

HOTELS & RESTAURANTS INDIA

# fhrai magazine

DECEMBER 2017

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Dear fellow members,

The 23<sup>rd</sup> meeting of the GST Council was held on November 10, 2017, at Guwahati, to deliberate on reducing GST slabs on different commodities and it was here that I led a delegation of FHRAI members for the same. The Council consisted of Finance Ministers of different state governments, Revenue Secretaries, and others. We met with **Dr. Hasmukh Adhia**, Secretary (Finance), Department of Revenue, Ministry of Finance, Government of India, along with his team of senior government officials. We also interacted with the Finance Ministers of nine states, including Assam, Uttarakhand, Kerala, and J&K.

The effort made by FHRAI finally bore fruit as it was here that the GST Council took the decision in favour of restaurants. Government of India's notification No. 46/2017-Central Tax (Rate) dated November 14, 2017, states that all stand-alone restaurants, irrespective of being air-conditioned or not, will attract GST at the rate of 5 per cent without Input Tax Credit (ITC). In this issue, we are carrying a Guest Column on GST to clarify more of your doubts. Furthermore, FHRAI has maintained its stance that GST be reduced to 12 per cent across all hotel rooms and we will continue to work towards the same.

The year 2017 has been full of challenges that the industry has been grappling with. The decision of demonetisation took the country by storm in November of 2016. Lack of supply of cash hit budget hotels, especially those in the less-organised sector. Also, many new enterprises made their entry in the restaurant business. It took some time for them to recover from the sudden changes as cash transactions have been a norm in budget hotels and restaurants.

The Hon'ble Supreme Court of India, in its order dated December 15, 2016, prohibited, in public interest, the grant of licences for sale of alcohol on national and state highways across the country. This order was the cause of a major setback to the industry, hitting many restaurants and hotels falling within the proximity of stretches of national or state highways passing through city limits or those within the 500 metre distance as stated in the order. Representations and meetings were made to the Centre and state governments by

FHRAI and its member associations. A struggle of over six months to resolve the problem finally provided huge relief for the hotel and tourism industry. However, it had a cost in business loss.

India's rising middle class and increasing disposable incomes have continued to support the growth of domestic and outbound tourism. Earlier in the year, the government had made some landmark changes in improving the visa norms. Visa has been subdivided into three categories, namely e-Tourist Visa, e-Business Visa, and e-Medical Visa. E-Visa facility is now available to the nationals of 161 countries for entry through 24 airports and three Indian ports. The duration of stay on e-Visa has been increased from 30 to 60 days. This bodes well for inbound tourists to India.

We have already sent our proposals for the Union Budget; while there are many issues at hand, the foremost one is lowering of GST to 12 per cent across the industry. It has been recommended that infrastructure status should be given to hotel projects of up to ₹25 crore. Through this, we can give an impetus to develop infrastructure for the hotel industry. Also, we want to once again push for easing of CRZ norms so that the 7,516.6 km long coastline is developed, keeping in mind sustainable initiatives.

FHRAI is in talks with Bay of Bengal Initiative for Multi-Sectoral Technical and Economic Cooperation (BIMSTEC) countries for reciprocal growth of hospitality. The initial agreements were signed with Hotel Association of Nepal (HAN) and Hotel and Restaurant Association of Bhutan (HRAB) at the time of the FHRAI Convention. Soon, we will be connecting with the remaining hotel associations of Bangladesh, Myanmar, Sri Lanka, and Thailand.

After 2008, ten years on, the upturn in growth for hospitality was scheduled for 2018. So, I hope the New Year brings you good luck and more business.

Best wishes and a Happy New Year!

With warm regards,  
**Garish Oberoi**  
President, FHRAI



**Garish Oberoi**  
President, FHRAI



FHRAI has maintained its stance that GST be reduced to 12 per cent across all hotel rooms and we will continue to work towards the same



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#### FHRAI

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**Surendra Kumar Jaiswal**

Hony. Secretary  
FHRAI

“  
We have requested the concerned authorities to have open dialogues with the industry, hear our concerns, and find practical solutions  
”

Dear fraternity members,

As we all know, tourism is the most important economic activity for the growth of an economy, and hotels and restaurants are an integral part of it. A clean environment is equally important and preservation, reuse, and recycle of resources is the need of the hour. The real art is in creating a balance in such a manner that environmental challenges can be converted into an opportunity for economic development rather than being allowed to be impediments to growth.

Central Pollution Control Board and the Ministry of Environment and Forest have the responsibility of fixing suitable minimum environmental standards based on viable studies, and state governments have to implement these standards based on local recipient body quality parameters through state pollution control boards. At the same time, we firmly believe that it is imperative that the far-reaching regulatory measures and enforcement mechanisms that are currently being contemplated should also adequately take into account our industry's genuine concerns on aspects such as:

- Categorisation of hotels and restaurants into various categories ranging from Red to Green, which is a large variance from CPCB's criteria for grossly polluting industries and by inappropriately taking into consideration category of hotels and domestic effluents discriminately
- Steep consent fee levied by the state pollution control boards and its retrospective imposition as well as technical limitations encountered by some establishments in complying with certain mandatory requirements such as installation of ETP/STP, etc.
- Municipal Solid Waste Rules 2016 has provisions to put big hotels/restaurants in the category of bulk producers and thus, they are required to create not only a solid waste storage facility but also manage solid waste at site that creates unhygienic conditions in hotels that are otherwise required to maintain a high degree of hygiene. Manure conversion is also being forced upon hotels
- Environmental clearance for hotels being constructed should be abolished as most of the hotels are Green hotels. This delays

projects unnecessarily, making them unviable, and the project becomes an NPA

The above mentioned issues have been represented to the government by FHRAI and we have requested the concerned authorities to have open dialogues with the industry, hear our concerns, and find practical solutions so that we all become a collective force in shaping the hospitality and tourism industry into an eco-sensitive one.

