue loss of US\$ 3.55 billion to US\$ 4.1 billion in 2020.

The overall revenue of the Indian hotel sector, including both organised and unorganised segments, is set to decline by anywhere between US\$ 8.85 billion to US\$ 10 billion, reflecting an erosion of 39 per cent to 45 per cent compared to the previous year.



**Overall revenue of the Indian hotel sector, including both organised and unorganised segments, is set to decline by anywhere between US\$ 8.85 bn to US\$ 10 bn”**

## Whenever the industry bounces back, how long will it take to stabilise?


While the current situation is grim and the Indian hotels sector is undoubtedly one of the biggest casualties of the pandemic, we believe the industry will be in recovery mode sooner rather than later. Hotels should prepare a 'Reopening' Plan\* similar to the pre-opening plan that was devised for the hotel, prior to its initial opening. The only critical difference is that the opening of the hotel this time, will be post a horrific event that would fundamentally alter the foundation of the hospitality sector globally. Hotels should look to implement the Reopening Plan\* in the shortest possible time available, as when demand returns the customer will become a bigger and more demanding 'King'.

*\*(Connect with HVS experts to learn more about the Stop Gap Plan and Reopening Plan.)*



# “Business hotels will recover faster”

**Ajay K. Bakaya, MD, Sarovar Hotels and Resorts,** shares how his city hotels are performing better than the resort ones and why. Resorts will bounce back only from October 2020.

 Anupriya Bishnoi

## What is the impact of this lockdown extension on the hotel industry?

Due to COVID-19, our resort hotels have taken the worst hit. City hotels are performing better. We have two unique cases where our hotels are performing exceptionally well. One is Baddi in Himachal Pradesh, which is a pharma and medicine manufacturing hub. The local administration has supported business and kept factory production going and encouraged hotels to provide full facilities while taking all precautions. The second is Kakinada in Andhra Pradesh where shipping related business has brought in good revenue. Both hotels are operating at 90 per cent occupancies. The impact on all categories is the same. Corona is classification and category neutral.

## Do you think there will be reluctance among the investors to invest in the hotel industry post this? Or you think it's just a matter of time?

I think it's just a matter of time.

## A recent study has shown it will take a while for the hotel and travel industry to bounce back. What is your prediction?

The recovery will take over a year post full opening of the skies, and removal of all restrictions. Resorts will bounce back only from October 2020. Foreign travel will very likely take a big beating for the next 12 months or more. The domestic market will respond faster to fuel recovery. I have no doubt that recovery will be gradual, especially for MICE. Once again, business hotels will



**AJAY K. BAKAYA**  
MD  
Sarovar Hotels and Resorts

recover faster. Mid-market hotels will be better placed to reap recovery benefits as bleeding businesses will be forced to cut all costs.

## You have hotels in India and Africa. Do you have a revival plan in place for both these countries? How different these strategies are owing to the geography?

Yes, we have our revival strategies in place, which will take place in phases. Coming weeks are crucial. We will move forward as the situation develops.

## Will your plans to grow in other parts of the world remain intact, or will they be hampered or delayed?

We will continue with our growth plans.

## Can you tell us in figures about the decline in occupancy and RevPAR in your hotels?

We experienced a 50 per cent drop in business in March, despite a good first half. We expect a 90 per cent drop in April. It is too early to predict May or June. It'll depend on when the country emerges from the current lockdown.

## What kind of government support are you looking for?

We expect larger loan and interest deferrals from the Centre. From states and UTs we expect electricity billing on actual usage and not on minimum contracted demand. We also expect one quarter waivers or deferrals on property/municipal taxes, liquor and other licenses.

# “

We expect larger loan & interest deferrals from the Centre. From states & UTs we expect electricity billing on actual usage”

# COVID-19, the biggest crisis

As hotel occupancies plummet around the world, global hotel leaders say it's the biggest crisis they have ever seen. Below are excerpts...



**ARNE M. SORENSON**  
President and Chief Executive Officer  
Marriott International

"The travel industry is being impacted in unprecedented ways by COVID-19. As the virus and efforts to contain it have spread around the world, demand at our hotels has dropped significantly. We are working tirelessly to take care of our associates, guests, owners and other key stakeholders. The situation is changing by the day and there is still tremendous uncertainty, but we feel it is important to share an update on some of what we have seen to date and describe key measures we are executing to mitigate the impact of COVID-19. While we cannot predict today how long this crisis will last, we know that it will get behind us. And when it does abate, lodging demand will rebound. We are confident that our company has the expertise and resources to weather this crisis."



**SÉBASTIEN BAZIN**  
Chairman and CEO  
Accor

"Welcoming, protecting and taking care of others is at the very heart of what we do. In light of the urgency and the scale of the situation, we have decided to act in an immediate and meaningful way, in the spirit of our values and commitments. Through this impactful gesture, we wish to express our solidarity and gratitude to all those demonstrating courage and selflessness during this crisis. On behalf of the Board, I would like to thank the Group's main shareholders. Without them, the "ALL Heartist Fund" would not have been possible. I also want to pay a special tribute to the Accor teams around the world. They are facing the current crisis with admirable courage, dedication and professionalism. As our industry is going through tough times, we have to make tough decisions, but Accor has a strong balance sheet which will enable it to withstand this crisis and emerge with strength during the recovery period. I am confident that Accor will soon rediscover the road to growth."



**KEITH BARR**  
Chief Executive Officer  
IHG

"Demand for hotels is currently at the lowest levels we've ever seen. IHG has a robust business model and the measures we are announcing today to reduce costs and preserve cash give us the capacity to manage the business through this unique



environment and to support our owners during this incredibly difficult time. These were not easy choices and we are mindful of the impact these decisions will have on our colleagues and shareholders. However, we believe that these are essential to ensuring that we come out of this as strong as we possibly can and ready to capitalise on what remains an industry with excellent long-term growth potential."



# yet for hotels?



**MARK S. HOPLAMAZIAN**  
President and Chief Executive Officer  
Hyatt Hotels Corporation

“This is an evolving situation, and our ability to assess the financial impact of COVID-19 on our business continues to be limited due to quickly changing circumstances and uncertain consumer demand for travel. The 2020 outlook we provided with our fourth quarter earnings announcement was clearly stated as our base case excluding the impact of COVID-19. Since then, we have continued to monitor the situation and, while we remain unable at this time to quantify the full-year impact on our financial results, we believe it is appropriate to withdraw our previously announced 2020 outlook and earnings sensitivity based on Greater China RevPAR. We have seen the outbreak spread beyond Greater China as well as temporary travel restrictions imposed by many companies, resulting in a decrease in near-term transient bookings and an increase in near-term group cancellations in North America and Europe that will impact our full-year outlook and earnings sensitivity. We continue to closely monitor the situation, and plan to provide more information during our first quarter earnings call based on the information we have available at that time.”



**CHRISTOPHER J. NASSETTA**  
President & Chief Executive Officer  
Hilton

“With the coronavirus now spreading beyond China and the Asia Pacific region, and the related increase in travel restrictions and cancellations around the world, we believe that the potential negative impact will be greater than our previous estimate and have



