

HOTELS & RESTAURANTS INDIA

fhrai magazine

OCTOBER 2017

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A MONTHLY ON HOSPITALITY TRADE
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GARISH OBEROI ELECTED AS PRESIDENT, FHRAI



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Garish Oberoi
President, FHRAI

Dear fellow members,

It is a matter of great pride and honour for me to take over as President of this prestigious organisation, which was constituted in 1955. I intend to continue the illustrious legacy of the association, where our distinguished past Presidents made considerable efforts in taking FHRAI's agenda forward to achieve a higher and more balanced growth. I would like to emphasise here that to realise our aspirations for India, we need to work hard and reinforce the crucial role that FHRAI plays in growth and development of the tourism and hospitality sector of the country. Our role as an association is to address the concerns of the industry and the guest in the most effective manner by bridging the gap between the policymakers and consumers, thereby developing a well-balanced ecosystem.

Through this column, I would like to congratulate Ministry of Tourism, Government of India, for celebrating Paryatan Parv, which will run nationwide from October 5-25, 2017. 'Dekho Apna Desh', tourism for all, and interactive sessions including workshops under tourism and governance are the key components of Paryatan Parv. In the overseas markets, Union Ministry of External Affairs, through Indian Missions, will also be conducting outreach programmes to encourage people to visit with special focus on PIOs who have never visited the country.

The President of India **Ram Nath Kovind** launched the 'Incredible India 2.0 Campaign', 'Adopt a Heritage' project, and new Incredible India website at the National Tourism Awards, 2015-16. The launch of the campaign marks a shift from the present generic promotions being undertaken across the world to market-specific

promotional plans and product-specific creatives, with greater focus on digital presence and social media.

'Adopt a Heritage' project plans to entrust heritage sites to the public and private sector companies, and individuals for the development of tourist amenities. They will become 'Monument Mitras' and adopt the sites. The new Incredible India website is an advanced version of the website with more useful features.

We welcome the decision of GST Council for increasing the composition threshold from ₹75 lakh to ₹1 crore. Changing the periodicity of filing returns and paying tax from monthly to quarterly for dealers with a turnover of up to ₹1.5 crore are steps in the right direction. This would substantially ease compliance. We would also urge the government to give due thrust and boost to tourism and hospitality; the GST slab of 28 per cent needs to be reviewed favourably.

We have planned an eventful year ahead to serve our members as well as stay committed to furthering the needs of the trade and industry. I look forward to your support so that we can together carry forward the glorious traditions of FHRAI in the months to come. Your suggestions and views will be highly appreciated.

May this Diwali be the harbinger of joy and prosperity to you all!

With warm regards,
Garish Oberoi
President, FHRAI

“We would also urge the government to give due thrust and boost to tourism and hospitality; the GST slab of 28 per cent needs to be reviewed favourably”

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OCTOBER 2017

COVER STORY 36

A COMPENDIUM OF IDEAS

Key takeaways from knowledge-sharing sessions at FHRAI's annual convention, delving on the potential the country holds for hospitality and areas of improvement

Cover Design
Yogendra Baghel



36 COVER STORY

10 FHRAI DESK



34 INTERVIEW

CONTENTS

THIS MONTH

PRESIDENT'S MESSAGE	03
SECRETARY'S MESSAGE	08
FHRAI DESK	10
NEWS UPDATES	28
PRODUCTS & SERVICES	60
EVENTS	67
APPOINTMENTS	68

FEATURES

INTERVIEW 34

FHRAI 2018: EXPANDING BASE

Garish Oberoi, the new President of FHRAI, shares with us his blueprint for the association and how he is keen on expanding its membership base

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FEATURES

OPINION 46 ATTAINING SUSTENANCE WITH PROFIT

Regional Presidents deliberate on how sustainable tourism is the need of the hour and what the concept entails



48 PANEL DISCUSSION

PANEL DISCUSSION 48 PARTNERING FOR DEVELOPMENT

With the hospitality market laden with risks, we try and understand if being a stand-alone entity is the way to go



52 GUEST COLUMN

GUEST COLUMN BACK TO THE ROOTS 52

Processed foods, a concept that had fast gained momentum in India, is now losing its sheen. Take a look at how indigenously grown products are now the choice of many



67 EVENTS

VIEWPOINT 54 FHRAI CONVENTION: AN ANALYSIS

Attendees at FHRAI's 52nd convention share with us their key takeaways from the event and how the convention acts as a platform for learning and knowledge-sharing

FAMILY ALBUM 64 HPMF'S GRAND CELEBRATIONS

Glimpses from HPMF's seventh anniversary celebrations at Indana Palace Jodhpur, Rajasthan



60 PRODUCTS & SERVICES

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This issue of FHRAI Magazine contains 68+4 pages cover

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Surendra Kumar Jaiswal
Hony. Secretary
FHRAI

“It will be our priority to take up the matter with MoEF, including CPCB, to review the categorisation of hotels and rules relating to environmental clearances”

Dear fellow members,

World Tourism Day has been celebrated throughout the world. With the theme of 'Sustainable Tourism - A tool for development', we recognise our commitment towards maintaining a greener and healthier environment.

The past several decades have seen a growing awareness in the hospitality sector regarding environmental and social impacts of hotel development and operations, to the extent where sustainability issues have permeated nearly every aspect of the industry. The guiding principle is reduce, reuse, and recycle.

The hospitality sector has been putting its best efforts to successfully integrate eco-friendly practices into operations and is finding ways to maintain a focus on careful stewardship of resources as well as attention to people who work in the industry. However, after making so many efforts such as zero discharge, waste water treatment through recycling and reuse, rainwater harvesting, and several other measures, the sector is being penalised with a handsome amount of Sewerage Charge. The sector is also facing undue hurdles in smooth functioning due to categorisation of hotels under Red, Orange, and Green by Central Pollution Control Board, even though most hotels are connected to a municipal sewerage system and considered as 'permitted commercial activity' in most zones of a city as per their respective master plans.

Through this prestigious forum, it will be our priority to take up the matter with MoEF, including CPCB, to review the categorisation of hotels and rules relating to environmental

clearances. I would reiterate here that for the hospitality sector, sustainable development is a journey and not a goal.

It was heartening to note that the Prime Minister, in his address to the nation through the 36th edition of his monthly radio show- Mann ki Baat, emphasised on promoting domestic tourism by travelling within India. While the industry is overwhelmed by the encouragement given by him, we wish to reiterate that to make India a must-visit destination, the quantum of Goods and Services Tax on the hospitality sector should be brought down to 12 per cent, resulting in 'One tax, One nation'.

Infrastructure status to hotels and single-window clearance to simplify hotel licensing remain a challenge, and are the core areas to be considered in days to come. I am confident that under the leadership of our able President and the current team, FHRAI will continue to take up issues that vex the hospitality industry. We are open to addressing issues and taking suggestions from our members through this prestigious forum.

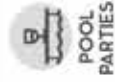
Wishing you a very happy and prosperous festive season!

With kind regards,
Surendra Kumar Jaiswal
Honorary Secretary, FHRAI



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Glimpses from 61st AGM AND EC MEETING

Snapshots from the 61st Annual General Meeting of FHRAI held at Le Méridien, New Delhi, on September 23, followed by the Executive Committee meeting. It was here that the new President of FHRAI, Garish Oberoi was elected.

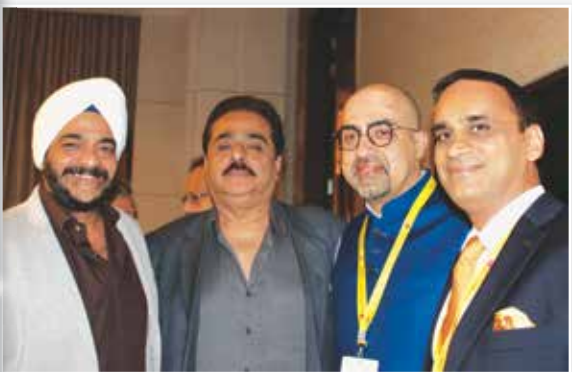




A euphoric turnout @ THE ANNUAL CONVENTION

A look at the EC meeting as well as FHRAI's 52nd Annual Convention held from September 14-16, 2017, at Bengaluru. Delegates got a chance to network and take back knowledge from the engaging panel discussions.





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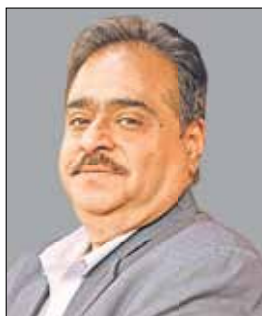
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FHRAI
52ND ANNUAL
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SEPT 14-16, 2017



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FHRAI CONVENTION

RESOLUTIONS: Bengaluru, 2017

The following resolutions were taken at the 52nd FHRAI Annual Convention held in Bengaluru from September 14-16, 2017:

1. To provide the Indian hospitality industry with a level playing field to effectively compete with our global peers and other tourist-friendly countries, it is imperative to rationalise GST at 12 per cent, to be applicable only on actual and not published tariff.
2. FHRAI is deeply committed to support and facilitate the effective implementation of the skill development initiative of the Government of India by introducing a third of its seats at FIHM, Greater NOIDA, towards the implementation of skill development programmes for middle-level management.
3. FHRAI has been actively pursuing with the government that classification should be delinked from taxation as it places an unfair burden on the hotelier who is subjected to a higher tax rate when he is classified in a higher star category. FHRAI has developed its own classification norms- Indian Hospitality Quality Standards, which are contemporary and dynamic, and members have enthusiastically endorsed and adopted as the standard that all our members will follow. TFCI has indicated that they are willing to recognise Hospitality Quality Standards along with the existing classification norms espoused by Ministry of Tourism.
4. FHRAI is committed to support restaurateurs in their endeavours and will pursue to induct them as our members to dispel the notion that FHRAI is a body that is exclusive to hoteliers.
5. FHRAI has signed an agreement with Smarter Dharma Sustainable Solutions to provide guidelines for hotels and restaurants to adopt best environment practices such as energy utilisation, water or waste management, climate change outreach, and technology.
6. FHRAI is in advanced talks with hotel associations in BIMSTEC countries- Bangladesh, Bhutan, Nepal, Myanmar, India, Sri Lanka, and Thailand, to enter into mutual agreements so that the members of the hotel associations can co-ordinate on reciprocal basis for the development of hospitality in the BIMSTEC region.



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GST COUNCIL MAY SLASH RATE FOR AC RESTAURANTS

The GST Council has recommended a slash in GST rate for air conditioned restaurants to 12 per cent from the previous 18 per cent. This recommendation was made

during the Council's 22nd meeting held on October 6 in Delhi under the chairmanship of the Union Minister of Finance and Corporate Affairs, **Arun Jaitley**. The federal tax body

has set up a five-member panel of state ministers to make the quarterly tax filing and payment scheme for small businesses more attractive and to rework the tax rate on restaurants.

K. SYAMA RAJU RE-ELECTED AS PRESIDENT AT SIHRA'S 66th AGM

At the 66th Annual General Meeting (AGM) of South India Hotels and Restaurants Association (SIHRA) that was held on September 22, 2017, at Feathers (A Radha Hotel), Chennai, **K. Syama Raju** was re-elected as President of the regional association.

T Natarajan, CEO, GRT Hotels and Resorts, was re-elected as Honorary Secretary and **K. Murali Rao**, Managing Director, New Woodlands Hotel, Chennai, was re-elected as Vice President for Tamil Nadu and Puducherry.



K. Syama Raju
President
SIHRA

Other Executive Committee members who were re-elected at the Annual General Meeting include Dr. M Venkadasubbu (Darling Residency, Vellore); D Srinivasan (Annapoorana Group of Hotels, Coimbatore); M Balakrishna Reddy (Bliss Hotel, Tirupati); BD Prabhushankar (Ashraya International Hotel, Bengaluru).