Friends, there is a complex requirement of licences and approvals before opening a hotel in India. This often results in hotel openings getting delayed and resulting in cost overruns and loss of business. While some states have a Single Window Clearance in place for project approvals and other states are contemplating to do so, it is important that this policy be effectively implemented for it to be truly helpful in expediting the approval process and in reducing the number of approvals required overall.

Through this column and on behalf of the hospitality fraternity, I would like to extend my sincere thanks to the Ministry of Finance, Ministry of Tourism, GST Council, and our state governments for all support and co-operation in bringing down the quantum of GST for restaurants to 5 per cent (without ITC) from 18 per cent (with ITC). We also urge the government that for India to remain competitive destination vis-à-vis other Asian countries, GST must be brought down to 12 per cent across segments.

FHRAI has been privileged to serve as a vibrant interface between the government, statutory authorities, media, and the hospitality industry of our country, and we will continue to carry forward the glorious traditions of the association.

As we approach January, I wish all of you and your families a happy, healthy, and a successful New Year!

With kind regards,

**Surendra Kumar Jaiswal**  
Honorary Secretary, FHRAI



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# Meetings in GLIMPSES

**Garish Oberoi**, President, FHRAI and **Surendra Kumar Jaiswal**, Hony. Secretary, FHRAI, met a team of officials of Ministry of Tourism led by **Alphons Kannanthanam**, Minister of State (I/C) for Tourism, Govt. of India, to discuss concerns about GST impacting hospitality; infrastructure status being available only for projects above ₹200 crore, to be extended to those above ₹25 crore; and the issue of multiple licensing. The Minister gave a patient hearing and assured support.



# EC MEETING snapshots

The Executive Committee meeting of FHRAI was held on November 21, 2017 at Hotel Taj Krishna, Hyderabad. We capture and present some glimpses from the event.



## FHRAI DELEGATION MEETS GST COUNCIL IN GUWAHATI



Delegation led by Garish Oberoi, President, FHRAI, met the GST Council in Guwahati, Assam



## HRAEI'S APPEAL FOR REDUCED GST BEARS FRUIT

The 23<sup>rd</sup> meeting of the GST Council was held on November 10 in Guwahati to deliberate on reducing GST slabs on different commodities. The Council consisted of Finance Ministers of different state governments, Revenue Secretaries, and other senior government officials. The Council was chaired by **Himanta Biswa Sarma**, Minister for Education, Health and Finance, Government of Assam and **Arun Jaitley**, Minister of Finance, Government of India. The GST Council is the apex decision-making authority on the Goods and Services Tax.

On behalf of HRAEI, **Sudesh Poddar**, President of the association; **Pranav Singh**, Hony. Secretary; and **Sandeep Sehgal** and **Vishwanath Goenka**, MC members of HRAEI held a meeting with Sarma and **Hasmukh Adhia**, Finance Secretary of India, on the eve of the GST Council meeting on November 9, 2017, at Radisson Blu Hotel Guwahati.

HRAEI gave representation to reduce the GST rates in the hospitality industry and also apprised them about the adverse impact on the industry due to high GST rates. They



**Sudesh Poddar**  
President  
HRAEI

requested the Minister to consider the following points:

- To rationalise the GST rate to 12 per cent for rooms priced between ₹1000 and ₹7,499
- To reduce the GST rate to 18 per cent from 28 per cent for the room price of ₹7,500 and above
- To reduce the GST rate for restaurants to 12 per cent from 18 per cent with CENVAT facility

Sarma and Adhia heard these pleas patiently and assured the representation that they would

consider these points for discussion during the meeting. Soon after, the GST Council decided to cut the taxes drastically to offer a substantial reprieve to the restaurant business with effect from November 15.

Government of India's notification number 46/2017-Central Tax (Rate) dated November 14, 2017, stated:

- All stand-alone restaurants, irrespective of being air conditioned or not, will attract a GST of 5 per cent without ITC
- Restaurants in hotel premises with room tariff of less than ₹7,500 will attract a GST of 5 per cent without ITC
- Restaurants in hotel premises with room tariff of ₹7,500 and above per unit, per day (even for a single room) will attract a GST of 18 per cent with full ITC
- Outdoor catering will continue to attract a GST of 18 per cent with full ITC
- Food parcels or takeaways will also attract 5 per cent GST without ITC

HRAEI is grateful to the centre for revising the tax norms post their suggestions.