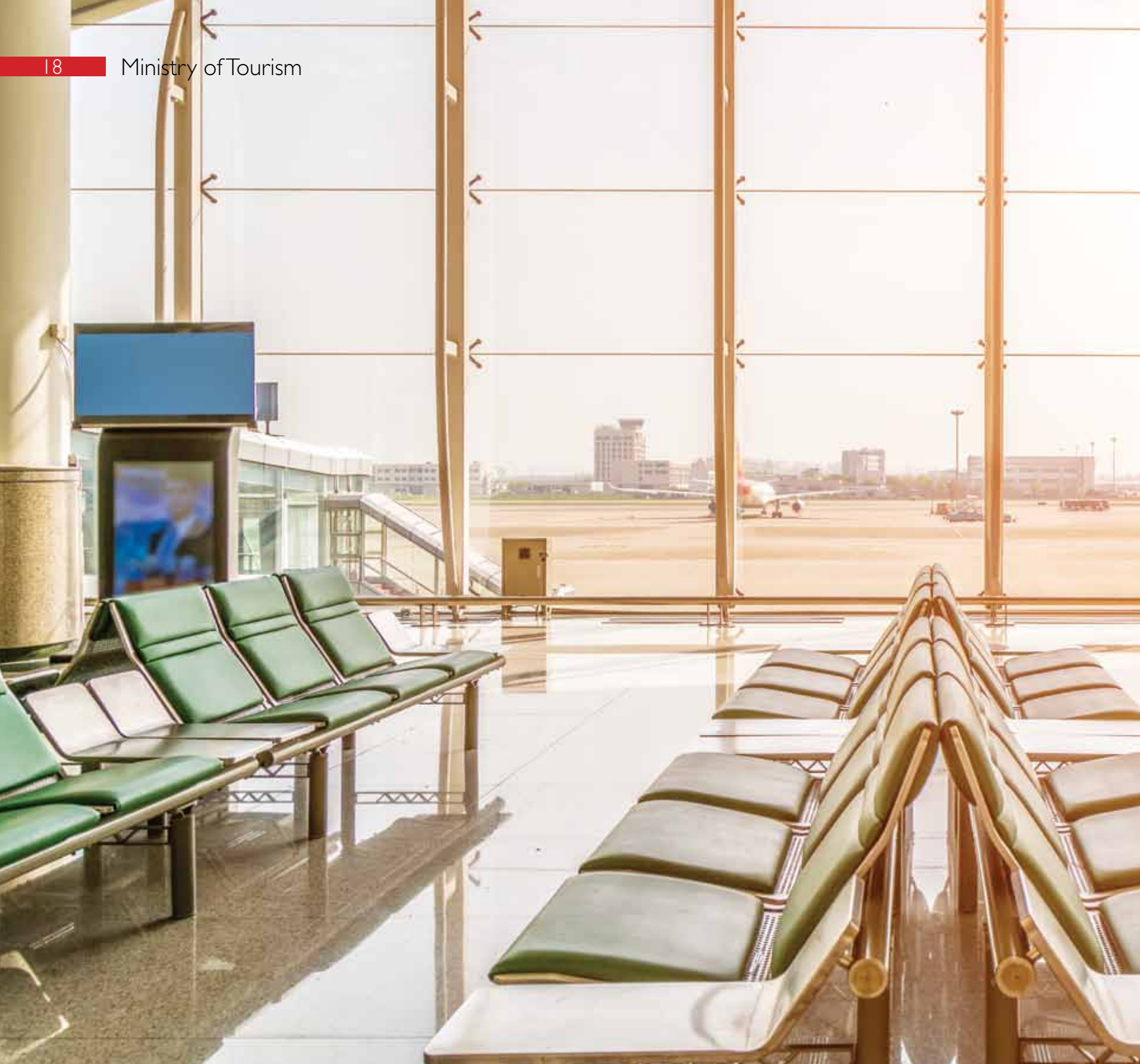
decided to withdraw our previously announced guidance. We will provide an update during our first quarter earnings call, based on the information we have available at the time. As a 100-year company that takes the long-term view, we are confident of our resilient business model, the performance of our leading brand portfolio, and our ability to respond appropriately to market conditions.”



While we cannot predict today how long this crisis will last, we know that it will get behind us. And when it does abate, lodging demand will rebound. We are confident that our company has the expertise and resources to weather this crisis”

**ARNE M. SORENSON**

*With inputs by Anupriya Bishnoi*



# Relief to industry awaited

The Ministry of Tourism has put forth the requests of the tourism and hospitality industries to the Ministry of Finance, in a bid to help stakeholders come out of the financial impact of the COVID-19 outbreak, which is at its peak in India.

 Nisha Verma



**RUPINDER BRAR**  
Additional Director General  
Ministry of Tourism (MOT)  
Government of India



**R**upinder Brar, Additional Director General, Ministry of Tourism (MOT), Government of India, says that the COVID-19 crisis has made the travel industry suffer a lot, and the only way to come out of this is to adhere to the rules of social distancing and work towards recovery of the industry.

#### A GRIM SITUATION

An extremely grim situation for the tourism and hospitality industry has been created because of COVID-19 and India continues to grapple with a terribly-hit economy. Brar says, "It is hard to quantify where we are headed. We are in a continuous dialogue with the representatives of CII, FAITH, WTTC and other trade bodies, including PHD Chambers of Commerce, and we hope that we have the problem behind us very soon. Hotel occupancy has come down to 20 per cent from what it could have been, as this was a huge travel

“

**Industry stakeholders need working capital from the banking sector through easing of norms or support through reduction in taxes”**

season for India when occupancies are usually recorded at 70-80 per cent. After our talk with the industry, it seems that the situation is only going to get worse, and the occupancy might even come down to 10 per cent. It is worrisome for us as an industry and as a country as well.”

#### MOT AT THE FOREFRONT

Since this situation came unannounced for everyone, the first thing that MOT did was to take care of the foreign tourists who were in India. Brar says, "Nobody knew the protocol and what to do even at the state government level.

The tourists had no idea either. Since the symptoms of this infection are so similar to common flu, we first started educating the tourists, state governments, tour operators and stakeholders about ensuring that the tourists are either sent back to their countries or are given medical care in India to the best of our capabilities, in line with the traditions of Atithi Devo Bhava.”

She adds that there were many challenges, especially because no one knew how to go about it. "However, with the support of everyone, including media, we were able to tackle that phase. The second challenge came when we started sending messages to all our tour operators that even domestic tourism should not be encouraged considering the chances of community-level penetration of the COVID-19 virus.

I am glad that everyone cooperated. People were holding themselves back, which required collective response at a societal level. Apart from that, in terms of calculating the economic impact, we are in constant dialogue with FAITH and other industry bodies, and they have been sending us inputs on what kind of evaluations should be made and the period required to stage a comeback," Brar shares.

#### APEAL TO MINISTRY OF FINANCE

MOT, in its support for the tourism and hospitality players in the country, has put all the requests of the industry to the Ministry of Finance. Brar says that the tourism minister has met all association representatives.

She hopes that an interim package is announced soon. "We are fully supporting the cause," Brar claims, adding, "Industry stakeholders need working capital and they are looking at interventions either from the banking sector through easing of norms or support through reduction in taxes.

These are the things that would leave money in the hands of the industry right now. We would be taking with us the representation of the industry and the thrust would be that the industry needs to survive so that job losses do not happen.

I would refer to the honourable PM's speech to the nation, where he mentioned that we should make sure that we don't stop the wages of anyone. Hence, all the efforts of the Ministry of Finance would be to ensure that no such job losses happen in both, the tourism and hospitality sectors.”

# Hotel schools go online in lockdown

While the industry has been severely impacted by the ongoing crisis, hotel schools around the world are giving online classes. Below are excerpts from what major hotel schools across the globe are doing to keep up with the syllabus.



Anupriya Bishnoi



**IRFAN MIRZA**  
 Director/Principal  
 V. M. Salgaocar Institute of  
 International Hospitality  
 Education (VMSIHE)

### The impact

The COVID-19 outbreak is likely to have far reaching consequences for the industry globally. Closer to home here in Goa, recently the Travel and Tourism Association of Goa has estimated that the outbreak is likely to cost the state tourism industry approximately ₹1,000 crore in losses and has urged the authorities to take measures. While an impact on the hospitality industry is certain given that international and domestic travel has been curtailed, the volumes cannot be ascertained at this stage as the situation is



changing in real time. However, we are hopeful that the situation will improve over the next few weeks and that some semblance of normalcy will return. The industry will certainly take time to bounce back. During this downtime, it is imperative that individuals and professionals take time off to upgrade their skills so that they

remain relevant to the industry. The way we do business is certainly going to change to greater use of technology.

### Battling the crisis

We are more focussed on ensuring our students and faculty stay safe. We are continuing to keep in touch with our students, faculty and stakeholders. We will be taking decisions over the next few days depending on how the situation unfolds.



The Travel and Tourism Association of Goa has estimated that the outbreak is likely to cost the state tourism industry approximately ₹1,000 cr in losses”



**ELISE MASUREL**  
 Managing Director  
 École Ducasse

### The impact

Precise forecasts are very difficult to make at this stage, but it is undeniable that the current global crisis around the COVID-19 is strongly impacting the hospitality industry globally. At École Ducasse, we have suspended all classroom teaching at our campuses.

### The way out

Through the use of digital media, during the times of confinement, our chefs engage with the public by sharing their expertise and providing culinary ideas and tips to



keep the public healthy and provide strength to battle the morose ambience worldwide.