Jose Pradeep (Yuvarani Residency) was also appointed as a member of the Executive Committee during SIHRA's Annual General Meeting for this year.

SIHRA

IN MEMORIAM: LATE INDER SHARMA



A pioneer in the Indian travel industry, Inder Sharma, Chairman of The Select Group, passed away in New Delhi on September 4. He was 85 years old and is survived by his wife Dr. Aruna Sharma and his daughter Neeraj and son Arjun.

Sharma opened the first SITA World Travel (India) office in New Delhi in 1956. The many hats he donned include being awarded the Padma Shri in 1990 by the Government of India for his contribution in the field of tourism. He was the President of Travel Agents Association of India (TAAI) from 1966-69 and 1978-79. TAAI presented him with the 'The Agasthya Award' in 1993 for his achievements in travel and tourism.

Sharma was also awarded by the British Tourism Authority with the Holder of the Keys to Britain Award in 1980, the only Indian to have been so awarded. He was inducted to the 'Hall of Fame' in 1993 by the Indian Association of Tour Operators (IATO). He was honoured with 'Life Membership' of PATA at the 44th Annual Convention held at Auckland in April, 1995.

In 1998, the Government of Nepal honoured him with the 'Friend of Nepal' award while the Government of Sri Lanka recognised his efforts to promote tourism to Sri Lanka in the same year. He was awarded Lifetime Achievement Award 2007 by the World of Travel & Tourism, among other accolades.

The travel and hospitality industry comes together in this time of grief and deeply mourns his demise.

MOT AND HRAEI COMMENCE PARYATAN PARV 2017



HRAEI took an active part in the commencement of Paryatan Parv 2017 with the Ministry of Tourism, Government of India, with a marathon walk that began from Town Hall in Kolkata on October 5. Ministry of Tourism, in collaboration with other central ministries and state governments, has organised Paryatan Parv 2017 across the country from October 5-25.

The objective of this programme is to draw focus on the benefits of tourism, showcasing the cultural diversity of the country and reinforcing the principle of 'Tourism for All', an objective that beautifully complements the vision and mission of HRAEI.

Ace actor of stage and screen, Sabyasachi Chakraborty, was the Chief Guest for the occasion. JP Shaw, Regional Director (East),

(Photo on top) Mahesh Sharma, Minister of State for Culture (I/C) and Environment, Forest & Climate Change and Alphons Kannanthanam, Minister of State for Tourism (I/C) and Electronics & Information Technology at the inauguration of Paryatan Parv 2017. Also seen here is Rashmi Verma, Secretary, Ministry of Tourism.



Sudesh Poddar
President
HRAEI

Ministry of Tourism, Government of India; Sudesh Poddar, President, HRAEI; Mohammed Azhar, Honorary Treasurer, HRAEI and many other dignitaries were also present at the event. This participation reaffirms HRAEI's support for the remarkable

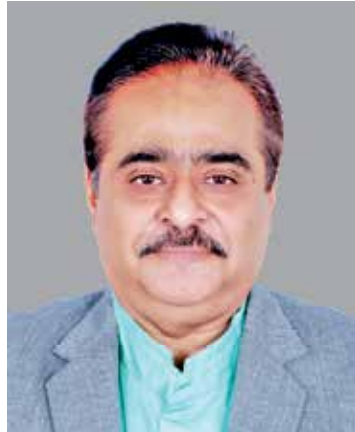
prospect of tourism in this part of the country. **Poddar** said, "We are very happy to collaborate with this unique initiative of the Ministry of Tourism. The hotel and restaurant industry in the eastern region is well prepared to provide a world-class experience to both domestic and foreign tourists. Our capacity to accommodate and service more people has steadily been increasing. We need to make the eastern region comprising 12 states and a Union Territory a flourishing destination for domestic and foreign tourists by projecting their captivating tourism assets."

He also added, "We believe that encouragement from the government will definitely make a marked difference. Such initiatives will help us reach a wider section of people."

HRAWI ELECTS DILIP DATWANI AS PRESIDENT FOR SECOND TERM

The Hotel and Restaurant Association of Western India (HRAWI) re-elected **Dilip Datwani** as President at its 67th Annual General Meeting (AGM) held in Mumbai. Datwani served in the role of President for the year 2016-17 and will now continue to serve in the same capacity for the term of 2017-18. Gurbaxish Singh Kohli will also continue to serve as Senior Vice President for the same tenure while Pradeep Shetty has taken a sabbatical for this year and Sherry Bhatia replaces him as the Hony. Secretary.

Datwani is also the Vice President of the Federation of Hotel and Restaurant Associations of India (FHRAI), the apex body of all the regional associations of hotels and restaurants across the country. He has been an active voice and part of the hotel and restaurant fraternity for over two decades. Datwani previously served as Chairman of the Membership Committee, Chairman of the Classification Committee, and Senior Vice President of HRAWI. He is Chairman and Managing Director of Datwani Hotels, and owns and



Dilip Datwani
President
HRAWI

“HRAWI has urged authorities to review unfavourable clauses that have brought along certain hardships”

operates Shatranj Napoli, a restaurant in Pali Hill, Bandra, Mumbai.

“Firstly, I thank all our members for re-electing me as President. The last one year has been an eventful time for the hotel and restaurant industry, be it the issue of liquor ban along state and national highways, the GST, demonetisation or Service Charge.

I must mention that through all these tough times, HRAWI petitioned, engaged, and diligently followed up with the concerned authorities and ministries to resolve the issues faced by hoteliers and restaurateurs.

The introduction of GST brought forth both opportunities and challenges. In the short run, it is expected to be one of the biggest disruptions for the industry. To bring about a smooth transition, HRAWI has urged authorities to review unfavourable clauses that have brought along certain hardships for the industry.

Other than this, we will continue working with various government authorities on several fronts that the association has been pursuing in the interest of hospitality and tourism in India,” says Datwani.

HRAWI

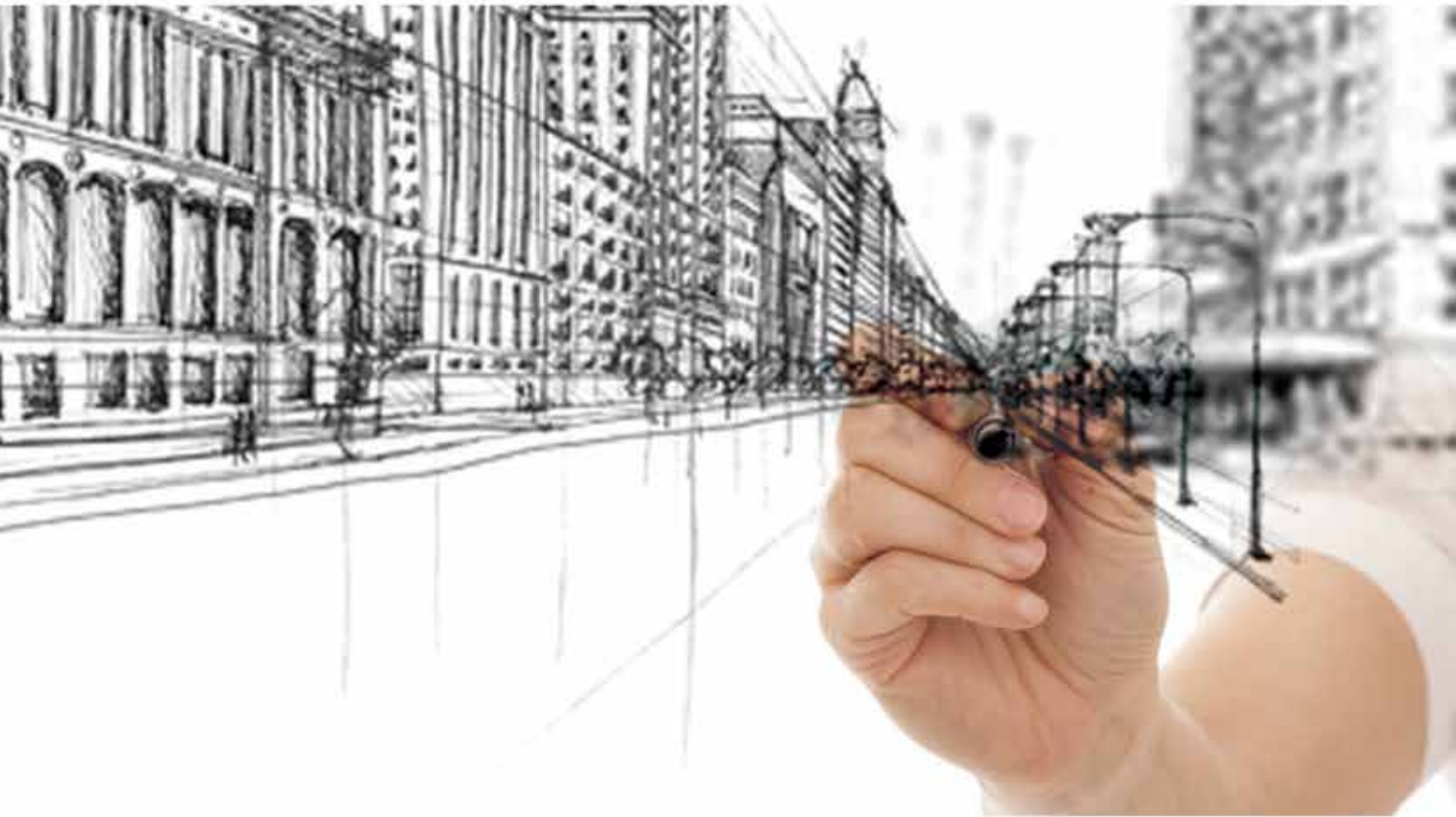
GREENOTELS AND HRANI HOLD SUMMIT ON SUSTAINABILITY

GreenOtelS kicked off its first Northern region summit, along with HRANI, on sustainability in hospitality. The Summit was held in Delhi-NCR on August 29, at The Leela Ambience Gurugram Hotel & Residences. Held under the aegis of HRANI and ESOI, the Summit was the first-of-its-kind to be held for the hospitality industry in the northern region and witnessed the convergence of policy makers, including officials of the Pollution Control Board and Secretary of New and Renewable Energy and Power. The Summit was



(L-R) Sujit Banerjee, Secretary General, WTTC India; Anand Kumar, Secretary, Ministry of New & Renewable Energy, Mandip Soin, Founder, ESOI and Surendra Kumar Jaiswal, Hony. Secy., HRANI.

HRANI

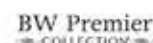


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attended by prominent members of the industry and the government.

Setting the tone of the convention, **Minakshi Agarwal**, Founder and CEO, GreenOtels, said, "We have to make the causes to have the effects. GreenOtels is the cause and healthier bottom lines for the industry and society will be the effect. Nature has been creating a zero-waste lifestyle for 3.8 billion years, I am confident that we can as well."

Laying out the obstacles on the road ahead, she said, "The biggest challenge in becoming a green hotel is our mindset. So, in a country where we put seat belts not to protect ourselves but to save that fine, perhaps green hotels can also be a reality either when it becomes mandatory through legislation or when it starts making business sense."

Surendra Kumar Jaiswal, Hony. Secretary, HRANI, in his welcome address, stated, "Hoteliers are putting their best efforts to successfully integrate eco-friendly practices into their operations and are finding ways to maintain a focus on careful stewardship of their resources, as well as attention on the people who use and work in the hotel." He further stated that after making so many efforts, there still exist issues that need to be discussed with government agencies. He advocated for an open dialogue with the industry to find practical solutions. While concluding, he was emphatic in his declaration that, "HRANI, with GreenOtels as partner, will continue to put in best efforts to become a collective force in shaping the hospitality and tourism industry into an eco-sensitive industry."