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# FOOD SAFETY TRAINING AND CERTIFICATION CONTINUES TO GAIN TRACTION WITH HRANI

**H**RANI continues to spread awareness on the Food Safety Training & Certification (FOSTAC) programme initiated by FSSAI. Being an empanelled lead training partner for the organised sector across North India, HRANI organised seven training and certification sessions in the month of November, 2017. These sessions comprised training and certification of Master Trainers as well as Food Safety Supervisors in advance catering.

The training and certification sessions were held in Nainital (November 13), Udaipur (November 20-21), Jaipur (November 22-23) and Shimla (November 24-25). The objective behind the certification programme is to familiarise hoteliers and restaurateurs with the finer nuances of food safety and hygiene, and to effectively cascade the communication to the grass-roots level in the establishment to uniformly implement the process.

## November 13: SHERVANI HILLTOP NAINITAL

The session was attended by food handlers from member establishments of HRANI. The faculty of these sessions comprised eminent trainers such as **Sanjay Kumar**, Executive Chef, Shervani Hospitalities, who is also a Master Trainer certified by FSSAI. Also present was **Pritha Tripathi**, Scientist (Training), FSSAI. The session was held in Nainital with the help of Managing Committee members from Uttarakhand; **SM Shervani**, Managing Director, Shervani Hospitalities and **Parveen Sharma**, Chairman and Managing Director, Chevron Hotels & Resorts.



## November 20-21: FATEH PRAKASH PALACE, UDAIPUR

The faculty of these sessions comprised eminent trainer **Sanjay R. Verghese**, Director - Materials & Food Safety, The Imperial, New Delhi, who is also a Master Trainer certified by FSSAI. Heena Yadav and Soumalya Banerjee from FSSAI were also present. The training session was followed by Food Safety Supervisor Training on November 21, 2017. These sessions were held in Udaipur with the help of Managing Committee members from Udaipur and **Maharaj Kumar Lakshyaraj Singh Mewar**, Executive Director, Historic Resort Hotels.

## November 22-23: HOTEL MANSINGH, JAIPUR

The faculty at Jaipur included **Khurshed Alam Khan**, Divisional Manager, Head, Research & Development, ITC Hotels; **Jagruti Arun Shete**, Head Quality Assurance, Manager Hygiene, JW Marriott Mumbai Sahar and **Soumalya Banerjee**, Assistant Director (Training), FSSAI. Both sessions were held with the help of **Bharat Aggarwal** and **Ajay Agarwal**, MC members of HRANI, in association with Hotel & Restaurant Association of Rajasthan (HRAR). A press conference was also held in Jaipur.







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**November 24-25:  
HOTEL COMBERMERE, SHIMLA**

The faculty at Shimla included **Dr. V. Pasupathy**, Scientist & Advisor to FHRAI and **Pritha Tripathi**, Scientist (Training), FSSAI. Addressing the participants, **Sanjay Sood**, President, HRANI, stated that the objective to organise these sessions was to create a pool of trainers in the country who will have expertise on safety, standards, and FSS regulations. The pool of Master Trainers will be a conduit for training the Food Safety Supervisors.



"Hotel and Restaurant Association of Northern India has been privileged to serve as a vibrant interface between FSSAI and the industry in the northern region. We will

continue to support FSSAI by organising the training and certification sessions in all cities of our nine member states on a rotational basis," said Sood.

## GOVERNMENT OF UP TO HOST INTERNATIONAL CONCLAVE IN LUCKNOW



**W**ith an aim to develop the state and promote the tourism avenues of Uttar Pradesh in the world, Government of Uttar Pradesh is set to organise an international conclave from February 20 to 22, 2018, in Lucknow. A meeting of stakeholders chaired by **Akhand Pratap Singh** (IAS), Special Secretary, Department of Tourism, Government of UP and Managing Director, UP State Tourism Development Corporation Limited was held on November 29 at Paryatan Bhawan, Lucknow.



**Surendra Kumar Jaiswal**, President, Uttar Pradesh Hotel & Restaurant Association (UPHRA) and

fellow hoteliers and stakeholders attended the meeting to discuss the roadmap of the event.



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# HRAWI DELEGATION MEETS MAHARASHTRA'S FM

A joint delegation of committee members of HRAWI recently met **Sudhir Mungantiwar**, Minister for Finance and Planning, Government of Maharashtra, to thank the government for the unprecedented reduction in the GST rate for restaurants. Terming the rationalisation in GST as a milestone in the true spirit of 'Ease of Doing Business', HRAWI stated the move as a step in the right direction that will trigger greater compliance, enhance guests' spending power, and increase footfalls creating a more conducive environment for restaurant business in the country. "We cannot be thankful enough to Government of India, the Prime Minister, the Union Finance Minister, and all GST Council ministers for the recent reduction in GST on restaurant services.

While this is expected to boost business, the withdrawal of ITC will impact it in a negative way. Expenditure like capital expenses, franchising, outsourcing, and select food items among others, will take a beating as GST paid on such services or expenditures will not be available for Input Credit. This not only discourages expansion or development but also makes it difficult for establishments to pass on any reductions to the customers.

Hence, we humbly request the government to retain ITC for meaningful implementation and effective reduction in burden on consumers at large," says **Dilip Datwani**, President, HRAWI.