### Battling the crisis

Our Executive Chef serves an integral role of assisting the community by partnering up with Fabrizio Cosso, the Executive

Chef at Eataly, to prepare meals for medical staff at Bichat Hospital in Paris. This is the slightest we can do to give back to the community and participate in this battle. We are also launching a social media contest with the aim of supporting Hospitals in France Foundation to help them in fighting this battle – for each participant, École Ducasse will donate 10€, and for each winner of the contest per week, it will donate 200€.



Through the use of digital media, during the times of confinement, our chefs engage with the public by sharing their expertise and culinary ideas”

**DIMITRIOS DIAMANTIS**  
Dean  
Les Roches Global Hospitality  
Education

#### The impact

The crisis has led many hospitality businesses such as hotels, airlines, tour operators, and cruises to partial inactivity and temporary shutdown. As a result, these companies are seeing a drastic drop in their revenue. It is a 'declining demand curve' to many businesses, however, many employers try to avoid laying off employees while making sure employees are eligible for employment insurance if it is available in their country.

#### The way out

Based on the several recoveries of the industry after previous tragic events, such as the incident of 9/11, it is fair to assume that there is nothing to worry. I expect a slow recovery taking place within the next three to six months. Indeed,



the hospitality industry counts two categories of customers – business and leisure. These customers, who had to postpone their travels, are likely expected to travel again once they feel safe and the airlines are back to operating normally.

#### Battling the crisis

In this complex context, we are

committed to ensure the continuity of studies of our students through the delivery of our curriculum via remote learning. We have created over 500 videos of content accessible through an online platform which is completed by Q&A session for students in all programmes.



**We have created over 500 videos of content accessible through an online platform which is completed by Q&A session for students in all programmes ”**

# Retaining employees amidst crisis

**Grimek Khizakhe**, Chief People Officer, The Fern Hotels & Resorts, discusses why retaining employees in such crisis might not be a bad idea. When the pressure is high, you need a dependable team.

Up to 75 million jobs are at immediate risk in global Travel & Tourism due to the coronavirus pandemic, according to the World Travel & Tourism Council. Asia Pacific is expected to be most heavily impacted with up to 49 million jobs at risk throughout the region, representing a loss of nearly US\$ 800 billion to Travel &



**GRIMEK KHIZAKHE**  
Chief People Officer  
The Fern Hotels & Resorts

Tourism GDP. The latest figures also suggest that in Europe, up to 10 million jobs in Travel & Tourism are at risk, totalling a loss of nearly US\$ 552 billion.

**In light of the present crisis, a lot of hotel employees are being laid off. Is there any alternate you want to suggest at the moment?**

These are difficult times both for employees and employers. Not many employers can afford to bear wages of employees for zero productivity. However, instead of laying off people, they could be sent on furlough (leave without pay) and even paid some percentage of their salary as furlough pay, to help them overcome this crisis.

**Do you think retaining talent during such crisis is important? If yes, why?**

Yes, it is very important to retain talent because when the pressure is high, you need a dependable team as they are important to the operations and they imbibe the company's vision and mission. They think outside the box, implement solutions and are motivated to overcome any crisis and you do not want to see them giving their best for your competition.



**Asia Pacific is expected to be most heavily impacted with up to 49 million jobs at risk”**



Hyatt Regency Chennai

Several hotels across India are maintaining some level of occupancy by providing facilities for quarantine and as a result, helping several communities during this challenging period

# Battling slim occupancies

The COVID-19 outbreak has impacted the hotel market across India, leaving many hotel owners and operators in the lurch. **Jaideep Dang**, MD, Hotels & Hospitality Group, JLL India, gives an overview of the damage.



Anupriya Bishnoi

## How bad the impact of COVID-19 is on the industry?

The impact of COVID-19 on the hotel sector, as we are all experiencing, is severe. Several hotels in the country have either suspended their operations or are operating with single digit occupancy. Other revenue streams such as F&B, spa etc. are non-existent, at this time. Unlike many other frontline businesses such as retail and entertainment, hotels and aviation are physical services which do not have the scope to go online. With the suspension of travel and curtailment of movement around India, these sectors are more vulnerable than other parts of the economy.

## What alternate options do you suggest to hotels at the moment?

Businesses often innovate during times of crisis and uncertainty. Particularly, innovation in business is often driven by an ability to aid the larger cause and help people and communities. For example, in the F&B space, some hotels are providing food deliveries within a radial distance, and thus generating cash flow. To optimise food and operational costs, the menu provided by such hotels is limited. Elsewhere across India, several hotels are providing facilities for quarantine and therefore maintaining some level of occupancy and as a result, helping several communities during this challenging period.



**JAIDEEP DANG**  
Managing Director, Hotels  
& Hospitality Group, JLL



**Maintaining room rates may serve as the primary contributor to managing revenues and fixed operating expenditures”**

## How hotels should not tamper with the price points since it takes a lot of time to recover?

We're advising hoteliers to carefully consider holding room rates, despite low occupancies. Travel bans will greatly restrict the number of business and leisure travellers for the time being and will not provide any incentives to potential guests. Slimmer occupancies will always place pressure on hotel revenues, and given this unprecedented environment, maintaining room rates may serve as the primary contributor to managing revenues and fixed operating expenditures.

## What should be industry's immediate recovery plan?

Once the lockdown is lifted and the environment becomes conducive to restart travel, hotels could first shift their focus on domestic demand – essentially in the hinterland. It is possible that travellers may be hesitant to travel by air and prefer driving down to upcountry locations ideally within five to six hours from their homes. These could be short trips preferably around weekends. Potential resorts may likely start getting back room demand earlier than city business hotels. On the other hand, city hotels could rely on staycation demand – which is again a form of leisure travel originating from within the city.

# Quarantine facility at ibis

ibis Aerocity has reserved 149 rooms across three dedicated floors for quarantine facilities. **Shwetank Singh**, VP - Development and Asset Management, InterGlobe Hotels, shares what it takes to run a property with this facility.

 Anupriya Bishnoi

## Can you tell us more about the quarantine facility at your hotel?

At ibis Delhi Aerocity we are providing full support and assistance to the government in their efforts to control the situation. At present, we have reserved 149 rooms across three dedicated floors for guests who have been instructed by authorities to undergo a self-quarantine process.

We remain committed to continuing this facility till this pandemic is managed and we are informed that the state and private healthcare facilities can handle the situation and take it forward. Given the multiple lockdowns, all the hotels are currently functioning with minimum staffing.

Having said that, the safety and well-being of our staff and guests is our priority and we are following stringent hygiene procedures as per government directives to ensure that the facilities are managed well.

## What are the charges per room and is government paying for this facility?

The charges are being paid by the guests or individuals availing the quarantine facility at the hotel. The government has not made any specific announcement with regards to any benefits yet. However, any relief measures can wait as our focus currently remains on ensuring that maximum number of people can benefit from our facilities.

The charges for this facility are INR 3,100 + taxes per day. This includes three meals, tea, coffee, and two bottles of mineral water every day along with the other hotel facilities such as Wi-Fi services and TV. Additionally, the hotels will also be making sure that the laundry of the guests who are quarantining is not mixed with other guests.

## Will you extend this to other hotels as well?

Currently this facility is only operating at ibis Aerocity. Although, if there is a requirement or a government advisory or an appeal for any region, we would be happy to consider extending this service to other hotels as well.

The reason why we have not made any such decision until now is because setting up such facilities requires approvals from the government authorities where there must be a certain volume of people who need help on the basis of an appeal from the government. We are



**SHWETANK SINGH**  
Vice President - Development  
and Asset Management  
InterGlobe Hotels

“

Any relief measures can wait as our focus currently remains on ensuring that maximum number of people can benefit from our facilities”

monitoring this situation very carefully and ensuring that all the necessary steps are taken with a quick turnaround time.

## How are you taking care of the laundry and food services since this service requires special attention? How is sanitisation being taken care of?

Owing to the ongoing lockdown, our goal is to minimise the wastage and excess preparation of dishes. As a result, we have discontinued all three buffet slots in all hotels until further notice as the occupancies and the requirement of a buffet is low.

Considering the decline in the amount of occupancies, the concerned guests can directly order à la carte to their rooms. During breakfast hours, a menu is provided from which the guests can order accordingly. While the dishes are prepared and served fresh, this would help us control costs and avoid wastage in these crucial times.