The keynote address at the event was delivered by Dr. CB Ramkumar, Director, Global Sustainable Tourism Council, who very simply and eloquently explained the relevance of climate change and sustainable tourism. The Summit witnessed the presence of Anand Kumar, Secretary, Ministry of New & Renewable Energy,



Renu Thapliyal, Secretary General, HRANI, felicitating a senior official from Haryana State Pollution Control Board.



(L-R) Minakshi Agarwal, Founder and CEO, GreenOtels; Renu Thapliyal, Secretary General, HRANI; Anand Kumar, Secretary, Ministry of New & Renewable Energy and Surendra Kumar Jaiswal, Hony. Secy., HRANI.



Delegates at the GreenOtels convention.

who said, "You take pride in calling it green hotel or eco-hotel; you should take pride in putting all your hotels on net-zero, when you are drawing all energy from the renewable side."

He continued to add, "I would urge through this forum that we must spread or make an appeal to hotels, resorts, and all stakeholders in the tourism industry to use and commit themselves to renewable power."

Mandip Singh Soin, Founder, ESOI, shared, "Good environment sense is a good business sense; this is a no-brainer for everybody."

Sujit Banerjee, Secretary General for WTTC India shared, "I want to come out with a new pledge after attending this conference- Eat less, use less, want less. We have to switch from CSR (Corporate Social Responsibility) to ESG (Environmental Social and Governance)."

The team at GreenOtels, along with its knowledge partners and advisers from the global tourism and hospitality industry, has successfully launched this movement in seven cities- Bengaluru, Jaipur, Chennai, Kochi, Pune, Goa, and Mumbai, this year.

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PORTFOLIO

IHG LAUNCHES AVID HOTELS, ITS MIDSCALE BRAND



IHG has revealed the name of its new high-quality midscale brand, avid hotels, alongside a brand logo and renderings of the hotel exterior and guest room. First introduced to owners at the IHG Americas Conference in June, avid hotels is franchise-ready, officially marking the start of licensing in the US for this much-anticipated new brand. More than 150 owners have already expressed interest in the brand, demonstrating the strong demand and great potential for avid hotels in this market segment. IHG expects the first avid hotels locations to begin construction in early 2018, and the first hotel is anticipated to open in early 2019. This brand is designed for travellers who want a hotel stay that meets their expectations for the type of hospitality they value most – the basics done exceptionally well – at a price point expected to be slightly less than IHG’s industry-leading Holiday Inn Express brand.

Keith Barr, Chief Executive Officer, IHG, says, “With the introduction of avid hotels, we’re set to add another one and extend IHG’s leadership position in this segment. With 14 million potential customers looking for the type of hospitality avid hotels will offer, this new hotel brand represents a significant growth opportunity for IHG.”

LAUNCH

LOUVRE HOTELS GROUP LAUNCHES SECOND HOTEL IN PINK CITY



Louvre Hotels Group has launched Golden Tulip Essential, an Upscale smart hotel in Jaipur. Designed for millennials, Golden Tulip Essential Jaipur is a full-service hotel that houses an all-day dining, multi-cuisine restaurant, a fully equipped business centre with state-of-the-art conference facilities, and rooftop banquets for social functions and gatherings.

Committed to deliver impeccable service with an array of international-standard services, luxury amenities, and modern infrastructure, the property promises the best of hospitality. Golden Tulip Hotels and Resorts currently operates 26 hotels across 19 cities

in South Asia and is in the process of opening 6-8 properties across the country in the next one year.

Speaking at the occasion, **Vimal Singh**, Managing Director, Golden Tulip Hotels and Resorts, South Asia, said, “The launch of Golden Tulip Essential Jaipur further strengthens our brand presence in the city and affirms our rapidly growing network across the country.

With our second property in the city, we will further enhance our leisure portfolio in the market and offer options to guests travelling for leisure or business.”

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Hospitality players awarded at National Tourism Awards

Commemorating World Tourism Day, the Ministry of Tourism organised the National Tourism Awards at Vigyan Bhavan, New Delhi, on September 27, 2017. President of India **Ram Nath Kovind** graced the occasion as the Chief Guest and gave away awards in various categories. **KJ Alphons**, Minister of State (I/C) for Tourism, Government of India, presided over the function.

Rashmi Verma, Tourism Secretary, welcomed the dignitaries and guests, including tourism ministers of states and state government officials, members from the travel and hospitality sector, leading hoteliers, travel agents, and tour operators. Key players in the hospitality industry were rewarded on the occasion for their innovations and dedication to service.

S.No.	Category	Winner
1	Best hotel in the country	(5-star Deluxe): The Oberoi Udaivilas, Udaipur and The Taj West End, Bengaluru (5-star): Trident, Gurgaon (4-star): Vivanta by Taj - Kumarakom, Kerala (3-star): Hotel Bliss, Tirupati
2	Best Heritage Hotel	(Grand): Fateh Prakash Palace, Udaipur (Basic): Samode Haveli, Gangapole, Jaipur
3	Best hotel based meeting venue	The Ashok, New Delhi
4	Hotel providing best facilities for the differently abled guests	The Lalit New Delhi
5	Best Eco Friendly Hotel	ITC Maurya, New Delhi
6	Best Stand Alone Restaurant	Khyber Restaurant, Mumbai
7	Best Chef (In 4-star, 5-star, 5-star Deluxe, Heritage, Classic and Grand category hotels)	Chef Arvind Rai, The Ashok, New Delhi
8	Best Lady Chef	Chef Madhumita Mohanta, The Lalit Great Eastern Kolkata
9	Incredible India Bed & Breakfast establishment approved by the Ministry of Tourism, Govt. of India (Gold and Silver)	House of Kapaali, Greater Noida



ASSOCIATION

NRAI RESTRUCTURES MANAGING COMMITTEE

The National Restaurant Association of India, in its 35th Annual General Meeting, announced a major reshuffle to its Managing Committee. The meeting was held at India Nightlife Convention & Awards (INCA), Hotel Four Seasons, Mumbai. New appointments made to the Managing Committee include Pratik Pota, CEO, Jubilant Foodworks; Zorawar Kalra, Managing Director, Massive Restaurants; Priyank Sukhija, Director, Lazeez Affair; Kabir Suri, Director, Azure Hospitality; Varun Tuli, Managing Director, Yum Yum Cha; Nitin Saluja, CEO, Sunshine Teahouse (Chaayos) and Sam Chopra, Chairman, Carls Junior.

Other committee members include Anurag Katriar, Executive Director & CEO, Degustibus Hospitality; AD Singh, Director, Olive Bar & Kitchen; Mohit Khattar, CEO, Baskin Robbins; Rahul Leekha, Director, Coffee by Di Bella; Manu Chandra, Partner, Olive Café South and Kayum Dhanani, Managing Director, Barbeque Nation. The new Managing Committee also elected the Office Bearers for the year 2017-19.

Riyaaz Amlani, President, NRAI, while announcing the new appointments, said, "Restaurant industry stalwarts have come together to promote and strengthen the Indian food services sector.



NRAI wants to work with the government and authorities as a cohesive unit to promote the restaurant industry. It generates revenue that is 1.6 times of Indian railways, is twice the size of the IT industry, contributes over 2.1 per cent to the GDP, and provides employment to over six million Indians."

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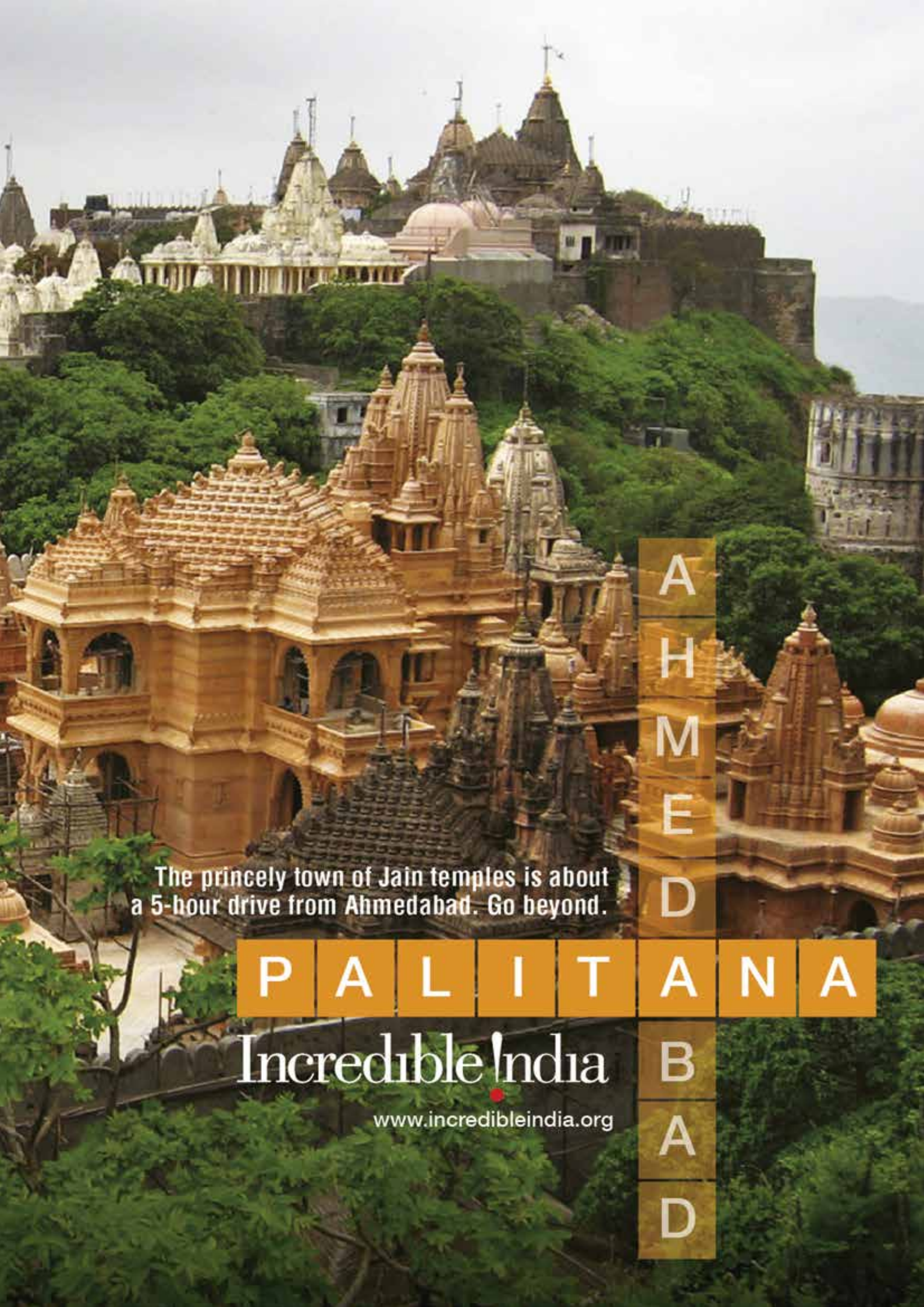
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FHRAI 2018: Expanding base

Kanchan Nath



Garish Oberoi

WHAT WILL YOU BE CONCENTRATING ON AS PRESIDENT OF FHRAI?

The last tenure of the President and the Board saw a very shaky year for the hospitality industry from demonetisation and the liquor ban to getting used to the GST. In the liquor ban issue, we went to the court and the state governments as well. A lot of effort and energy went into that; I am happy to say that we could win 90 per cent of the battle, where the court appreciated our situation and most of the hotels and bars that were affected by the ban were eventually reopened. There still are a few bars and restaurants that are left since there is a little lacuna at the Gram Panchayat as well. There are states like Kerala and Maharashtra where the Gram Panchayats are the challenging areas, forestalling the opening of new hotels, restaurants, and bars. We must address this issue and it is a top priority for me.