One of the other grave concerns affecting the hospitality industry has been the significant number of cancellations in the MICE segment across the country. The unavailability of IGST is discouraging many organisations from holding their events away from their home states where they are registered under



Joint delegation of committee members of HRAWI thanking Sudhir Mungantiwar, Minister for Finance and Planning, Government of Maharashtra, post reduction of GST for restaurants

GST. Many others are considering conducting their MICE activities in the neighbouring South and East Asian countries on account of both lower taxes and tax credit before exit. "HRAWI has requested and suggested that Place of Supply rules and IGST Act be amended to incorporate, in case of supply, registered person as 'location of service recipient' or as the 'place of hotel' in case of an unregistered person.

The suggestion has been recommended to avoid tax on tax and to revive the MICE industry," says **Kamlesh Barot**, Past President, HRAWI. Another issue that has created much confusion is the GST applicable on room tariffs. Presently, GST is mandated to be levied on published tariff or declared tariff in hotels.

However, hotels are known to offer discounts on room tariffs to patrons, which alters the declared rate and which could correspond to a different GST rate as per the prescribed rate slabs on room tariffs. Hence, HRAWI has appealed for rate categorisation for hotels to be done on the basis

of transaction value rather than declared tariff.

HRAWI has also stated that since GST on goods and services exported from India is exempted, the tourism industry be treated no differently. Tourism exports meet all the criteria as other exported goods and services where the service provider is in India, earnings are in foreign exchange, and buyers are of foreign origin.

The association has pointed out that the place of provision of services cannot be any place other than in India as tourism services are intangible and can't be delinked from tourism products that include our landscapes, seas, and culture.

"While many neighbouring countries levy a tourism GST of 5 per cent, our Goods and Services Tax is roughly around 23 per cent. Hence, we recommend that tourism exports be treated at par with other exports and such transactions be zero-rated under GST without the flow of Input Credit. This could easily increase the Indian tourism earnings by at least 10 to 20 per cent," concludes Datwani.

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# 2017 An arduous JOURNEY

Presidents of regional associations of FHRAI talk about challenges the industry faced and its achievements in 2017. They also talk about initiatives that their respective associations will undertake in 2018.



**Sudesh Poddar**

## **Sudesh Poddar** President, HRAEI

The year has been a topsy-turvy ride for hospitality business in East India. Still, the resilient industry bounced back and is getting used to digital transactions. Despite these uncertainties, some big brands like JW Marriott and Westin opened their doors in Kolkata, confirming the growth potential of the hospitality industry in the region.

### **MUCH-NEEDED RELIEF**

Shortly after the jolt of demonetisation, the industry was hit hard by the introduction of GST. We organised interactive sessions of our members with senior tax officials to dispel their doubts. We also appealed to the government to reduce GST slabs on different commodities. A delegation from the industry had earlier met with the GST Council at Guwahati and requested the government to either bring down the GST rate on restaurants to 12 per cent with Input Credit or to 5 per cent without Input Credit. As a result, the GST Council decided to cut tax rate for restaurants to 5 per cent (from 18 per cent) without ITC. This came as a big relief for the industry, not only in the region but the entire nation.

### **GROWTH ON THE CARDS**

Next year, the first goal is to help all members, especially the low budget sector, to transcend into

the GST regime as smoothly as possible. We also encourage more business and new ventures in the 2-star and 3-star category. To capture the trend of more Indians preferring to eat out, boutique restaurants are also being encouraged in cities and small towns.

### **BIGGER TRADE COLLABORATIONS**

This year, HRAEI's focus will be to appeal to the government so that the top slab is cut down to 18 per cent from 28 per cent, the next slab from 18 per cent to 12 per cent. We are also working with Government of West Bengal to cut the fees for renewal of excise licence and also working hand in hand with Government of Assam as the Centre is considering linking Guwahati with all major Southeast Asian countries to boost the region's trade prospects.

### **EXPANDING MEMBERSHIP BASE**

Our membership has steadily increased in the last few years. In the current year, the membership has increased from 652 to 725. We are reaching out to more business in the hospitality industry and offering them incentives to join the association. We expect to cross 850 next year and eventually reach the magic figure of 1000.



**Sanjay Sood**

## **Sanjay Sood** President, HRANI

This year, several policy decisions and judicial pronouncements impacting the industry were implemented. To understand and implement the GST regime, multiple representations to reassess the tax slabs and make them more economically viable were submitted. The lingering confusion prompted the association to touch base with the GST Council to resolve the queries of members. Considering the concerns and the proposal put forth by the association and other trade bodies of the industry,

the GST Council made these revisions: Applicability of the highest tax rate of 28 per cent on room tariffs of ₹5,000 and above was revised to the increased room tariff rate of ₹7,500 and above per day, per room and 18 per cent GST on hotels charging room tariff between ₹2500 and ₹7,500 per day, per room.

### **TAKING THE LEAD**

A delegation also met the Revenue Secretary, Government of India, and represented the issue of

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reassessment of tax slabs for hotels and restaurants. Considering their concerns, the GST Council gave relaxation to restaurants by bringing the quantum of 18 per cent (with Input Tax Credit) to 5 per cent (without ITC). This change has been welcomed by the industry, however, restaurants located in malls and metro cities may have to bear the brunt on account of loss due to lack of availability of ITC.