That being said, all General Managers and Operation Teams are working together to ensure that preparation is done judiciously. With regards to sanitisation, we are making sure that our hotels are being sanitised every two hours and all hygiene standards are being followed as per the guidelines. In addition, all our raw materials for food and beverages are properly sanitised and washed before being prepared.

# STR's overview on the

STR gives an overview on how the ripples of the epidemic were felt in February, warning the industry of severe impact. We give you a rundown of the performance of various regions since the beginning of February.



## United States

US hotel industry reported significant year-over-year declines in the three key performance metrics during the week of March 15-21, 2020. In comparison with the week of March 17-23, 2019, the industry recorded the following:

- **Occupancy:** -56.4 per cent to 30.3 per cent
- **ADR:** -30.2 per cent to US\$ 93.41
- **RevPAR:** -69.5 per cent to US\$ 28.32

“RevPAR decreases are at unprecedented levels—worse than those seen during 9/11 and the financial crisis,” said **Jan Freitag**, STR’s Senior VP of Lodging Insights. “Seven of 10 rooms were empty around the country. That average is staggering on its own, but it’s tougher to process when you consider that occupancy will likely fall further. With most events cancelled around the nation, group occupancy was down to one per cent with a year-over-year RevPAR decline of 96.6 per cent.”

Aggregate data for the ‘Top 25 Markets’ showed steeper declines across the metrics: Occupancy (-66.3 per cent to 26.2 per cent), ADR (-35.2 per cent to US\$ 105.40) and RevPAR (-78.2 per cent to US\$ 27.59).

San Francisco/San Mateo, California, recorded the worst declines in each of the three key performance metrics: Occupancy (-80.7 per cent to 16.6 per cent), ADR (-44.7 per cent to US\$ 151.25) and RevPAR (-89.3 per cent to US\$ 25.08).

New York, New York’s drop in RevPAR (-86.5 per cent to US\$ 26.98) was due primarily to the second-steepest decrease in occupancy (-80.5 per cent to 16.8 per cent).

New Orleans, Louisiana, matched for the second-largest decline in RevPAR (-86.5 per cent to US\$ 20.02), mostly because of the third-largest decrease in occupancy (-76.0 per cent to 20.2 per cent).

## Europe

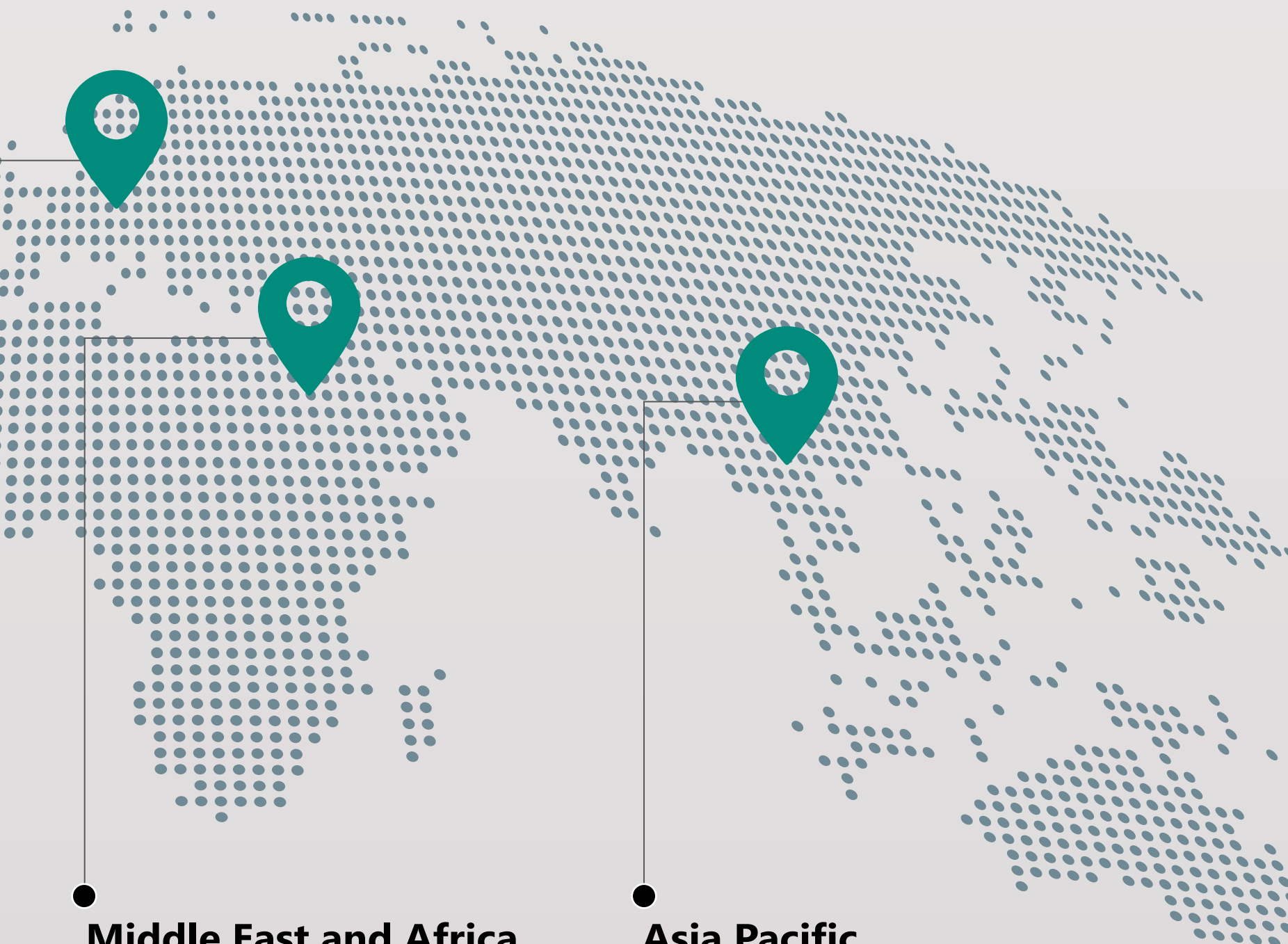
Europe’s hotel industry reported mostly negative results in the three key performance metrics during February 2020.

- **Occupancy:** -1.8 per cent to 63.6 per cent
- **ADR:** +1.2 per cent to EUR 101.68
- **RevPAR:** -0.6 per cent to EUR 64.68

February data had not yet shown the full COVID-19 impact on hotels across the continent.



# pandemic globally



## Middle East and Africa

Hotels in the Middle East reported mostly negative February 2020 performance results, while hotels in Africa posted mixed results across the three key performance metrics.

### Middle East

- **Occupancy:** -3.0 per cent to 69.8 per cent
- **ADR:** -10.3 per cent to US\$ 133.40
- **RevPAR:** -13.0 per cent to US\$ 93.07

### Africa

- **Occupancy:** -0.4 per cent to 61.6 per cent
- **ADR:** +1.4 per cent to US\$ 113.31
- **RevPAR:** +1.0 per cent to US\$ 69.78

February data had not yet shown the full COVID-19 impact on hotels across the region.

## Asia Pacific

Reflecting the effects of the COVID-19 pandemic, hotels in the Asia Pacific region reported a significant decline in occupancy, but fairly steady room rates during February 2020.

- **Occupancy:** -37.7 per cent to 41.2 per cent
- **Average daily rate (ADR):** +1.9 per cent to US\$ 107.35
- **Revenue per available room (RevPAR):** -36.5 per cent to US\$ 44.27

The Asia Pacific region was the first to show a significant COVID-19 hotel performance impact. In February specifically, China's occupancy dropped 75.9 per cent to an absolute level of 14.0 per cent. Also, of note, Singapore was down 46.9 per cent to 46.4 per cent; South Korea dropped 30.0 per cent to 42.7 per cent; and Japan fell 22.4 per cent to 64.7 per cent. At the market-level, Sanya's occupancy plummeted 89.8 per cent to 7.8 per cent. Shanghai was down 82.0 per cent to 9.7 per cent. Hong Kong fell 73.0 per cent to 24.0 per cent.



Hyatt Hotels

# Stay calm & choose safety

Jonathan Mills, Managing Director, RCI APAC & DAE Global writes on the scale of this pandemic.