With regard to GST, we have been trying to convince the government to not treat us as a luxury. The GST

slab of 28 per cent is still very high. We had been fighting for a low slab of 8 per cent and will keep fighting to get a slab of 12 per cent to try and end the 18 and 28 per cent slabs. I do hope that we get some success on that. My agenda is that I will be meeting through my Board and personally, the finance ministers of different states and try and get them on board to reduce this further.

Industry status, categorisation of hotels in Red, and other concerns on guidelines issued by CPCB and MoEF, dialogue with Ministry of Consumer Affairs, issues related to MRP, PPL and IPRS, and FSSAI regulations are the major areas wherein the Association needs to focus in days to come. The Association also needs to adapt to the pace of the changing world by embracing the digital age. Providing information to all stakeholders instantly through all kinds of social media is the need of the hour.

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CAN YOU TELL US ABOUT THE VISION DOCUMENT FOR THE ASSOCIATION?

The vision document for FHRAI was first started by one of our ex-President's, Kamlesh Barot. I am taking a cue from that document and also trying to bring all four Presidents on the same page so that once we have a consensus, we will have a vision document for

“

Will keep fighting to get a slab of 12 per cent to try and end the 18 and 28 per cent slabs

”



the next five years of FHRAI. One of the key items on the vision document is to encourage the membership base. The other is to bring all the regional associations and other travel trade associations on the same platform as FHRAI. I am looking forward to implementing that this year itself. All associations are working together but they are being represented individually; they should all be brought under FHRAI, that being the parent body.

FHRAI was conceived with an idea to enervise the hospitality industry in India and has achieved many milestones in its 60 years of existence. It is the only pan India association for both hotels and restaurants. Being the oldest organisation that works for the promotion and protection of the interests of the Indian hospitality industry, it is time that FHRAI maintains its legacy by strengthening its role as an advocate, communicator, and educator of the key issues impacting the industry on a national as well as global level. FHRAI must strive to become a one-stop data centre capable of updating its members on latest developments in terms of licensing, guidelines on hotels and restaurants, hospitality market research, etc. Content is key and the availability of relevant data will not only boost the industry's performance but also foster growth in the tourism sector. The association should serve as a nodal body providing all the relevant knowledge and information on the hotel and restaurant industry nationwide.

IS THERE RECURRING FACTIONALISM IN THE ASSOCIATION?

There had been some dissent within the Executive Committee (EC) as well as outside it. FHRAI's constitution says that you can be on the EC Board for eight continuous years and then you must take a

break, post which you can come back for four more. The last EC Board wanted to make some changes to that because it felt that in 2018, 60 per cent of the Board, that is the elders on the Board, may have to retire because of this constitution. There was a debate within the Board wherein they said that they should retire, but only one by one and not in one go because then the experience that they held would not be passed on.

Having said that, FHRAI is a dynamic body where the six Board members are from different regions. So, it's up to the region whether they want to repeat the person or have a new person come in. In the North, we have always been repeating, as also in the West. In a couple of other regions, the same people have been coming in for the last 3-4 years and that's where the concern was; they do have their own reasons though. I reached out to some of the senior past presidents who were unhappy with the changes in the constitution and I assured them that as I take over, I will have a consensus with everybody and have a feasible solution to the issue. That consensus has been given and everyone is now on the same page.

WHAT ABOUT INCREASING THE MEMBERSHIP BASE?

That is a challenge and I have always been advocating that in my zone as well, 4500 members of FHRAI is not big enough, considering the size of the country and the kind of people we represent. This number must increase. Our constitution is such that when you become a member, you do not become a member directly, you must come through a zone. Therefore, the push for increasing the members should be at the zonal or regional levels. All the Vice Presidents have whatever support they require from FHRAI in terms of marketing, staff, seminars, and giving back to members; we are willing to do that to get the membership base to increase.

WHAT IS HAPPENING WITH THE FHRAI INSTITUTE?

The FHRAI Institute is being revamped now to offer specialised, short-term skill-based courses with better options of job placements.

WHERE IS THE NEXT ANNUAL CONVENTION SLATED TO TAKE PLACE?

The next convention will be taking place in Lucknow. I also represent the Hotel and Restaurant Association of UP as their General Secretary. Lucknow is a city for foodies and also has a lot of heritage. It will be a new destination and the city now offers good connectivity as well. Numerous hotels have come up here. Various post and pre-convention tours can also be organised in and around Lucknow.



A COMPENDIUM

Eminent guests, keynote speakers, and industry stakeholders congregated for pertinent and impactful deliberations at the 52nd FHRAI Annual Convention. At the three-day event, delegates got a chance to attend panel discussions on relevant topics and network with fellow hoteliers. The theme chosen for this year's convention was 'Hospitality 2025 – The Future is NOW'. The inauguration ceremony was presided over by Gurudev Sri Sri Ravi Shankar ji who blessed the function. Ananth Kumar, Union Minister for Chemicals and Fertilizers; Ashok Chandra Panda, Minister of State, Department of Tourism, Government of Odisha; RV Deshpande, Minister for Large & Medium Industries and Infrastructure Development, Government of Karnataka, and many other dignitaries were also present at the event. While 600 delegates were expected, the convention saw participation from more than 1000 registered delegates.

In his opening address, **T Nataraajan**, EC Member, FHRAI, said, "I welcome delegates from across the country. It's not easy to have such dignitaries on the

same dais. FHRAI is one of the oldest associations in existence and has addressed quite a few issues of hospitality, which you all must be aware of after reading the newspapers. To bring the convention to Bengaluru was a dream of K. Syama Raju, our Past President. He often used to tell me that the last convention of FHRAI that was held in Bengaluru was in the early 80s. He was very eager to showcase modern Karnataka to everyone in India."

PROMOTE DIVERSITY

Speaking at the inaugural session, **Gurudev Sri Sri Ravi Shankar ji** said, "Hospitality is in the DNA of Indians. You go to any village, they welcome you. Whatever they may have, they share with you. I often say that we need to learn teamwork from the Japanese, precision from the Germans, etiquette from the English, and marketing from the Americans. India is still lagging and needs improvement in infrastructure. India has increased its tourism numbers by 11 per cent as compared to previous years; 8.6 million people visited the country this year. Even though India has so much to offer to the world, we are still far behind a small country like Greece,



of ideas

We bring to you a synopsis of knowledge-sharing sessions that were part of FHRAI's annual convention in Bengaluru.

Kanchan Nath

which has 30 million tourists visiting every year. What India needs is infrastructure, more hotels, and more restaurants. There are so many opportunities for spiritual tourism, medical tourism, and now even rain tourism where people can enjoy the monsoon here. We have so much diversity in food, dance, music, and garments. We must encourage more people to come. We should also conduct food festivals from time to time.

People need to be made aware of our different cuisines. Also, there is a need for more and more hotels. For yoga and meditation, many people are drawn to India. We do not necessarily have to ape the standards of Europe or America, we can set our own standards; an indigenous touch is always welcome. Apart from this, India needs more colleges to train youngsters. There is a lot of scope for skill development in our country. If you visit Bali, you will notice the way people deal with guests. There is so much sweetness in their behaviour. Your staff should also exuberate the same happiness; that is something we need to work on."

BUILD INFRASTRUCTURE

There is a dire need to promote infrastructure development in the country so that other sectors can also thrive as a result of it. Addressing the audience at the convention, **Deshpande** said, "Tourism is the highest employment generator. No sector can add as much employment as tourism can. India's biggest concern is still employment as automation, digitalisation, and robotics are replacing human beings. The world has become competitive, and quality and consumer satisfaction have become the order of the day. We hope that by 2025, India will have the largest young population in the world.

Infrastructure must also improve. Karnataka is one of the best-connected states in the country vis-à-vis national and district highways. As far as Karnataka is concerned, tourism is our thrust sector. In the last four years, we have strived to improve roads for better connectivity for tourism. Karnataka has always been a visionary state. The budget for tourism in Karnataka has brought about rich dividends. Footfalls have increased and we are one of the top-five states in the country leading in tourism."

“
India has increased its tourism numbers by 11 per cent as compared to previous years; 8.6 million people visited the country this year
”



Tourism Infrastructure Limited on the fast track, supported facilities at tourist destinations, and facilitated PPP models. We wanted to develop Cauvery, Mysuru, Pandya, Chamunda Nagar, and Guru among others. The Cauvery Tourism Development Authority has also been formed to develop tourism along the Cauvery belt. We also brought The Karnataka Tourism Trade (Facilitation and Regulation) Act, 2015 to bring more investment in tourism; most states do not have this.

Another area of concern is that of guides. Since we did not have professional guides, we selected a few and trained them in foreign languages. The industry must look into this. If we have good human resources in terms of guides, and security and road officials, tourism will flourish."

RELAX CRZ NORMS AND IMPROVE SECURITY

Tourism in coastal states has not grown much. Reiterating this thought, Deshpande said, "I remember the union government was seriously considering relaxation of CRZ norms. I was a part of that. It will give a boost to tourism in the South. Maharashtra, Odisha, Karnataka, Andhra Pradesh, Tamil Nadu, and Kerala would benefit. If beach resorts can come up 15, 20 or 30 metres from the High Tide Line (HTL), why do we restrict them to 250 metres? I think the matter needs to be taken up once more. Relaxation of CRZ norms will give a boost to tourism in the entire area. Security in tourism, especially for women, is another area of concern. In Karnataka, we have taken a lot of initiatives to achieve this."

KARNATAKA FOR TOURISM AND INVESTMENT

Promoting tourism doesn't come easy and every minute detail needs to be looked over. It is essential that the building blocks of the sector are strengthened along with identification of realms that hold potential. Addressing a rapt audience, Deshpande said, "Successive governments in Karnataka have been friendly to the industry and supported investments. We brought Karnataka

ODISHA TRAVEL BAZAAR

A comprehensive plan has been drawn for efficiently and effectively tapping Odisha's tourism potential, targeting a substantial increase in arrivals to the state. Talking about these initiatives, Panda said, "Odisha was the host state for FHRAI's golden jubilee convention. We also recently concluded the IATO convention. In another initiative, we, along with FICCI, have invited the tourism industry to the first Odisha Travel Bazaar to be held between October 15 and 17, 2017, in Bhubaneswar. Odisha has fabulous tourist spots that are spread across the length and breadth of the state, and eastern ports that make it an ideal destination for tourists. The state has some destinations from the Stone Age that are still unexplored. Presently, growth of tourist arrivals to the state is about 9 per cent, which is more than the global tourist arrival rate of 4 per cent. This is a positive sign for the state. Odisha has magnificent temples with Jagannath Temple in Puri, Sun Temple in Konark, and the Mukteshvara and Lingaraja temples in Bhubaneswar. Eco-tourism, ethnic tourism, Buddhist tourism, MICE, etc., have gained momentum. Nature has been very kind to Odisha; it is unique in its mineral and natural resources with almost 35 per cent of the state covered with dense forests."

“

The budget for tourism in Karnataka has brought about rich dividends

”



TOURISM POTENTIAL

Elaborating on the efforts being put in by the government for boosting the growth of hospitality and tourism, **Kumar** said, "The entire hotel delegation came to Delhi during the parliament session regarding the GST rates.

The Goods and Services Tax was a welcome initiative and a proud moment for all of us. However, at the same time, there existed some teething problems. There was some relief when the upper limit of 28 per cent tax was revised from ₹5,500 to ₹7,500. For tariff below ₹5,500, the GST was reduced from 28 per cent to 18 per cent.

One sector that acts as the backbone of tourism across the world is that of hotels and restaurants. Hotels are the main platform around which tourism revolves. I understand that more leeway is required, more persuasion is required. The state finance ministers should also mention this to the GST Council. Odisha must try and convince other state ministers on this move. You must meet finance ministers of different states and deliberate.