### CROSSING OVER TO 2018

In 2017, HRANI partnered with FSSAI for its pilot sessions and the association organised 14 training sessions in various cities of northern India. Social media presence of HRANI and a digitised edition of HRANI Hospitality has also been done for a stronger member connect.

In 2018, the association will focus on HRANI conclaves, training sessions on food safety with FSSAI that will be organised in all cities of northern India, workshops on other topical subjects of industry,

and an aggressive social media campaign including upgrading the website. Review of the categorisation of hotels and rules relating to environmental clearances by CPCB and MoEF, infrastructure status to hotels, Single Window Clearance to simplify hotel licensing, and better air-connectivity within states are some of the core issues which will be taken up by HRANI.

### MORE MEMBERS ACROSS F&B

Memberships are the lifeblood of any association. Not only does increased membership add to the association's ability to conduct effective projects, but additional new members bring fresh ideas, strength, and different perspectives. To boost the same, we have done amendments in the policy of membership by broad-basing the category of associate members, inviting BNBs, cafés, kiosks, and confectioners to join HRANI. Also, a membership drive comprising waiver on entrance fee has been initiated during the year.



### K. Syama Raju President, SIHRA

The financial results for 2016-17 once again bear testimony to the faith and support extended by members over the years. At SIHRA, we will focus on the development and growth of tourism in Tier-II and III cities.

### CONCENTRATING ON ALL REGIONS

My initiative to take the EC meeting to each member state through partnerships with the state-level and/or district-level associations has been very successful. Interactive meetings with the local members build awareness of the aims and objectives of the association and enable discussion of local problems and possible solutions.

The membership continues to grow year-on-year and will remain a prime focus. The association partnered with travel and tourism fairs to provide members with a platform to promote their product or service to a broader group that may have little or no knowledge of these products and services. This was a resounding success.

### A DYNAMIC 2017

SIHRA worked closely with TTM 2017, the first travel trade mart in Tamil Nadu. The association has also registered itself as a training partner with FSSAI to impart training to Food Safety Supervisors. SIHRA also organised two FSSAI Master Trainer Certified training programmes. It was SIHRA's privilege to host the 52<sup>nd</sup> FHRAI Annual Convention in Bengaluru, which saw a record number of registered delegates from

across the four regions, the highest over the last few conventions. We are grateful to the Chief Minister of Karnataka for his full support. We were also fortunate to have had the blessings of **Gurudev Sri Sri Ravi Shankar Ji** at this event. It was also our privilege and honour to have the support of Department of Tourism, Government of India as well as many state governments.

### A BUDDING SECTOR

It is a well-known fact that the Indian tourism and hospitality industry has emerged as one of the key drivers of growth amongst the service sector in India. The Indian government has realised the country's potential in the tourism industry and has taken several steps to make India a global tourism hub. Some key facts per World Travel and Tourism Council's Economic Impact 2017 are: Tourism in India accounts for 9.6 per cent of the GDP and is the third largest foreign exchange earner for the country; tourism and hospitality sector's direct contribution to GDP in 2016-17 was \$71.53 billion; the direct contribution of travel and tourism to GDP is expected to reach \$147.96 billion by 2027.

### ROAD AHEAD

India's travel and tourism industry has huge growth potential. The tourism industry is also looking forward to the expansion of e-Visa scheme, which is expected to double the tourist inflow to India. International hotel chains also have plans to increase their properties in India.



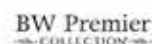


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**Dilip Datwani**

## **Dilip Datwani** President, HRAWI

The year 2017 has been a year of challenges and the industry witnessed many adversities. Several representations were made to the state as well as the central government on account of GST.

HRAWI thanks the Finance Minister and Government of India for bringing down the GST on stand-alone restaurants from 18 per cent to 5 per cent. That said, some pending issues have been represented to the government to make GST a truly efficient, win-win tax system for our industry and our guests.

Representations were also made to the state and central government on the ban on the sale of liquor within 500 metres of highways. The association did receive some relief in this matter when the Supreme Court clarified its stance on the issue, allowing hotel and bars within city limits to serve and sell alcohol. The order brought relief to 70 per cent of affected hotels and restaurants.

It also took nearly 9-10 months for the industry to stabilise after the impact of demonetisation. It was very hard to overcome this situation.

### **WHAT NEEDS TO BE ADDRESSED**

Hotels and restaurants are an integral part of the Indian economy and the tourism sector. They are a valuable foreign exchange earner and provide employment directly or indirectly to the skilled, semi-skilled, and unskilled workforce of the country.

However, even as efforts are being strengthened to reduce the problems faced by the industry with initiatives such as Single Window Clearance and ease of doing business, key concerns for the hotel industry in the state of Maharashtra continue to persist. These pertain to tourism, urban development, home department, excise department, revenue department, and also the BMC.