**N**ovel coronavirus has caused a bumpy road for the travel and tourism industry. The point to be noted here is that the tourism industry accounts for 10 per cent of the world's GDP and jobs. We as an industry are seeing occupancies declining, groups cancellations. It is easy for the hospitality industry to get caught up in the vortex of panic and depression. In the face of an unprecedented challenge, the World Tourism Organization with the support of the World Health Organization has called on innovators and entrepreneurs to put forward new solutions to help the tourism sector recover from COVID-19.

This is a time where the world is coming together to discover workable and implementable arrangements and solutions, the industry globally is attempting to discover solutions together and that is incredible. At RCI we have put members and partners first and are doing



**JONATHAN MILLS**  
Managing Director, RCI  
APAC & DAE Global

everything we can to help them with most ideal and best possible assistance.

So, what will recovery look like? As of now, for both domestic and international trips, ample number of bookings have been postponed by travellers at large to Q3 2020 for safety reasons. We, as an industry should try to have a forward-thinking approach and know that there will soon be signs of pent-up demand in Q4 2020 and Q1 2021. Millions of people are now waiting to travel again. At present, we can raise awareness by helping customers through sharing regular updates on the COVID-19 travel restrictions by the government and utilise this time for internal trainings. The focus right now for the industry should really be on the day-to-day services, make sure you keep providing the best services and connectivity so the customers don't face any issues while re-scheduling or cancelling bookings, because they will eventually come back depending on the service they were provided.

While it's difficult to predict how the COVID-19 epidemic will progress, there's a silver lining: COVID-19 isn't the first outbreak to occur in recent years, and global economies have already recovered from severe diseases like SARS, Chikungunya and Ebola. I feel, once the outbreak is under control, it would take up to seven to 10 months for the tourism sector to return to its normal levels. The travel landscape through this crisis will inevitably change. In the meantime, the travel industry should stay calm and choose safety. This is in the best interest of the customers and the industry at large.

## DID YOU KNOW?

RCI is one of the leaders in vacation exchange, offering the world's largest vacation exchange network and providing products and services to enhance the vacation ownership experience. It's one of the many reasons why more resorts trust RCI to deliver vacation exchange services to its subscribing members than any other company across the globe. Through the core exchange programs, RCI Weeks, RCI helps its subscribing members take the vacations of their dreams and explore the world through access to over 4,300 affiliated resorts in 110 countries.



The World Tourism Organization with the support of WHO has called on innovators and entrepreneurs to put forward new solutions”

# Expect normalcy in second quarter

Suhail Kannampilly, CEO, The Fern Hotels & Resorts, shares why the situation looks better in the second quarter of the financial year and how industry is getting impacted with this unprecedented crisis



HT Bureau

## What is your analysis on the current situation?

Hospitality industry is facing an unprecedented crisis. This is probably one of the worst phases for the hospitality and travel industry worldwide. There have been no instances where entire countries have been locked down. Due to this pandemic the entire world economy has taken a massive beating. Though things have started easing out a bit in China, other world powers such as US, UK, Germany etc. are still fighting COVID-19 and it is going to take a long time to get back to some semblance of normalcy.

## As far as your current plans are concerned, how much of it do you see getting accomplished?

As far as Indian hospitality industry is concerned, it has suffered massively due to the complete lockdown. It is going to take a while for the industry to recover. In the short-term, the first quarter of the new financial year will be hit the hardest as things stand. The situation should hopefully become better in the second quarter. However, it depends on how soon this virus is contained. We expect some bounce back on the domestic business front. International business will show recovery in the third quarter of the financial year.

## A lot of hoteliers were cheering about the Indian hotel industry finally picking up. Do you think the present crisis has thrown the industry 10-years back in time or do you still see some hope?

This is a crisis which is not confined to just the hospitality industry. It is spread across nations, hurting all the industries. I feel by end of May we will start seeing the virus impact diminishing across the world and it will bounce back to 'pre-corona' numbers within six months.

## Once this is all done, what recovery mode do you suggest?

Once the situation starts getting normal, our first focus would be on the domestic business movement as companies would be itching to get back to work. The next step would focus on 'domestic leisure' followed by international travellers. We already have started to get queries for business from China for the month of November.

## What are your suggestions for the future?

Patience and belief are the two most important words at this point of time. India has taken the strongest steps compared to any other country to mitigate the damage



**SUHAIL KANNAMPILLY**  
CEO  
The Fern Hotels & Resorts



and stop the spread of the virus. We need to be patient and hope that these measures will yield results.

## How exactly is Fern Group dealing with the situation?

This fiscal year is very challenging for the industry. The growth patterns are going to be shaken up. The occupancies will take a massive hit. The impact will be across all the categories, however the luxury properties, I believe, will witness the hardest hit. We have informed our staff that any subsidy or benefit given by the government will be used to regularise salaries. I have also suggested to our staff that they must be in touch with our guests; enquire about their well-being; be there for them if they need us; and finally use this opportunity to re-analyse the business. We need to run through the P&L/trial balance with a fine-tooth comb and see how we can make this a healthier and more profitable business once the situation reverses.



International business will show recovery in the third quarter of the financial year”

# F&B industry: What's next?

As the set targets go south of the hotel and related industries, F&B industry is witnessing its worst crisis ever. A few stalwarts share their revival strategy and how badly the business is impacted.



Anupriya Bishnoi



**AKSHAY ANAND**  
Founder  
Ophelia and Toy Room

### The impact

The COVID-19 pandemic has adversely affected the F&B industry across the country. Considering it as a moral and ethical duty as citizens of this nation, we had taken a call to shut down both our restaurants even before the government passed on a notice to do so. Most of the restaurants and bars took a massive hit even before the disease was announced as a pandemic due to patrons taking self-precautions and avoiding public places. This had a domino effect on dining joints and support industries like beverage distributors, vegetable and fruit vendors, marketing agencies, to name a few. Needless to mention, millions of families are supported by this industry which employs F&B staff, DJs, security staff and other personnel.



### The recovery plan

Once the nation overcomes this unfortunate crisis, restaurants and bars will face a colossal task trying to re-establish themselves. We will have to ensure that all staff members are fully out of danger before starting the operations. Safety and hygiene measures like sanitising the premises should be the topmost priority. The staff

needs to be motivated to give their best and create new experiences for their patrons.

### How long do you think it will take for the industry to stabilise?

We as owners of restaurants and bars need to understand that the entire country has come to a halt. Gaining the same pace as before will require a lot of patience, diligence and hard work. But I am sure we will gradually reach the milestones set by the same teams which set them earlier.



Once the nation overcomes this unfortunate crisis, restaurants and bars will face a colossal task trying to re-establish themselves”



**ZORAWAR KALRA**  
Founder  
Massive Restaurants

### The impact

The current pandemic is one of the biggest shocks to the entire human race. Its impact is not just what we are dealing with presently. It will have a snowball effect in the months to come. The F&B industry is among those industries that have been hit the worst. Restaurants are not operational, manpower in our industry do not have the option to



work from home. It is impacting everyone in the industry in a big way.

### The recovery plan

The recovery plan should be to come back stronger. We need to reassure guests that it is safe to come out and eat. It will take several months for the industry to stabilise.

We are hopeful and look forward to welcoming our patrons once everything is safe. We eagerly wait to serve them in the true spirit of hospitality.

The recovery plan should be to come back stronger. We need to reassure guests that it is safe to come out and eat”

## ANURAG KATRIAR

President NRAI and Executive Director & CEO  
deGustibus Hospitality

### The impact

F&B industry, along with travel and tourism, are perhaps the two most impacted industries due to COVID-19 and the resultant lockdown. We are right now fighting for our mere survival. This is the worst time that the industry has ever witnessed. With global recession staring at us, even the immediate period post COVID doesn't look too bright. We are watching with bated breath as the sordid corona story unfolds. The eventual degree of impact on us will largely depend on the duration of this lockdown and extent of damage/mortality the coronavirus leaves behind in India.

### The recovery plan

Before going to post-pandemic planning, I would urge the restaurateurs to kindly use this period to reimagine and retool their business models. Make it as low-risk and as asset-light as possible. Post-pandemic recovery will neither be quick nor will it be easy. I advise everyone to keep patience, stick to the basics and be frugal with their money. Start planning for the working capital requirements now; you will need a lot of it to start business and survive for a few months post the pandemic. Adopt a low-risk model.