Tourism has a lot of potential. Eight million foreign tourists visit India every year and 200 million domestic tourists travel around the country for heritage, pilgrimage, health, and other types of tourism. In 2014, the total domestic passengers in aviation were six crore; they now stand at 10 crore, bringing about a 21 per cent growth. I request you to come out with a charter post your convention and bring that charter to the union and state governments. It should be discussed with the finance and tourism ministers. I assure you in this open convention, I can be your facilitator in Delhi. On your behalf, I will speak to the various ministers so that there is ease of doing business in hotels and restaurants for the growth of tourism in India. If tourism grows, employment grows and helps in the socio-economic development of the country."

“ Presently, growth of tourist arrivals to Odisha is about 9 per cent, which is more than the global tourist arrival rate of 4 per cent ”

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The **FUTURE** is NOW

Nakul Anand, Executive Director, ITC Hotels, at the recently-concluded FHRAI Annual Convention, shared his vision on the theme of the summit, Hospitality 2025 - The future is NOW.

Values in the world today are changing; these changing values bring about new measures of success. Talking about these changes, Anand says, "Products today are not looked at by price, but by the quality and value they provide; people, not by income, but by the quality of life they lead; companies are not judged by profits, but by their efforts towards sustainability; nations, not by their GDP, but by the well-being of their citizens. The world order has drastically changed in the last decade. The top-five companies of 2006 are not even the top-20 in 2016. Business models have transformed the industry."

Change is interesting, especially in terms of how things have altered in recent years. "Cable TV has gone online, *kirana* stores have turned to e-commerce, and traditional banks to digital models. Traditional business houses today are shifting focus- Bitcoin is the world's largest bank with no actual cash; Uber is the world's largest taxi service, yet owns not a single vehicle; Facebook is the world's most popular media content owner, yet creates no content; Alibaba is the world's most valuable retailer, yet has no inventory and Airbnb, the world's largest accommodation provider for homestay, owns no real estate."

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The day has arrived when technology has surpassed human interaction

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Anand further delves into the rise of digital and mobile consumer usage where control has completely gone into the hands of the consumers. "We see a flurry of industry changes. Online search engines are exploring advertising models and metasearch companies are moving to assisted bookings. There

is a blurring of industry value chains and data is the new oil. The travel industry remains the leader in e-commerce maturity with high online penetration. It is this twin rise of mobiles and social media that has made all the difference.”

FIVE GLOBAL TRENDS

Anand elaborates on the five major global trends that will be influencing the world and every business. These include technology, security, geopolitics, sustainability, and health. Most of these trends have an inception in technology itself. Never has service been as important as it is today. Therefore, there is only the accentuation of service. As Albert Einstein feared, the day has arrived when technology has surpassed human interaction. The number of mobiles have exceeded the entire human population. The consumer is the 'King-sumer' and social media is his empire. We live in a world surrounded by Facebookers, bloggers, texters, Yelpers, and Tweeters.

Technology

Smartphone and social media

Giving his explanation on a smartphone-addicted generation, Anand says, “Interestingly, 79 per cent of people say that if their cell phone were taken away, they would be ready to give up alcohol and

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A mass meeting and online culture has emerged where individuals share, engage, create, and collaborate

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chocolates to get it back. The dictionary has added a new word, nomophobia, the fear of losing your cell phone. The social media is beyond jurisdiction, it's ownerless. It consumes, punishes, damages, and destroys in seconds. Just like the irreparable damage of a tsunami, the twin rise of smartphones and social media has caused an earthquake of a magnitude we haven't ever seen. Numbers are constantly on the rise- Facebook today has 1.18 billion users; YouTube has 1 billion users; in 60 seconds, 16 million text messages are sent and 156 million emails are sent; 120 new accounts are created on LinkedIn and 342,000 mobile applications are downloaded.”

Emergence of the online culture

Status today has changed; everyone today is a socialite. Status, for a very long time, was a right that you were born with or you were nowhere. Today, true privileges are those that are earned on merit. Anand describes this 'Statusphere' as a social

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status that measures your 'statusfaction'. "Status boosters boost your 'status skills'. Earlier, only the very rich, and being extremely small in number, would enter this sphere; today, every human being who has access to the internet can be part of it. The more you share, the higher your social status and the higher your satisfaction. These are called status boosters that help you boost your status skills. The quest for status is more about who we are. In their quest for personal perfection, quintessential seekers pursue and share their experiences that supercharge their self-improvement and well-being. They do not want to possess, they want to experience and spend money on that experience," explains Anand.

Elaborating on this trend, Anand adds, "There has been a behavioural shift; a mass meeting and online culture has emerged where individuals share, engage, create, and collaborate, contrasting the century-old dimension of me, myself, and I. The shift is from 'me' to 'we'. Generation-G endorses generosity as the leading societal and business mindset."

Reviews- the new advertisement

With instant online reviews available for anything and everything, companies are constantly seeking

to up their game and keep their customers happy. "In this world, there are no secrets; there is only transparency of prices, opinions, and standards. That is what we call 'Responsibility Revolution', where only fair trade can survive. Efficiency is a minimum threshold attribute, waiting for service is unpalatable, and patience is a rare virtue. We are an on-demand society. 'Nowism' is fuelled by a cash-rich, time-poor society. Saving time, the new currency, is the greatest luxury in this 24x7 world. There is a new breed of business travellers that live by the rules they break, connect through disconnect, and believe in relationships, not statuses. They work from the couch and not from the desk. They are not indulgent, but when they travel, they are zero-waste travellers," states Anand as he concludes on the first trend of technology.

Sustainability

The information and technology explosion has made human beings realise that we have not inherited the earth from our predecessors but borrowed it from future generations. We have been destroying mother earth. While sharing his opinion of this, Anand says, "This is what we call the 'Curse of excess'. Global consumption levels are five times of what they were 50 years ago. All of this comes with a price tag- there has been an 82 per cent increase in carbon dioxide over the last 52 years. It now takes the earth one year and six months to regenerate what we use in a single year. We are indeed living dangerously. The

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In 60 seconds, 16 million text messages are sent and 156 million emails are sent

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way forward is that we must try and live off the 'interest' of the planet's resources and not take the 'capital', the non-renewable resources. Almost 2.5 billion or one-third of the world's population of consumers agree that 'Green' is not only a cool thing to do but is also the right thing to do."

Geopolitics

Today, Asia is at the centre of most things. Reiterating this fact, Anand says, "More than 50 per cent of the global traffic will come from the Atlantic. If we go by origin of traveller, the maximum travel expenditure in Asia Pacific in 2030 will be led by China at \$199 billion, followed by India at \$91.2 billion."

Health

There is more and more interest in wanting to be healthy. Health is truly the real wealth. There is no point in having money if you don't have good health. Anand feels that health, wealth, and looking good are high on the priority list of most people. They are increasingly talking about controlled diets and health farms.

People are staying healthy longer and living longer. Wellness tourism, by the end of this year, is expected to grow to more than \$675 billion.

Security

We are living in a world that is extremely susceptible to terror attacks. Effective security will not come from barbed wires or more guards and guns, it will come from accepting a new reality that the world order has changed.

We are victims of bombing, terrorism, armed attacks, hostage situations, and fires. We ourselves need to ensure that we provide as much security as we can at hotels.

Responsible luxury

Anand feels that these trends lead to what he believes is responsible luxury. "Has luxury lost its lustre? Many luxury consumers are part of an affluent, global elite that is increasingly well educated and concerned about social and environmental issues. These consumers use luxury products as a symbol of success.

The definition of success and the way it is perceived by others is changing. Many successful people now

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There is a new type of luxury with values that are fully embodied in sourcing and distribution of products

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want to use a brand that reflects and respects their concerns and aspirations for a better world," he elaborates. "Innovative dishes highlighting organic and fresh vegetables with unique combinations of ingredients and cooking techniques are finding favour with the diner. Nature's goodness is in fashion. Organic food supporting organic farming that cycles resources, promotes the ecological balance, conserves biodiversity, and is pesticide-free is on the rise.

Over consumption is no longer a symbol of success. We are moving from conspicuous to conscientious consumption. As a result, there is a new type of luxury with values that are fully embodied in the sourcing, manufacturing, marketing, and distribution of products."

Ten commandments of service

Human interaction has never been more precious. We long for a living, breathing person versus an automated machine. We long to be cherished, we long to be loved. Therefore, service becomes all the more dear to us. Anand adds, "Each interaction that every hotel staff has with the guest has become limited, so it must be the best.

Employees need to be kept well. There should be no dehumanization of service; we need to adhere to standards. We need to find the right balance between personalisation and efficiency. We must deploy

CHANGING VALUES – NEW MEASURES OF SUCCESS

Converging of the sustainable paradigm shift



technology wherever required. In a 24x7 world, time is the greatest luxury; any service that can save time becomes important. With social media being extremely active, there is a need to recover from a negative experience at lightning pace.”

F&B is now F&F

Food and beverage (F&B) is now F&F (food and fitness). “What we eat has changed more in the last 40 years than it did in the last 40,000 years. Chefs have become more creative in minimising waste with an effort to reach almost a 100 per cent yield of each ingredient. New, creative dishes that include ingredients that would not normally be on our plates are fast emerging. Food today needs to be put up on Instagram. It is photographed first and tasted later. If you want to be healthy, your food needs to be nutritious and if you want to look good, it also needs to be lean on the waist.

We are looking at vegetables for breakfast, plant-based protein snacks, chia seeds, and pumpkin seeds to name a few. Forms are changing; tea is no longer needed to wake one up but to detox and help lose weight. These are impacts of the five main emergent trends,” explains Anand.



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Attaining sustenance with profit

World Tourism Day, with its focus on 'Sustainable Tourism – A Tool for Development', was celebrated on September 27, 2017. In light of this growing trend, regional Presidents tell us how they ensure that hotels under their ambit are sustainable, while remaining occupied and profitable.



Sanjay Sood
President
HRANI

The past several decades have seen a growing awareness amongst hoteliers and investors regarding the environmental and social impacts of hotel development and operations, to the extent where sustainability issues have permeated nearly every aspect of the hospitality industry. This has been driven by multiple factors including the desire of owners and operators to reduce operational costs, change in investor attitude towards the environment (and the coinciding emergence of corporate social responsibility programmes), increased regulatory focus on facility operations and development, and a general shift towards the paradigm of sustainability.

Hoteliers are not only focusing on optimising operational efficiency (and the resultant cost savings) in primarily three areas- energy, water, and waste, but have widened the scope of their sustainability efforts by

incorporating environmental objectives into a broader corporate social responsibility approach, which includes the establishment of partnerships with a variety of public and private environmental organisations.

Sustainability issues impact nearly all aspects of hotel ownership, including both development and operations. In today's economic climate, there are multiple factors that are encouraging business owners and managers to adopt sustainability measures into standard operational procedures. While the more obvious drivers include cost saving and demonstration of corporate social responsibility to investors, several more subtle reasons such as employee retention and enhancing the guest experience are also increasingly coming into play. These motivations are fiscal and economic incentives, regulatory affairs, stabilised utility prices and availability, brand image, guest experience, and the creation of a positive corporate culture that includes investor requirements.

“
There are multiple factors that are encouraging business owners and managers to adopt sustainable measures
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Sudesh Poddar
President
HRAEI

For every business entity in the 21st century, there are three chief goals- One is the traditional measure of corporate profit, the bottom line of the profit and loss account; the second is the bottom line of a company's 'people account'- a measure in some shape or form of how socially responsible an organisation has been throughout its operations; and the third is the bottom line of the company's 'planet' account- a measure of how environmentally responsible it has been. The triple bottom line thus consists of three Ps- Profit, People, and Planet. It aims to measure the financial, social, and environmental performance of the corporation over a period of time.