Some of the key issues that are hindering the growth of the tourism and hospitality industry and need to be understood and resolved in time include:

### **TOURISM**

- Tourism zones
- Single Window Clearance
- Application of industrial rates post granting of industry status
- HRAWI's hotel category

### **URBAN DEVELOPMENT**

- Maharashtra Regional and Town Planning Act, 1966
- Car parking norms at hotels and important tourist destinations
- Five FSI for hotels should require a plot size of 500 sqm and above
- Open spaces

### **HOME DEPARTMENT**

- Closing timings
- Permissions for international event days
- Demarcation of dance floor area
- DJ licence for eating house
- Food street vans
- Banquets, weddings, events, etc.
- Stop multiple event permits for hotels
- Hotels, resto-bars with discotheque or performance licence facing problems for renewal

### **EXCISE**

- Scrapping of 'one day club licence'
- Demarcation of the permit room eating area
- Health permits
- Routine maintenance of excise records
- To allow direct purchase of alcohol from wine shops
- One licence per establishment
- Tenure of hotel licenses

### **COLLECTOR-REVENUE**

- Entertainment Duty
- Exemption from Entertainment Duty for hosting wedding functions at the establishments

### **BMC-RELATED ISSUES**

- Change of activity required if a restaurant is in a commercial area
- Fire NOC renewals
- Capital Value Property Tax

### **DRIVING MEMBERSHIPS**

The number of members has increased due to the awareness of the responsibility taken by the association in providing representation to the authorities at a regional, state, as well as central level.

The awareness of being united with HRAWI and FHRAI has resulted in growth in the membership. The association has also encouraged new members to enrol with HRAWI by waiving off the entrance fee and coming out with a special discount of 10 per cent if renewed for two years and 20 per cent if renewed for three years.

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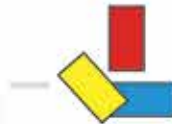
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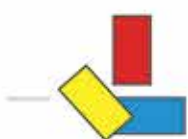
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# TOURISM on the front foot

Ministry of Tourism, in its effort to revolutionise the way tourism in India is viewed, continues to tap uncharted territories, unseen possibilities, and unrealised potential as part of its agenda.

Kanchan Nath



Alphons Kannanthanam

The Ministry of Tourism is focused in its approach to the tourism and hospitality sector, and is willing to undertake initiatives that will help further its spectrum. Elaborating on the policy that the Ministry of Tourism hopes to implement, **Alphons Kannanthanam**, Minister of State (I/C) for Tourism and Minister of State, Ministry of Electronics and Information Technology, Government of India, said, "We will be coming out with a tourism policy in 2018. The whole objective is to create the right infrastructure so that a milieu of people visit our country and more Indians travel around. We wish to make it an easy and happy experience for them. I think this nation needs to be a lot more creative and innovative. If you have any ideas to grow tourism, do share with us and we will work to their betterment. This revolution is

really in the finer details." The Ministry of Tourism has evolved tremendously over the past few years with innovation, creativity, and a will to explore and determine areas and approaches that can benefit the sector and the country. Talking about the changing image of the Ministry, Kannanthanam added, "We are trying to project it as a citizen-friendly ministry and in a way, we have succeeded in doing that. We have been able to project a very positive image of our ministry as being a very happy one, one that is helpful to people, and this is what brings people back to our country." On the soon-to-be-launched new website of Incredible India, he said, "We want to have a website that will really showcase India and will contain even the minutest of details. It will take you to places, events, and all that you really want to see. The objective is to have a comprehensive website that will be useful to the traveller. It will be in user-friendly languages, formats, fonts, etc., making the entire experience seamless for those who want to know more about the country." Tourism in India is at a very exciting stage and Kannanthanam, in his capacity as Tourism Minister, describes his experience as one

“

This nation needs to be a lot more creative and innovative. This revolution is in the finer details

”

that is exhilarating. "It's great to be the Tourism Minister of India because this ministry showcases what India is, that is 5,000 years of civilisation, art, culture, music, and textiles. A massive sea coast, beaches, tropical forests, mountains (70 per cent of the Himalayas are in India), deserts, and backwaters make India an incredible country where there is something for everybody. I want the whole world to come, see, and experience India and of course, spread the word that this is a great country."

**Suman Billa**, Joint Secretary, Ministry of Tourism, Government of India, also described 2017 as a year that looked better than before. Elaborating on this, he said, "We are doing 15 per cent higher than what we did last year. That is great growth numbers to look at. There is nothing in the market to suggest there will be any slowdown anytime soon. We think this growth will be robust and we will have better times to come in 2018."

Billa also feels that GST remains a continuous process from the earlier upper limit of ₹5,000 being increased to ₹7,500 for the 28 per cent tax bracket and just recently, the GST for all restaurants being reduced to 5 per cent without Input Tax Credit.

“

There is nothing in the market to suggest there will be any slowdown anytime soon

”

Tourism policies and procedures are undergoing continuous changes and upgrades. Speaking about the induction of Single Window Clearance for group visa in the new tourism policy, Billa said, "That is a conversation we are having with the Ministry of Home Affairs because even though we have e-Visa, it does not apply to conferences. Firstly, we want the conference visa to also be done electronically and secondly, we would like group clearance for conferences."

"We want to harness the growth of the MICE industry. We want to set up convention promotion bureaus at the destination and state levels, and ICPB to become the mother body. We want to unleash that potential because I think we already have the infrastructure for it. What we really need to do is connect the dots," concluded Billa while speaking about the potential of the MICE industry and how it can be made competitive.