### Government support

The initial support that we sought from the government was more like an emergency life-support system to keep ourselves afloat. We had asked for deferment of all statutory dues, extension of dates for renewal of licenses, moratorium on term loans, unemployment pay cover for our employees, and extension of interest waiver on all debts. These steps were aimed at conserving our cash flows and deploying them towards more humane needs such as salaries to employees and payments to small suppliers. We have achieved some degree of success on this front with deferment of GST and license fee renewal in a few states like Maharashtra and Haryana. RBI also announced a moratorium on loans. However, if the lockdown continues for a longer period, these measures will not suffice and government

will have to step in with some kind of social security cover for people working in the sector. In the long run, we will need a massive stimulus package from the government encompassing things like easy availability of interest-free and collateral-free loans, restoration of input tax credit on GST, tax holiday and much more.

### Alternatives to keep restaurants floating

As long as the lockdown continues and our expenses remain as they are, there is no hope of survival for many in the trade unless they own

normal for first three to six months, which may go up to 60-70 per cent after six months. In the best case scenario, it may take us a year to get back to the pre-COVID numbers. This will lead to a massive bloodbath in the interim.

### How soon will the situation get back to normal?

In the immediate term, we will definitely see an impact on the Indian culinary revolution because the focus will be on mere survival. With complete capital erosion, investment into new ideas will also be subdued but the brighter side is



their property. While home-delivery business is permitted currently, there is hardly any volume there to eke out a living and we don't even know how long the permission will remain in place.

### The damage

It is almost a 100 per cent erosion of revenue right now. Post resumption, I expect the business volume to be in the range of 30-50 per cent of

that many chefs may be indulging in newer creative pursuits during the lockdown and they may unleash them sooner than later. However, consumer sentiments for stepping out to a crowded bar or spending top bucks at a swish restaurant will be muted. If the prediction of global recession immediately post COVID comes true, it will get even worse for us, with both corporate and individual spending going down.



**Start planning for the working capital requirements now; you will need a lot of it to start business and survive for a few months post the pandemic"**



## INDERJEET SINGH BANGA

**Promoter  
Prankster, Pirates of Grill**

### The impact

We are looking at a situation of zero revenue across all restaurants and fixed costs continuing which is a huge cash crunch situation. While employee care is of foremost importance, saving the business also is a critical question. Between the three stages of survival, revival and finally thrive we are at the first stage right now as an industry.

### The recovery plan

When and how the recovery starts is a question only time can answer. However, one thing is clear that it shall require employers, employees and stakeholders, that is, landlords



and government agencies to support each other to tide over the crisis. Employers need to be mentally strong; employees need to take it as a challenge for their families as well as business. Landlords need to support in zero rentals till closure and a downsize rental

during recovery period till this is over. As an industry, one of the key changes we are seeing presently is that home delivery is going to be the future, also hygiene inside the restaurant, audited supply chain and safety of staff and guests in terms of social distancing is going to be the way forward. Also, smaller and value-added formats will see early recovery as compared to luxury and gourmet dining.



**Smaller and value-added formats will see early recovery as compared to luxury and gourmet dining”**



## DINESH ARORA

**Founder  
Unplugged Courtyard and La Roca**

If we look at the reports and expert advice, then the common thing that comes out is to take care of hygiene and have some healthy options in menus. The biggest concern for us is to convince the customer to feel safe and healthy at the outlets. It's tough to determine anything on that front as of now, we don't even know how long this crisis will continue. WHO has suggested that it took China a 90 days period. So, if we are



able to make people aware and our economy become functional, it may

still take up to six months. As our country is in complete lockdown, we as a dine-in brand don't have any offerings. Even the delivery outlets are being hit by it and there is a huge downfall in online orders.



**The biggest concern for us is to convince the customer to feel safe and healthy at the outlets”**



## AKSHAY CHAWLA

**General Manager  
The Manor Hotel**

### The impact

To say the impact is catastrophic and long-term is an understatement. It took almost two decades for the restaurant industry to mature and come to a level of any other major global metropolis at least in big cities like Mumbai, Bengaluru, Hyderabad, Delhi etc. The real non-

quantifiable impact will be on small businesses which are unstructured and depend hugely on domestic tourism. They directly and indirectly employ a large network of producers, suppliers, employees and vendors.

### The recovery plan

Recovery cannot happen without adequate financial support from the government, banks and large financial corporations. For spenders to gain confidence in going out,

ordering in and splurging again, it will need a major boost from all of the above as well. As an organisation, the plan should be to rebuild, rework on the concepts where required and establish models that can sustain periodic slumps during the bumpy economic recovery we all anticipate.

### How long do you think it will take for the industry to stabilise?

This completely depends on how long it remains closed or subdued. Since the industry is so dynamic, it should become sustainable soon is what we can hope for.



**Recovery cannot happen without adequate financial support from the government, banks and large financial corporations”**

# Looking for respite from govt

**Sarbendra Sarkar**, Founder and MD, Cygnett Hotels and Resorts, gives an overview on how the properties have been impacted and how difficult it is going to be for the sector to sustain on slim occupancies and zero reservations.

 HT Bureau



**SARBENDRA SARKAR**  
Founder and Managing  
Director  
Cygnett Hotels and Resorts

## How has COVID-19 impacted your business?

This pandemic has adversely affected our entire industry. Though in February we managed to achieve 97 per cent of the budgeted revenues, we've experienced exponential growth in cancellations of about 90 per cent in March, while new reservations are now almost zero. We have similar numbers in terms of cancellations across all properties. April to June 2020 at this moment looks bleak, unless a vaccine is found at the earliest and the lockdown is lifted. We are looking forward to some respite in the form of reforms/schemes from the government. Currently, we are looking at major gaps in our fruitful months - May and June, for resort destinations, will be lost to the lockdown. If we go by past examples, like SARS from 2004, the hospitality industry suffered a blow but bounced back soon. In China, life is returning to normal, with domestic flights in the air again, and reopening of manufacturing units, we are being positive that this too shall pass.

## What do you think will be the long-term effect of this on the industry?

It is hard to say anything at the moment as the situation is quite volatile. The business may pick up within a couple of months or may take up to two quarters to recover completely. Factors such as an international travel ban, and drug invention will play a major role in deciding the

future course of our industry. On the positive side, once the lockdown is lifted, people will want to travel cautiously. On the other side, hospitality is not the only industry that has taken a hit. The economy is at an all-time low and several other industries have also been impacted leading to salary cuts, unpaid leaves, job losses etc.

## Once this is all done, what recovery mode should you suggest?

We already had a focussed strategy for 2020 in place before the pandemic hit. The plan now is to review our current procedures and the progress we've made so far; see what's working and what's not and make changes accordingly. The focus is to plan for the post-COVID-19 period. We are in the process of working out the nuances of our strategy.

## What are you expecting from the government?

We are thankful that the government is proactively taking steps to support the economy. RBI's three-month moratorium is a welcome relief. Furthermore, we are hoping that in the coming months, the government introduces schemes/reforms that enable liquidity. In fact, to aid us with these tough times, we have requested the government for the following:

- An extension of additional six months to the moratorium on all working capital principal, interest payments on loans and overdrafts without categorising the companies as NPAs, thus ensuring business continuity.
- Double existing overdraft limits for the industry enabling immediate ease of cash flow, thus helping avoid mass employee lay-offs.
- 12-month deferment of all statutory dues such as GST, Advance Tax payments, PF, ESIC, customs duties (Central government), excise fees (State government), taxes, and power & water charges.
- Deferred renewals periods for all permits, licenses, bank guarantees & security deposits across the tourism, travel, hospitality & aviation industry.
- TCS exemption in line with GST holiday granted to airline and hospitality sector.
- Roll back the new provision proposed in Budget 2020
  - TDS under the GST law that enables travel agents/tour operators/OTAs to withhold one per cent/five per cent TDS while remitting payments to airlines, hotels, etc.
- Also, the appointment of a special committee, dedicated to T&T to draft necessary policies and measures to revive the sector.














We are also hoping that they introduce short-term interest-free loans to help us rebuild the business.

“

We are hoping that in the coming months, the government introduces schemes/reforms that enable liquidity”







# Know the brand:

Take a peek into the brands that Wyndham Hotels & Resorts offer.