In the hospitality business, the first goal is to find a way to operate a hotel that embodies profitable operations with attention to the people who use and work in the hotel, and a focus on careful stewardship of resources.

While that goal is important, even more crucial is to use the hotel's position as an industry leader to demonstrate to the hotel industry, customers, and vendors that sustainable operation is the best strategy to ensure successful hotel operation. The sustainability initiative goes beyond such

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The goal is to secure economic development, social equity, and environmental protection
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well-known ideas as reusing guest linens, recycling waste materials, and changing to compact fluorescent lamps. The strategy also includes community involvement by supporting charities and encouraging employees to volunteer in the community, as well as participating in global award and certification programmes. The goal of sustainable development is clearly to secure economic development, social equity, and environmental protection.

As much as they could work in harmony, these goals sometimes work against each other. The rapid development of good living, travel, and the consumer society has often resulted in less protection to the environment and to some groups of the world population.



Dilip Datwani
President
HRAWI

There is now broad consensus that tourism development should be sustainable, however, the question of how to achieve this remains an object of debate.

Without travel there is no tourism, so the concept of sustainable tourism is tightly linked to a concept of sustainable mobility. Two relevant considerations are tourism's reliance on fossil fuels and tourism's effect on climate change.

Around 72 per cent of India's CO2 emissions come from transportation, 24 per cent from accommodation, and 4 per cent from local activities. Aviation accounts for 55 per cent of those transportation CO2 emissions (40 per cent of tourism's total).

However, when considering the impact of all greenhouse gas emissions from tourism and that aviation emissions are made at high altitude where their effect on climate is amplified, aviation alone accounts for 75 per cent of tourism's climate impacts.

Global economists forecast continuing international tourism growth, the amount depending on the location. As one of the world's largest and

fastest growing industries, this continuous growth will place great stress on remaining biologically diverse habitats and indigenous cultures, which are often used to support mass tourism.

The Global Sustainable Tourism Council (GSTC) serves as the international body for fostering increased knowledge and understanding of sustainable tourism practices.

It has a number of programmes including the setting of international standards for accreditation agencies (the organisation that would inspect a tourism product and certify them as a sustainable company).

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72 per cent of India's CO2 emissions come from transportation, 24 per cent from accommodation, and 4 per cent from local activities
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Ministry of Tourism, Government of India, has mentioned that some of the hospitality management and culinary training institutes in India will no longer make it mandatory for students to engage in non-vegetarian cooking.

The student will be given an option to choose vegetarian cooking. IHMCTAN Ahmedabad, Bhopal, and Jaipur are the hospitality training institutes that offer a vegetarian choice and this practice will be extended to all IHMCTANs.



K. Syama Raju
President
SIHRA

In today's world, the mantra is sustainability, irrespective of the economic activity that you are in. This, however, is a challenge for tourism, an industry that is considered to be by far the fastest growing industry in the world.

India, too, is slowly waking up to the opportunities that sustainable tourism presents and seems to be moving in that direction, though with plenty of hitches and glitches.

The World Tourism Organization laid down the principles of sustainable tourism that include environmental, economic, and socio-cultural aspects.

A suitable balance must be established between these three dimensions to guarantee its long-term sustainability. Its importance lies in its objective, which is to conserve resources and increase and preserve local cultures and traditions.

The principles of sustainable tourism lay special emphasis on the participation of local communities at tourism destinations.

Here, the active involvement of local people is the critical success factor in sustaining

momentum. Ideally, local communities should reap direct benefits from tourism development as reflected by the expansion of local business opportunities. Training and education programmes play an important support role here as they help to improve cultural heritage and the management of natural resources.

India is a pioneer when it comes to green hospitality. There is no shortage of sustainable resorts that combine high-end amenities with minimal carbon footprint. The southern states have no shortage of globally renowned groups known for their aim to preserve the environment as well as be profitable.

Units strive to harvest rainwater in areas where fresh water is scarce, to convert cooking gas and compost into organic fertilizer, and to educate its guests on earth-friendly

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Ideally, local communities should reap direct benefits from tourism development as reflected by the expansion of local business opportunities
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practices. Wind farms provide the hotel's electricity, much of the hot water comes from solar energy, and sustainable materials are used in construction.

Branding Strategy for Standalone H



Partnering for **DEVELOPMENT**

Nowadays, hotels are mostly tying up with bigger groups as business is laden with risks. Some accomplished experts throw light on this growing trend.

Anupriya Bishnoi



Nirupa Shanker

Nirupa Shanker
Director, Brigade Hospitality

As a group, our strategy is to expand our portfolio and not go for a particular brand. We are not looking to manage one hotel or two hotels; we have six hotels, with the latest coming into the portfolio very soon.

We are very clear that we want to have larger hotels of 125 rooms and above. However, there are some projects that we manage in-house; they have 30-40 rooms and it doesn't make sense to operate them in collaboration with international brands. A lot of

companies don't want to manage small units. We developed an in-house capability to self-manage smaller properties.

It makes sense there because it's cost effective and you have the liberty to take quick decisions. These are extremely localised products and when you have such a product, it is easier to manage because no one understands the local market more than you. It is better to implement decisions in a stand-alone environment.

Dhruv Hoon**Vice President - Lodgings Development**

Being stand-alone essentially depends on where the hotel is located, the type of property it is, what the target market is, etc. For instance, if a hotel is large, then that hotel needs to be plugged into a system that has a large distribution. You wouldn't want a Marriott, Hyatt or Hilton to manage 20-25 rooms because they don't need that kind of distribution. You need distribution when the hotel is large; you need distribution when you are located

in a micro market like Whitefield or Hitec City, Hyderabad; you need distribution if you have a hotel that requires MICE and convention business to come in. It depends on size, location, and how much competition exists in the market. Twenty years ago, there was a hotel in Bhopal that didn't need branding; it did pretty well. Today, you have international hotels growing in Tier-I and Tier-II markets.

**Dhruv Hoon****R Srinivasan****Managing Director, Hotel Radha Regent**

When we started small hotels of 40 rooms, there was not much competition in the market. Then we wanted to build a 91-bed hotel in Chennai. We had all the confidence that we could build it ourselves. At that point of time, a rule had been laid down by Tourism Finance Corporation of India that borrowing a certain amount of money would be possible only if the organisation in question had a professional tie-up to manage the property. This is

how we got into Sarovar Hotels. From day one, we did really well. The amount of time that a chain of hotels can devote to run your hotel matters a lot. Our strategy has never been to rush; first borrow, then build, then consolidate after you have earned some revenue, and then build again. That said, if you are passionate enough and have enough time to devote to the operation of the hotel, then you should go the stand-alone way.

**R Srinivasan**

Restaurant Management


November 27 - December 1, 2017

The size of the food services market in India is estimated to be \$48 billion in 2013, as per the Food Services Report 2013 commissioned by consultancy firm Technopak for lobby group National Restaurant Association of India (NRAI). This market is projected to grow at a compound annual growth rate of 11% over the next five years to reach \$78 billion by 2018. With an increase in the consumer's discretionary expenditure on dine-in services, the demand for better service quality at restaurants is also gaining much attention. Hence, there are several start-ups in fine dine-in restaurants and allied technologies. However, there are limited restaurant management training programmes, which can help the restaurants to benchmark, compete, and grow their business. To address the management training needs in this area, this programme aims to skill the

participants in four primary areas: managing restaurant operations, managing restaurant revenues and menu pricing, design thinking for nurturing innovation and integrated user experiences in restaurants, and strategies for a successful restaurateur.

Objectives

- To equip the participants on restaurant operations management skills
- To guide entrepreneurs for start-ups in restaurant space and nurturing innovation
- To address the pricing and costing complexities in restaurants

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The FHRAI Awards were held on September 14, 2017, as part of the 52nd FHRAI Annual Convention held in Bengaluru, Karnataka.

FHRAI Awards were instituted to recognise entrepreneurial leadership and individual professional excellence. The winners at this year's edition included **Sanjeev Kumar Patra**, MD, Sandy's Tower, Bhubaneswar for Young Hotel Entrepreneur of the Year and **G. Srinivasan**, Radisson Blu Resort Temple Bay Mamallapuram for Young Hotel Engineer of the Year. Young Hotel GM of the Year was awarded to **Gaurav Singh**, Multi-property GM, Courtyard by Marriott, Bengaluru, while **Hitesh Sangwan**, The Leela Palace Chennai, was awarded the Young Hotel F&B Manager of the Year. Some other winners were **Sidharth Bhardwaj**, JW Marriott Mussoorie Walnut Grove Resort & Spa as Young Chef of the Year; **Anil Satapathy**, Mayfair Lagoon, Bhubaneswar, as Young Front Office Manager of the Year; **Shalika Sharma**, Taj Wellington Mews Mumbai as Young Hotel Housekeeper of the Year;

and **Vinay Singh**, The St. Regis Mumbai as Young Hotel Sales & Marketing Manager of the Year. The Young Hotel Revenue Manager of the Year was **Saurav Singh**, The Taj West End, Bangalore and Young Restaurant Manager of the Year was **Atul Tiwari**, The Leela Palace New Delhi. Young Hotel Engineer of the Year was given to **Srinivasan R.**, Radisson Blu Hotel Chennai; Young Restaurant Manager of the Year (Stand-alone) was **Ramesh PN**, Nandhana Palace, Bengaluru; Young HR Manager of the Year was **Vikram Sharma**, Jaipur Marriott Hotel; and Young Training Manager of the Year was **Kuntal Vegad**, Associate GM - Learning & Development, Lemon Tree Premier, Delhi Airport. Environment Champion (Large Hotels) of the Year was **Somnath Mukherjee**, GM, The Taj West End, Bangalore while that for small hotels was **Elango Rajendran**, GM, Radisson Blu Resort Temple Bay Mamallapuram.





Back to the **ROOTS**

Food culture in India has seen a shift from indigenously grown ingredients to easily accessible processed foods, only to go back to the practice of using homegrown, organic ingredients in food preparation. The following article subtly delves into some of the reasons behind this change in preference.



Shail Barot

In the early 90s, I remember my grandfather waking up at 6 am and getting into his car along with two boys from the restaurant, while I used to get ready for school.

After gathering the courage to ask him one day, he explained that he used to go to Crawford Market that was close to our restaurant and handpick the vegetables according to the menu for the day. Being predominately a vegetarian *thali* restaurant, our menu would change every day, and we were known for our seasonal specialities such as Undhiyu.

The trouble arose when the customer visiting our restaurant chose to eat a certain vegetable that was out of season.

Along with expansion of business, supply chains began to develop for the restaurant industry and the demand for easy-to-cook, easy-to-eat items rose, leading to sourcing of food from local markets to disappear.

Furthermore, with the advent of technology in the food industry and rapid expansion of highways, our raw materials could now reach us from the farthest point, which led to our reliance on processed food that was now available all-year round.

With ingredients available through the year, there was a phase where restaurants were putting the whole industry under intense pressure to satisfy, at all costs, their desire to cook and eat whatever and as much as we desired. It was quite common in restaurants and in an Indian's home cooking to find half a dozen different vegetables, regardless of whether they were a happy composition for that dish or not. 'Aamras in summer' is a thing of the past; now guests want 'Aamras all-year round'.

Amidst the confusion of fusion food and the gastronomical gusto, we underwent a 'revival'

of Revival that took us back to our roots. During the overhaul, we tapped local markets and suppliers that would help us source organic ingredients.

On the customer side, especially in metros such as Mumbai, we had seen the need to seek healthier and more environmentally friendly alternatives to the processed food that dominated the shelves of local grocery stores. Although easily accessible, these processed foods are high in fat, sugars, and chemicals that are not healthy additions to everyday restaurant meals.