**Suman Billa**

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# INNOVATION TO DRIVE Footfalls

Restaurants play a pivotal role in increasing the F&B revenue for hotels. We find out from General Managers and Executive Chefs what they do to stay ahead in business.

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**Sachin Malhotra**  
General Manager  
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We keep evolving our concepts and adding varieties through food festivals and special promotions to continuously engage our guests and deliver memorable dining experiences. This helps us keep ahead of competition, if any.



**Sachin Malhotra**



**Anil Chabukswar**  
Executive Chef  
Grand Mercure Mysuru

**STAYING AHEAD**

The most important factor to pander a consumer's taste is to use authentic products and ingredients. We believe in authenticity when it comes to products and procedures. Now that consumers are well educated because of culinary TV shows, it makes chefs more enthusiastic to create menus that are in line with culinary trends.

**SOUGHT-AFTER DISHES**

Some of the popular dishes at the hotel include Raan ne Shikander, Peshawar Barvan Murgh, Pardha Nasheen Dum Gosht Biryani, and Tulsi wala Salmon Tikka.

**APPEALING TO THE EYE**

We follow the philosophy of authenticity of food

and use of fresh, organic produce from local markets. It is also necessary to think unique to create visually appealing and distinctive presentations that tempt guests.

**ENSURING PRESENCE**

For this year, our main focus was to keep up with culinary trends. Marketing is the main pillar in getting customer attention. Keeping that in mind, we have marketing activities constantly going on at our properties.

**TAKING IN TECHNOLOGY**

We have adapted two new cooking methods- sous vide and molecular gastronomy. We look forward to taking new technology and equipment into consideration in 2018.



**Anil Chabukswar**



Ajay Anand

## Ajay Anand Director of Culinary Pullman New Delhi Aerocity Hotel

### THE EVOLVED CONSUMER

India is a land of different cultures, giving us the opportunity to indulge in varied regional cuisines. We are exposed to different international cuisines due to the influx of gastronomical food promotions happening in luxury and 5-star hotels. Today, consumers are well acquainted with global cuisines and the importance of leading a healthy life. We enhance these classic dishes by adding a special twist to each preparation. Hence, every dish on the menu has a surprise element or ingredient in it and is presented in a unique way.

There are expat chefs coming almost every month to cater to the changing needs of this evolved consumer. Last month, we had invited Celebrity Chef Zarmig, known as the brand ambassador of Lebanese and Armenian cuisine. For December, we have specially flown a chef from Bangkok who will present authentic Thai flavours during a 10-day Thai food festival at the property.

### EXCEEDING EXPECTATIONS

In recent years, there has been a noticeable change in the expectations of customers. Our focus is on exceeding these expectations and creating a memorable moment for guests. We have experimented with popular street foods and have found guests often appreciating these modern twists.

Change of menu is another way to offer something different to guests dining at the hotel regularly. We prefer to change our menu every six months. Another noticeable trend is a change in the

restaurant culture, providing more opportunities for people to dine out, making it a part of the trend of affordable luxury that is sweeping the country.

### OUT OF THE ORDINARY

My innovative dish for the year was Trilogy of Lamb. Here we cooked lamb in three styles – sous vide, grilled, and sautéed. This is my most popular dish. We targeted 500 covers on an average in our main restaurant. My target for next year is to remain true to the roots.

### FROM THE MASTERS

At Pullman, we constantly conduct international food festivals and unique promotions at our restaurants. Over the years, the array of gastronomical offerings has generated both interest and loyalty with our guests, as the quality and offerings are truly an experience to remember to keep our guests coming back for more.

We regularly invite international chefs to showcase their culinary talent and curate exquisite signature dishes. Chef Pook from Pullman Bangkok Hotel G is flying to India to bring authentic flavours of Thai cuisine. The chef has curated an innovative menu with an eclectic mix of vegetarian and non-vegetarian dishes from across the country, complemented by a range of exotic spices, fresh herbs, and ingredients sourced from Thailand.

We have also introduced video menus to show the dishes being prepared by the chefs, giving our patrons a clear picture of what is coming their way.

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**Srijan Vadhera**

**Srijan Vadhera**  
General Manager  
Fairmont Jaipur

**NO EXTERNAL OPERATORS**

From royal Rajasthani cuisine and Mediterranean-inspired dishes to champagne cocktails and the city's largest chocolate buffet, the variety of culinary diversions found at Fairmont Jaipur is truly astounding. Thus, it has never been the prerogative of the hotel to outsource the hotel restaurants to private operators.

**EXCEPTIONAL OFFERINGS**

Our restaurants are doing tremendously well as each one of them continues to meet its target and draw in more guests. Zarin is a favoured choice amongst the local populace of the city as it is the only fine-dining restaurant with such an extensive menu highlighting the Indo-Persian cuisine. The

hotel is also a preferred choice for destination weddings and modern-day explorers. Thus, Fairmont Jaipur experiences a much higher footfall of in-house guests at the various restaurants as compared to the walk-in populace.