 <p><b>La Quinta</b> Is Wyndham's midscale brand. From free daily breakfast to pet-friendly rooms, the brand provides a bright stay for each guest.</p>	<p>Is an upscale brand. From weddings to business conferences, the state-of-the-art meeting spaces and creative catering options set the perfect scene for all events.</p>	 <p><b>Ramada by Wyndham</b> Is a midscale brand and is located across over 60 countries and has the most airport locations internationally compared to all other hotel brands.</p>
 <p><b>AmericInn by Wyndham</b> Is a midscale brand and its objective is to make guests feel at home while offering free Wi-Fi and pet-friendly rooms. The brand has a pool and a fitness centre across its hotels.</p>	 <p><b>Esplendor by Wyndham</b> Is a lifestyle brand that combines art &amp; design in each of its hotels. From its renovated historical buildings featuring local art to newly built hotels, the stay becomes memorable.</p>	 <p><b>Super 8</b> Is a value brand which offers designed guest rooms and the stay includes free Wi-Fi and free breakfast.</p>
 <p><b>Days Inn by Wyndham</b> Is a value brand and most Days Inn hotels provide free Wi-Fi, plus some offer restaurants, bars and meeting spaces to round out healthy and productive stays.</p>	 <p><b>Hawthorn Suites by Wyndham</b> Is an extended stay brand which offers all the essentials, such as free Wi-Fi and well-equipped kitchens.</p>	 <p><b>Trademark Collection by Wyndham hotels</b> Is a lifestyle brand which offers tailored experiences inspired by local culture. Whether you're in town for a getaway, conference, wedding, or special event, this brand will take care of all.</p>
 <p><b>Dazzler by Wyndham</b> Is a lifestyle brand and for the guest's convenience, rates include breakfast until 12 pm, a welcome mini bar, and check-out extended by two hours.</p>	 <p><b>Howard Johnson by Wyndham</b> Is a value brand which offers free Rise &amp; Dine breakfast and lets kids stay free.</p>	 <p><b>Ramada Encore by Wyndham</b> Is the new-build, select-service hotel brand for the connected business traveller.</p>
 <p><b>Dolce Hotels &amp; Resorts by Wyndham</b></p>	 <p><b>Microtel Inn &amp; Suites by Wyndham</b> Is a value brand where the suites have extra space, with extras including a pull-out couch, additional workspace, and a kitchenette that provides the convenience of home.</p>	



# Wyndham

 <p><b>Travelodge by Wyndham</b></p> <p>Is a value brand that features artwork from the See America Project in its lobbies. It's a brand for the adventure seekers.</p>	 <p><b>Wyndham Garden</b></p> <p>Is a midscale brand and its hotels are located in key business, airport, and suburban locations to make your travel a bit easier.</p>	 <p><b>Wingate by Wyndham</b></p> <p>Is a midscale brand that offers free breakfast and Wi-Fi and in-room ergonomic workspaces. The brand offers everything you need to stay connected, productive, and on schedule.</p>
 <p><b>TRYP by Wyndham</b></p> <p>Is a lifestyle brand that channels the energy of the world's most exciting destinations to bring local experiences to the travellers.</p>	 <p><b>Wyndham Grand</b></p> <p>Is a distinctive brand which provides a gateway to distinctive stays in some of the world's most beautiful destinations.</p>	 <p><b>Wyndham</b></p> <p>Is an upscale brand which offers "We Do" at Wyndham. The hotels provide idyllic settings and signature services to make weddings special.</p>

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# Stalwarts in kitchen equipment business

Mittal International is one of the pioneers in providing commercial kitchen equipment to hotels from the year 1968. **Rajinder Mittal**, Owner, Mittal International, tells us more.

 Kanchan Nath

**M**ittal International is the leading importer of kitchen equipment for hotels and other institutions catering to the needs of food & beverage industry of India. Renowned for its customised service, the company offers a wide range of products for the hospitality industry. On long-standing and humble beginnings, Rajinder Mittal shared, “Mittal International has been a marketing

company since 1968. Initially we marketed refrigeration and air conditioning spare parts. Around 42 years ago, we introduced the Scotsman ice machine, and then the Taylor ice-cream machine. A couple of years later we introduced Cappuccino and Espresso machines, the make was Kimberly. Then we started marketing the dishwasher called Winterhalter. Post this, we have added more companies.”

“

I think our company has the highest stock of equipment; 20 per cent of our stock is spare parts”

## USP

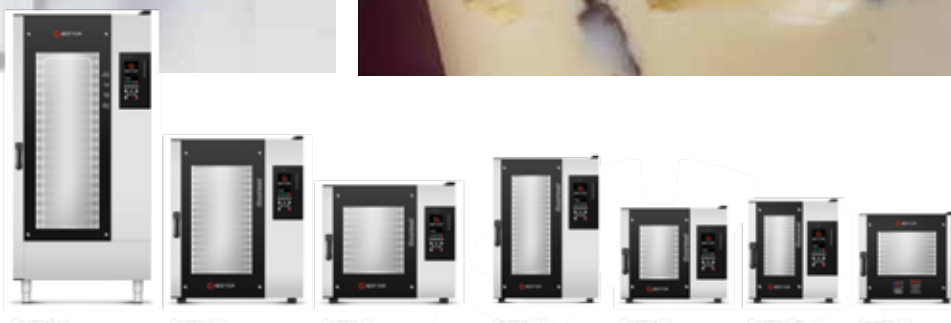
Explaining about their company, he said, “We are marketing equipment to hotels, restaurants, key accounts like McDonald’s, KFC, Pizza Hut, Taco Bell etc. We do sales as well as provide after-sales service; 20 per cent of our stock is spare parts & there are 35 technicians all over India. We have a stock of parts in Mumbai and Chennai as we have branches there. In June 2019 we opened a new showroom in Mumbai. The showroom has an office, a demo centre, and samples of all major equipment. We also keep stock of equipment, machines and spares in Chennai. This helps feed the South India market.”

Elaborating on his years of experience, he stated, “I have been in the business for 52 years, my son joined me 25 years ago. He is now managing the business and is responsible for imports, sales, marketing etc. I am his helping hand. He is based out of Delhi and keeps travelling. I think our company has the highest stock of equipment and spare parts.” Reminiscing on how the industry has grown, Mittal shared, “I have seen the 1982 Asian Games when





many hotels were built, and no import of equipment was allowed. We had to get our own licenses and promote our machines. For restaurants, we did not sell anything as we could not have stock of the equipment. Later on, it was allowed, whereby we could keep a stock of the equipment to be sold – that helped us grow manifold.”



### Competition and service

“A lot of competition has come up, 15 of our former employees have started the same business. We must have trained more than 100 technicians all over India to look after the equipment problems; the market has expanded. We generally employ refrigeration and electrical engineers; training is going on regularly. We have to give the installation service. We have done a lot of hotel projects in the past. We keep getting enquires from all hotel chains. Our recent projects include Like Holiday Inn Pune, Fortune Gurgaon, Westin Pune, Radisson Pune, Fortune Chail, Fortune Rajkot & Fortune Durgapur,” he added.

### Kitchen equipment trends

Elaborating on trends in kitchen equipment, he said, “The main item of demand is the dishwashing machine as labour is becoming costlier. This product is going not only to hotels and restaurants, but canteens, institutes & government establishments. However, our major item is the Scotsman ice machine, the largest ice machine in the world. The company has six factories in US, Italy and China. They manufacture 200,000 ice machines. The capacity of these machines is from 25 kg to 10,000 kg. The 10,000 kg machine is used in the fish and marine products industry, laboratories, and Sports Authority of India.”

### Aahar 2020

On Aahar he said, “We started participating in Aahar with a 30 sq.ft. stall and have moved onto 220 sq.ft.

“The main item of demand is the dishwashing machine as labour is becoming costlier”

However, since they started rebuilding, we have got a 50 sq.ft. stall. We promote new products each time we are there.

We are promoting Henny Penny products from US and China; they are the leaders in frying technology. We are also promoting Combi ovens from Italy and Hotmax, which is our own brand. We have old as well as new clients. We participate in Aahar every year as well as when it takes place in Chennai, Bengaluru and Mumbai.”

### Ease of doing business

On government policies, he commented, “They have improved for importers, allowing them to get custom clearances. However, 28 per cent GST on dishwashers is too much. After all, dishwashing machines save labour, are hygienic and reduce breakage of cutlery. For other items, 18 per cent GST is okay. On challenges, he added, “Unfortunately, there is a tendency to use the equipment for a very long time. Many people do not replace the equipment, which is very important.” On hospitality, he said, “I heard few years ago that Shanghai has more star category rooms than India. Today India too has a lot of star category rooms. Yet more needs to be done.”