Today, there are so many more outlets and restaurants that are buying directly from growers. If anything, the movement is still growing and we are establishing a new food culture in Mumbai.

As the back-to-the-roots movement remains in its early stages, locally oriented restaurants will continue to establish themselves in Mumbai and nationwide. Whether it's the flavours, the ingredients, the décor or even the chef's outfit, the new food scene goes back to the roots of its destination. The result is an authentic dining experience that brings people together and invites them to travel towards their own gastronomic roots.



(The views expressed in this article are of the author, **Shail Barot**, Co-opted Member, HRAWI and Director, Vie Hospitality, Mumbai. Vie Hospitality owns and operates a chain of restaurants under the brand name Revival Indian Thali.)





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FHRAI Convention

An analysis

FHRAI's annual convention this year was a grand affair. Attendees share with us their opinion of the convention and their key takeaways.

Kanchan Nath



Vijayeswari

Vijayeswari
Managing Director
Ramoji Film City, Hyderabad

The topics selected for the convention were quite sensible and useful to the industry. The speakers kept the momentum going with interesting and interactive sessions. New developments were also discussed. The panel discussion on the idea of independent restaurants being

part of star hotels was extremely thought-provoking. Every session had its own merit.

The deliberations were very informative and I think the organisers really did their bit. The speakers were also quite patient in clarifying doubts.



Ajay Goel

Ajay Goel
Managing Director
Shimla British Resort

I found the sessions very good. There was a lot of knowledge takeaway from the convention. I'm running a heritage property and I know this is the best place to learn from experienced hoteliers and restaurateurs. Though this was a great convention, I think it can be improved further by calling more international participants. International speakers and experts on food and hospitality could add more value to the sessions.



K Mohanchandran

K Mohanchandran
Director of Operations, TAJGVK Hotels & Resorts
and General Manager, Taj Krishna Hyderabad

The convention provided an opportunity to stakeholders to interact with several others. Over the two days, some quality sessions with eminent speakers were held. For instance, the topic of outsourcing of restaurants in a 5-star setting made restaurateurs and hoteliers think differently. Also, the session on GST highlighted the plethora of issues that exist as we struggle to

settle down in this new regime. Tax assessors, the government, hoteliers, vendors, and everyone else understands the importance of GST, but to try and understand the perspective of other people who have similar concerns is also very important. This is the value that the convention brings. In terms of improvement, I want to see how we can bring more associations under one apex body.

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Kalyan Chowdhury

Kalyan Chowdhury
 Director
 Gourmet Cuisine

Overall it was good, except for the first day when we lost a lot of time due to some delays. I enjoyed listening to speakers such as Nakul Anand who spoke about the future of hospitality. Some other crucial issues of GST and finance were also discussed. There was an assurance by Union Minister Ananth Kumar that we will be

given an audience for our proposal on the reduction of GST from 28 to 18 per cent.

Some improvements that could be made at the next convention are allowing more time for interactions, breakaway sessions with speakers, and following up once the convention is over.



Gaurav Magoo

Gaurav Magoo
 President Hospitality
 DivyaSree Developers

The convention was well structured, with a lot of topics concerning hospitality being discussed. The session on the impact of GST and the presentation on cyber security were all very interesting.

My takeaway will be a combination of many things, of which networking is one. We were able to meet a lot of serious investors and good operators.

Some pertinent topics that had been our concern for a while now were highlighted and gave us relevant insight.

The only thing that could have been worked on was things being better organised on the first day; much time was lost because of delay. In conclusion, tourism generates so much employment; the government must take it seriously.



K Murali Rao

K Murali Rao
 Managing Director
 New Woodlands Hotel

I found the convention to be good. We had very good sessions on restaurants and finance. The key takeaway was that all segments of the industry have good scope for progress. I also enjoyed the session by Chander Baljee on skill development and the sessions by the Telangana, Andhra Pradesh, and Himachal Pradesh governments. That said, many

people at the ground level stated that they still face problems in terms of single-window clearance when it comes to investing in these states. A number of them have been struggling for the past three years, facing difficulties in getting licences. In my opinion, to make the convention even better, more time should be given for interaction at each session.



R Kumar

R Kumar
 Chairman and Managing Director
 Continental Equipment India

The convention was well organised. I found the topics being discussed to also be quite good. I have regularly been attending the convention since 1965 and have seen its ups and downs. I feel it has been doing extremely well. The session on independent restaurants becoming a part of established hotels was very

good. The only thing I feel is that they need to improve on the transportation arrangements for delegates to the evening events. There was nobody in charge and someone should have been made responsible for it. In the past, we were informed in the room itself as to what time the coach was to leave for the venue.



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**Madhura Bhurat**

Madhura Bhurat
Director
Vijayshree Resort & Heritage Village

I have regularly been attending the convention for the past three years and really liked the one held this time. All the sessions were good, there was a lot of knowledge takeaway. Presentations on the future of the industry and the GST were very enlightening. We come here to get ideas to improve our

business. We run a completely vegetarian hotel and are trying to increase occupancies.

We do receive few foreign guests who are amply satisfied, at least for three days, with the vegetarian fare we offer since being vegan has been gaining popularity.

**Stephen Beale**

Stephen Beale
Senior Vice President -
Operations
Zuri Group Global

I think this convention had a lot of value in terms of three panel discussions, which was fabulous. The sessions on valuation of hotels and outsourcing of restaurants were brilliant. The discussions also opened a paradigm for us; we are running three hotels and we are also facing the challenge of increasing footfalls to our restaurants. We got to know that even independent operators of restaurants were willing to put their skin in the game.

The convention was fabulous and kudos to the organisers. I think I will come back next year. As hoteliers, we are looking for participation from the government with more meaningful interactions with them.

**R Ravichandar**

R Ravichandar
Chairman and Managing Director
Nandhana Hotels

I have been attending the convention for the last five years. This year's event was worth the while and the session by Nakul Anand was very good. We are very proud that the convention is taking place in Bengaluru. In the GST session, some of our doubts about air conditioned and

non-air conditioned restaurants, banquets, delivery services, and takeaways were clarified and we are now prepared with how to go about it. The industry is becoming increasingly competitive and we would also want to have sessions on how to sustain and grow in this industry.

**SK Mani**

SK Mani
Vice President – Marketing
Hotel Sandesh The Prince, Mysuru

I am extremely happy to have been associated with FHRAI for more than 40 years. Their effort and keen interest in the development and promotion of FHRAI has brought the association to this level. The session on GST was very good; we must rally with the finance ministers of different states and

get the rate reduced; from 28 per cent, it should come down to 18 per cent, and further reduce to 12 per cent. Also, we must adopt other measures to add more hotels to the FHRAI membership base as the number of hotels, resorts, homestays, and restaurants is constantly on the rise.

IFCA concludes Chefs Conference

IFCA continuously works towards development of the culinary profession in the country, regularly organising events and conferences.

Indian Federation of Culinary Associations provides a platform to industry stakeholders and key players to share knowledge, opening up the vista of the national culinary arena, promoting culinary knowledge, propagating different kinds of food, and bringing obscure culinary styles and practices to the forefront. The seventh IFCA International Chefs Conference, held from September 1-3 at Hotel Pullman New Delhi Aerocity, was attended by more than 1000 chefs from India and abroad.

According to Tristan Beau De Lomenie, Director of Operation LUXE India and General Manager Delegate of Pullman Novotel New Delhi



Aerocity, the conference was successful in developing a stronger culinary network between the chefs who attended the event.

"IFCA's seventh International Chefs Conference ushered in new ideas and infused knowledge on current global culinary trends. Bocese d'Or All India Selection and

the National Culinary Exhibition contests consistently push benchmarks to global standards. While networking provided young chefs an opportunity to connect shoulder to shoulder with other experienced chefs, it also created space for a positive interaction that encouraged cross learning and adopting best practices in their respective organisations," said **Chef Soundararajan**, General Secretary, IFCA and Honorary Member, World Chefs.





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PERFECT TILING

◆ Antica Ceramica has introduced its new collection, Impact Tiles. The collection presents the brilliant texture-on-texture contrast and dark neutral tones. The muted shades set the tranquil and relaxing feel of the interior. The tiles are quite durable and long-lasting. Extending the same tile throughout a smaller space, including the floor and ceiling, helps make the interiors look bigger while reflecting ample light. They blend the contemporary with the rustic, a combination that is both classy and timeless.

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◆ Now get one step closer to nature with a spoonful of good health with Borges Apple Cider Vinegar. The product is packaged in a unique glass bottle and can be used for up to 36 months. The glass bottle packaging lends a better shelf life and provides better product protection. Being rich in acetic acid, vitamins, minerals, and enzymes, apple cider vinegar is known to treat acidity, indigestion, high cholesterol, headache and many other conditions. It is immensely popular as an ideal ingredient for weight management and diabetes.



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◆ Faber has introduced its semi-integrated dishwasher that saves quite a bit of time and water in any kitchen. It embodies the company's philosophy of premium quality raw materials and excellently finished products, ease of use and total safety, and reduced water and energy consumption with environmental protection in mind. The bottom rack of the dishwasher is accessorised with a handle that makes loading and unloading easier. The tip-up rack offers great loading flexibility and can accommodate various sizes of crockery. The innovative loading system allows loading of cutlery and small pieces of crockery in a third rack, leaving more room for plates and large pieces of crockery at the bottom of the appliance.

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BRAIDING UNIQUE DESIGNS

◆ Loom Crafts presents its exquisite range of synthetic braid and rope outdoor furniture, setting a landmark with this first-of-its-kind furniture range. Styled to evoke international sensibility, each product of this collection comprises armchairs, platforms, benches, side tables, and other modular outdoor elements made using aluminum, stainless steel or solid wooden frames. Being a comprehensive mix between classic and contemporary accents of transitional outdoor furniture, these pieces blend the clean lines of modern designs with the curves and comfort of traditional designs for a look that is simple, yet inviting to relax and enjoy natural surroundings. The premium finish and hand-woven intricacies add the quintessential urbane touch to make you fall in love with your outdoors.



HEALTH AND GOODNESS

◆ Goodness! Oats Smoothie is an oats based drink that packs all the essential nutrients and fibre to serve as your hearty breakfast on-the-go. This delicious offering from Goodness! is 100 per cent natural with no preservatives and gluten that also gives you the necessary protein and carbohydrate to keep hunger pangs away. Goodness! Oats Smoothie is available in two delicious flavours of chocolate and vanilla. It will fit perfectly in the lifestyle of anyone who is looking at leading a healthy life.



ADD ZING TO YOUR SNACK

◆ Bored of a mundane meal? Veeba, one of the leading condiment and sauce companies of India, has launched mayonnaise in six delectable flavours to give a twist to the Indian palate. The flavours include classic, burger, chilli, eggless, garlic, and smart. So, be it a boring breakfast or a cheat mid-day snack, Veeba mayonnaise will add that additional zing to your meal. In an endeavour to be the most loved food brand in the country, Veeba makes the widest range of sauces, dips, and dressings in authentic, international flavours for the Indian palate.



STORING SENSIBLY

◆ Vitra, the leading bathroom solutions brand of Eczacıbaşı Building Products Division in Turkey, has introduced inspiring combinations – Sento. The series includes different solutions for storing cleaning material. Sento by Vitra offers all the modules needed in a bathroom with functional and warm details. Combining aesthetic and functionality, this series has a multipurpose unit to house a washing machine and a laundry basket. Rounded corners ensure safety and enable easy cleaning in small bathroom spaces.



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technicians, successfully provides one-stop-solutions for complete turnkey projects right from planning to execution. Some of the projects that HSAA has been part of are Sagar Ratna at The Ashok, New Delhi; Hotel Southgate at Green Park, New Delhi; Hotel Highland, Manali and many more. The company excels in renovations and makeovers giving your property an elegant, spacious, and rich look.