## Drape it right

A name to reckon with internationally when it comes to high quality furnishing fabrics, Clarke & Clarke has launched a new collection of furnishing fabrics – Eden, available at Maishaa. A collection in cotton and linen blend, Eden scores with its enchanting hand drawn prints in myriad colours that suit every mood. The vibrant prints of bugs, dragonflies, buds and flowers of this collection seem to have come from the Garden of Eden. A combination of the 'English country garden' and ornate damasks, brimming with vitality and bright hues, the collection is absolutely charming. Wild ferns, rambling leafy trails and bejeweled dragonfly prints dance on dual-purpose cotton.



## Digital oven

AKASA professional baking range is now available in digital electric panels for more precise controls and more accurate baking to match your needs. The elegant and compact design comes with full stainless-steel inner and outer body. It is available in five different capacities and sizes, all of which come with blowers and specially designed stainless-steel heaters to ensure uniform baking throughout the oven. A double walled body and insulated oven door ensures no heat loss during the baking process. It is ideal for roasting and baking.



## Bite into Ruby

ITC's Fabelle, acclaimed for re-defining the Indian luxury chocolates segment, had forayed into the FMCG chocolates segment in two formats, Fabelle Choco Deck and Fabelle Soft Centres in 2018. In line with the chocolate maker's endeavour to deliver one-of-a-kind chocolate experiences for Indian consumers and set trends with distinguished chocolate offerings, Fabelle has announced the launch of a unique and differentiated Fabelle Choco Deck Milk & Ruby Chocolate to delight connoisseurs. This latest addition to Fabelle's range of layered chocolate bars – Fabelle Choco Deck – is India's first mass premium chocolate bar containing the new Ruby chocolate.



## Faber's semi integrated dishwasher

Semi integrated Dishwasher by Faber, saves quite a bit of time and water in any kitchen, as its efficiency means it uses much less water as compared to hand washing. The latest generation of Franke dishwashers guarantees the very best performance. Class A+ for low consumption, excellent washing and drying results in a short space of time. It embodies the company philosophy: premium quality raw materials and excellent finished products; ease of use and total safety; reduced water and energy consumption with environmental protection in mind.



## Steely Look Chandeliers

The White Teak Company has recently launched Steely Look Chandeliers Collection across all their stores in India. The collection comprises of chandeliers which resemble steel in colour, brightness and strength. Certain chandeliers have even used steel as material, for instance, Shimmer & Glimmer Chandelier has a stainless steel shade in chrome finish with crystal and glass diffuser while Play the Field Chandelier has a base ring made of metal in matte black finish with metal finish in chrome with hinges in gold brushed finish.



## Stay radiation protected

To address the concern of electrosmog, Syenergy Environics, pioneers in the field of radiation protection, has launched EnviroGlobe – India’s first, radiation protection solution for healthier homes & workplaces. EnviroGlobe protects an area of 300 sq.ft. (10 ft. radius) from the ill-effects of radiation. One needs to charge it with sunlight for about 15 minutes, once a week.

## Cornitos Tortilla wraps

Cornitos, the flagship brand of Greendot Health Foods, has launched Wheat Flour Tortilla Wraps for consumers looking to make flavourful Mexican snacks with ease. Imported from Europe, these wraps are soft, ultra-thin, easy to roll and cut. One pc gives around 120 kcal energy and has 17 g carbohydrates and just 2.5 g fat content. Consumers can make Mexican recipes like enchiladas.



## Art on the wall as paper

Momenti, the Italian custom design company that offers tailor-made designs for the entire living environment from floor to wall coverings, furniture to accessories and artworks, has launched a new collection of wallpapers from its Crazy Paper range that allow you to add a bold touch to your space. The Italian brand’s new range is brought to India by Ottimo. Momenti incorporates art in design.

## Record right at night



EZVIZ has introduced the first EZVIZ C3W Colour Night Vision Wi-Fi Camera featuring colour night vision. This innovative security camera makes it dramatically easier and smarter for users to protect their home and business anytime, anywhere. This latest offering from EZVIZ enables one to see colour images in the dark, making them look more real and clear. The innovative products and services from EZVIZ can be used at homes, workplaces, stores, schools, and more. EZVIZ empowers partners to share its unique cloud services, and together build a thriving Internet of Things.

## Platinum Frypan

Vinod Cookware has announced an extension to its range of TriPly Platinum Series, with Platinum Frypan. Breaking the Indian stereotype, the cookware, allows burn-free experience in stainless steel. The Platinum Frypan comes in three layers i.e. Stainless steel – Aluminium – Stainless steel and is in line with its Triply Platinum Series. The inner layer is 18/8 food-grade which helps in maintaining hygiene and enables contamination free cooking. The second layer is made of aluminium which enables distribution of heat for even and burn-free cooking.



## Hawwoods unveils its new collection

Hawwoods has recently unveiled its new collection Pre-Assembled Chevron’ from Design. Design from Hawwoods encompasses a collection that includes engineered as well as solid wood planks, along side a select range of genuine reclaimed wood. Intricately patterned wood floors are now very much the trend, and Design collates all the Hawwoods’ blocks which are perfect for the job. This collection consists of wood floor patterns such as Herringbone, Chevron and Versailles.

## Stay stylish with leather furniture



The exclusive range of leather furniture from Ficus Fine Living embodies a harmonious blend of style, sophistication and comfort. The traditional look is perfect for those wanting style in comfort and is particularly appropriate for mountain and vacation homes. The furniture is elegant in design, finish and is tailored to perfection.



### < AKSHAY THUSOO

Vice President – Sales  
Sarovar Hotels

Thusoo brings with him almost a decade of experience across hospitality, media and automobile industries. In his new role, he will be responsible for conceptualising and implementing sales strategies at both corporate and regional level.



### < AMIT K SINGH

Corporate General Manager – Operations  
Sayaji Hotels

Singh has over two decades of experience in the hospitality industry. He will play a pivotal role in overseeing all aspects of operational excellence at Sayaji Group of Hotels. Singh is a stickler for perfection.



### MANAV MALHOTRA >

General Manager  
Le Méridien Mahabaleshwar  
Resort & Spa

Malhotra brings with him over 16 years of experience in core hotel operations and has held managerial roles with several renowned hotel chains. He will oversee all the operational and commercial aspects of the hotel.



### NAGESH CHAWLA >

General Manager  
Renaissance Mumbai

Almost two decades ago, Chawla began his stint as Front Office Manager at Renaissance Mumbai, and later became Director of Rooms. He has worked as Resident Manager at the JW Marriott Hotel, Hong Kong.



### < JEN VARGHESE

Director of Sales and Marketing  
Renaissance Bengaluru Race  
Course Hotel

With an experience of 16 years in the hospitality sector, Varghese has expertise in sales and strategic planning. In the new role, he will maximise hotel revenues through sales and marketing strategies.



### < JOHN MATHULLA

Executive Assistant Manager  
Holiday Inn Chennai OMR IT  
Expressway

Mathulla has been with IHG for few years now and is skilled at multitasking in a fast-paced environment. He is well versed with the brand style of IHG & has skills that keep up to the brand expectation.



### AJAY DHASMANA >

Front Office Manager  
Sheraton Grand Bengaluru  
Whitefield Hotel

With over 13 years of experience, Dhasmana brings an array of skills to the table. He will ensure stellar services in all aspects of guest relations & satisfaction, operations management and manpower planning.



### SHALIN JOSE >

Director of Spa  
The Westin Mumbai Garden City

Jose has over 16 years of experience in the wellness industry. He will be responsible for bespoke experiences at the Heavenly Spa by Westin in addition to ensuring the staff are trained to the highest degree of excellence.



### < KAILASH GUNDUPALLI

Director of Culinary  
Novotel Hyderabad Convention  
Centre and Hyderabad  
International Convention Centre

Bringing over 20 years of hospitality experience, In his new role, Gundupalli is predominantly responsible for formulating and implementing the department's standard operating procedures.



### < ARABINDA SETH

Executive Chef  
Fairfield by Marriott Kolkata.

Leading the kitchen management team vis-à-vis daily operations, Seth is responsible for ensuring quality standards in compliance to f&b policies, planning and pricing menus, food presentation and working in tandem with the catering department.

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