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HPMF's grand celebrations

Glimpses of HPMF's seventh anniversary held from September 14-16 at Indana Palace Jodhpur, Rajasthan. The event was graced by His Highness Gaj Singh, Maharaja of Jodhpur. Close to 325 attendees were present this year.



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ICF ANNOUNCES 14th ANNUAL CHEF AWARDS 2017



To celebrate and recognise the talent in the kitchen, Indian Culinary Forum has announced its 14th Annual Chef Awards. The extravaganza to laud the Indian culinary excellence is all set to be organised at The Ashok, New Delhi, on November 1, 2017. The Annual Chef Awards is also an attempt to promote Indian cuisine to the top position, internationally. The event will begin with a charity lunch on October 20, 2017, followed by three other segments including Trade Test (culinary competition), Chef Summit, and Chef Awards. Trade Test will be held from October 26-30, where nominated professional chefs from all over India will showcase their culinary prowess in 11 categories. Chef Summit on November 1 will be held in the morning at The Ashok hotel. Renowned chefs will discuss current trends and changes in the hospitality industry. At the Chef Awards, over 15 categories of awards will be presented to

talented chefs selected by a jury comprising industry professionals, food critics, and food connoisseurs. The chairperson of the jury would be Sri Lankan chef Alan Palmer, Global Culinary Competition Coordinator.

Chef Davinder Kumar, President, Indian Culinary Forum, says, "We have been organising Annual Chef Awards for the last 13 years as part of the celebrations of International Chef's Day, as our contribution to accredit a chef as an artist. The objective of Chef Awards is to offer fellow chefs a professional platform to showcase, exhibit, hone their culinary skills, and raise the overall Indian culinary art at par with international standards. We assure that it will be a valuable experience for all the chefs and will maximise their potential and growth in the sector."

GUJARATI FOOD FESTIVAL AT YELLOW BRICK ROAD



Yellow Brick Road, a multi-cuisine restaurant at Vivanta by Taj - Ambassador, recently organised a Gujarati Food Festival from September 21 to 29. Speaking at the occasion, **Inder Pal Singh**, F&B Manager, Vivanta by Taj – Ambassador, said, "The inauguration was done by Soman Pathy from Gujarat Tourism along with Suman Gahlot, GM, Vivanta by Taj - Ambassador. Gujarat Tourism was kind enough to lend two main chefs; they have come here and are cooking their own delicacies. The entire menu has been drafted by them as well as our executive chef. In Delhi, there is a big community of Gujaratis and we do get the demand for Gujarati food. We cater to both in-house as well as non-resident guests. We offer great ambience and service."

Telling us more about the festival, **Sanjeev Chopra**, Executive Chef, said, "Five essential ingredients for Gujarati food are *besan*, *hing*, *jeera*, *methi*, and *jaggery*. A special dish, Undhiyu, is made with around 12 vegetables. The process is long because some vegetables are steamed while others are fried. We are promoting the festival among resident guests and through Gujarat Tourism, to the Gujarati community.

Authenticity is being kept intact and we are grinding our own spices. We want to explore the regional cuisine and in the longer run, we will also include regional dishes in our menu. Regional food festivals are a great learning for us."



appointments



KATERINA GIANNOUKA

President, Asia Pacific
Carlson Rezidor Hotel Group

★ Carlson Rezidor Hotel Group has announced the appointment of Katerina Giannouka as President, Asia Pacific. She will be based in Singapore, at Carlson Rezidor Hotel Group's Asia Pacific headquarters. She will be a member of Carlson Hotels' Executive Leadership Committee where she will work in tandem with the global and Asia Pacific leadership teams to drive success and growth for Carlson Rezidor Hotel Group. In this role, she will be responsible for leading the Asia Pacific Executive Committee and its corporate offices in Singapore, Shanghai, and Delhi. Before joining Carlson Rezidor Hotel Group, Giannouka was the head of development for Asia Pacific and China for Rosewood Hotel Group.



ALEJANDRO BERNABÉ

Vice President of Operations
AVANI Hotels & Resorts

★ AVANI Hotels & Resorts has appointed Alejandro Bernabé as Vice President of Operations. Bernabé joined AVANI as Group Director in January this year. He reports directly to Robert Kunkler, Chief Operating Officer of Minor Hotels and is based at Minor Hotels' regional office in Bangkok, further strengthening the group's presence and resources in this key market. Bernabé will be responsible for the operational and financial performance of AVANI Hotels & Resorts and he will also be spearheading new developments and brand initiatives. His valuable experience in both operations and F&B allows him to play a vital leadership role in the development of the brand.



VISHAL KHOSLA

General Manager
Park Regis Goa

★ Park Regis Goa has appointed Vishal Khosla as the General Manager of Park Regis Goa, a hotel managed by StayWell Hospitality Group. Khosla will be responsible for the overall operations of the hotel in par with international standards, while meeting employee, guest, and owner expectations. He will be actively involved in short and long-term planning and preparation of marketing strategies, hotel policies, procedures, relevant legislations, and the annual budget. Khosla brings with him an experience of over 18 years in the hospitality industry.



AMIT RANA

General Manager
The Westin Pushkar Resort & Spa

★ Amit Rana has been appointed as the General Manager at The Westin Pushkar Resort & Spa. He started his career in 2002 with IHG and had a successful association of 15 years with the same organisation before he decided to move to Marriott International and take over The Westin Pushkar Resort & Spa. Deeply rooted with knowledge of operations and expertise in his field, Rana was earlier the General Manager at Holiday Inn, Amritsar.



GAURAV TANEJA

General Manager
Radisson Blu Atria Bengaluru

★ Radisson Blu Atria Bengaluru has appointed Gaurav Taneja as the new General Manager of the property. A seasoned hotelier with more than 22 years of industry experience, Taneja will be spearheading responsibilities of ensuring the newly opened Radisson Blu Atria continues to enhance its reputation as a leading hotel in the city. He will continue to lead the formulation and implementation of strategies to enhance guest experience and operational efficiency within the hotel.



RISHI KUMAR

**Director of Operations
Sheraton Grand Bangalore Hotel at Brigade Gateway**

★ Sheraton Grand Bangalore Hotel at Brigade Gateway has brought on board Rishi Kumar as the Director of Operations. Kumar comes with an experience of over 14 years in the industry and has worked with brands like Taj Group and The Orchid Hotels. At Sheraton Grand Bangalore, his role would be to lead the overall operations of the hotel while working in tandem with different heads of department. He will also actively be involved in designing and planning the marketing strategies of the hotel. Prior to joining Sheraton Grand Bangalore Hotel at Brigade Gateway, he worked as Director of Food & Beverage at Taj Lands End, Mumbai.



ALLWYN RODRIGUES

Director of Engineering, Novotel Goa Shrem Hotel and Novotel Goa Resort & Spa Hotel

★ AccorHotels has appointed Allwyn Rodrigues as the Director of Engineering for their upscale hotels in the entertainment hub of Goa, Candolim, to manage Novotel Goa Shrem Hotel and the Novotel Goa Resort & Spa as a complex. He brings with him more than 16 years of experience in the hospitality industry and has been with AccorHotels for over three years. Prior to taking up this responsibility, Rodrigues was associated with InterContinental Hotels Group (Goa) and Marriott International (Goa).



DEBABRATA BANERJEE

**Food and Beverage Manager
Alila Diwa Goa**

★ Alila Diwa Goa has appointed Debabrata Banerjee as the new Food and Beverage Manager. Trained from Institute of Hotel Management and Catering Technology, Trivandrum, Banerjee worked at Four Seasons Hotel, Mumbai, in 2008, before joining Taj Palace Hotel, Mumbai, in 2014. In his role, he will oversee the food and beverage operations of the restaurant, bar, and banquet operations for Alila Diwa Goa with 153 rooms and suites. Banerjee comes with more than nine years of experience in the luxury hotel and restaurant space. Previously, he worked at The Oberoi Hotels in Bengaluru as Senior Assistant Manager - F&B, supervising the day-to-day operations of the hotel. He will introduce a fresh take on dining experiences at Alila Diwa Goa for leisure guests as well as MICE groups.



LIEW HOW WAI

**Asian chef de cuisine, b Café
Shangri-La Hotel, Bengaluru**

★ Shangri-La Hotel, Bengaluru has appointed Liew How Wai to the position of Asian chef de cuisine at their all-day dining, multi-cuisine restaurant, b Café. With a diverse experience across the Asia Pacific region, Wai will bring his dynamic and practical expertise to the city of Bengaluru. Bringing close to two decades of culinary expertise under his belt, Wai will lead the Asian kitchen at b Café. His culinary knowledge is drawn by extensive travelling across countries and finds its expression in the diverse flavours and dishes that he will present. Wai is all set to delight guests by adding a contemporary touch to food preparation, setup, and presentation while preserving the authenticity and originality of the dishes.



GANESHRAM IYER

**Rooms Division Manager
Holiday Inn Mumbai International Airport**

★ Holiday Inn Mumbai International Airport, part of the InterContinental Hotels Group, has appointed Ganeshram Iyer as the Rooms Division Manager. With over 14 years of experience in the hospitality industry, Iyer has gained mastery over several aspects of the hospitality industry ranging from rooms to front office, revenue projections to guest relations. As part of his role at Holiday Inn Mumbai International Airport, he will devise several internal campaigns with his team for effective and quick responses to guest queries. He will oversee the functioning of the front office, formulate budgets, and prepare monthly revenue and expense forecasts. Prior to joining Holiday Inn Mumbai International Airport, he was associated with some of the most renowned brands in the industry.

Simply IRRESISTIBLE

GreenDot Health Foods has always strived to provide the best to the industry through its innovative and delicious flavour combinations in a range of products.



Vikram Agarwal

GreenDot Health Foods (GHFPL) entered the Indian snacks market in 2009 with its brand, Cornitos Nacho Crisps, a perfect in-between-meals snack. Cornitos Nacho Crisps are gluten-free, do not contain MSG, are cooked in corn oil, and have zero trans-fat. Cornitos are made by the Mexican lime-treatment process of making traditional MASA using stoneground, non-GMO corn, which is procured through contract farming. The Nacho Crisps are available in 11 exotic international flavours- Cheesy Sour Cream and Onion, Peri Peri, Sizzlin Jalapeno, Cheese and Herbs, Tomato Mexicana, Tikka Masala, Sea Salt, Lime and Mint, Thai Sweet Chili, Barbeque, and Wasabi.

The company has also launched a new range in the



premium healthy snack segment- Spinach Garlic Tacos, Beetroot Chili Tacos, and TriColor Veggies Nachos that are prepared using natural extracts of beetroot, white beans, and spinach mixed with yellow corn. Expanding its Pop N Crunch range, Cornitos has introduced in the market 30-gram travel packs for daily energy needs of roasted pumpkin seeds and premium roasted cashews



in Crack Pepper flavour. "We have recently launched Cantina, original restaurant-style round Nacho Crisps for the HORECA industry. They are lightly salted and baked or cooked in corn oil to make them crispier and healthier," says **Vikram Agarwal**, Managing Director, GHFPL.

GreenDot Health Foods continues to serve the hospitality industry with a variety of products that have been gaining popularity. Currently, the company supplies to hotel operators such as Pullman, Taj, Hyatt Regency, Westin, Leela, Hilton, ITC Maurya, Trident, Claridges, and Shangri-La to name a few. The range supplied to the industry includes Cornitos Nacho Crisps, Taco Shells, Mexican pickles, and culinary sauces.

"Our focus in 2017 is to go big on minibar offerings for the hospitality industry with Nacho Crisps in 50g cans, Roasted California Almonds, Premium Cashews, and Roasted Pumpkin Seeds in 30g packs. We are also going to add new flavours in the Nacho Crisps range as well as in culinary sauces," adds Agarwal when speaking about the company's expansion plans.





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