**UNIQUENESS NEGATES COMPETITION**

Our assortment of culinary delights from traditional Rajasthani cuisine and signature cocktails to custom-made baked goods take diners on an extraordinary culinary excursion, reminiscent of the royal Indian kitchens of yore. Thus, the very few independent restaurants coming up in the vicinity of the hotel in Kukas fail to pose a considerable challenge as the food and beverage outlets in the hotel are unique in their own way.



**Prasad Metrani**

**Prasad Metrani**  
Executive Chef  
Fairmont Jaipur

**GROWING IN-HOUSE**

The most important formula for success is originality towards your product and ingredients. We believe in our mantra of authenticity. Tie-ups with international traders and exporters to procure the best of meats and seafood have definitely helped us cater to our valuable guests. At Fairmont Jaipur, we also have our own vegetable and herb garden where we grow baby vegetables like turnips, baby beets, chiongia beets, yellow beets, tomatoes, carrots, broccoli, fresh herbs, etc.

and smoked aubergine with onion marmalade and peach tart tatin; and gunpowder butter chicken donut from Punjab.

**CREATING A SYMPHONY**

In my opinion, it is imperative that the flavours and colours of the dish sit harmoniously with each other. It is also necessary that the various colours of the dish complement each other enough to create a symphony.

**UNCONVENTIONAL COMBOS**

Some of our innovative menu combinations include potato gnocchi and hazelnut grits with gorgonzola and truffle honey; Foie gras and *samosa* with fig chili *chutney* and apple chips; Australian lamb rack

**THEMES AND INNOVATIONS**

For 2018, my team has come up with an in-room exclusive thematic amenity programme for guests. We also aim to work more fervently on the 'Go Glocal' endeavour that encourages supply of ingredients from local farmers and vendors.



**Avinash Jha**  
Executive Chef  
Jaypee Vasant Continental, New Delhi

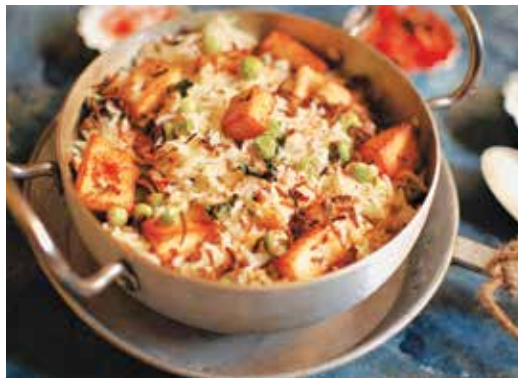
### AUTHENTICITY MEETS INNOVATION

Customers today are definitely more evolved in their taste and preferences, but in order to sustain customers, one should never try to do too many things at the same time. Such a practice can result in chaos, only to reduce the quality of the dish and make its preparation costly. A restaurant must restrict to its basics and develop them further. That is the best way to be customer-friendly and attain profit sustainability.

With the influence of television and print media, we have the flexibility of experimenting to cater to the demands of the evolved guest, keeping our core recipes intact. Authenticity plays a key role; we always try to be authentic in our cooking but do improvise on mass requests.

### COOKING IN STYLE

We have devised new innovative garnishes and quirky presentation styles. We have also used liquid nitrogen in our bakery to make live ice creams and sorbets. Precaution in this method is necessary as



**Avinash Jha**

any direct contact with it can harm the body. Hence, protective gear and training is mandatory.


### A NEW MIX

The new equipment that we have purchased is the slow juicer. It is very useful as it not only gives clear vegetable juices and reduces wastage, but the juices have a longer shelf life and are sweeter in taste.


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**Shubabhrata Roy**

**Shubabhrata Roy**  
General Manager  
Four Points By Sheraton Navi Mumbai, Vashi

**COMMUNICATION IS KEY**

We are charging an 18 per cent GST being a 5-star deluxe hotel. It's about keeping guests informed and once it gets intimated in proper fashion, they do not mind paying the GST as they are also aware of the difference in service at an outlet attached to a 5-star hotel.

**CONSIDERATIONS FOR OUTSOURCING**

We haven't thought about outsourcing our restaurants as they are quite popular amongst our guests. We have a mix of guests from different countries staying with us and this requires a strong variation in cuisine; our in-house chefs are trained on the same. The decision of outsourcing depends on factors such as hotel location, client mix, number of outlets, etc. If they are all favourable, then outsourcing will be beneficial.

**KEEPING GUESTS IN-HOUSE**

A number of things such as a proper menu designed keeping in mind the hotel's in-house guest mix and a round-the-clock coffee shop help guests take their



meal at their own convenience. Hygiene, safety, ease of payment, etc., make the in-house guests choose the hotel restaurant. Almost 60 per cent of our guests are in-house.

**TOUGH TO STAND ALONE**

Every independent restaurant has its own set of challenges such as food cost, staff retention, monotony in cuisine, high rentals, etc.

Hence, to sustain continuous profitability is tough, leading to change of ownership with new concepts and offerings.



**Ashvini Kumar**

**Ashvini Kumar**  
Executive Chef  
Four Points By Sheraton Navi Mumbai, Vashi

**CONSISTENCY AND INNOVATION**

There was a time when multi-cuisine restaurants were found only in 5-star hotels and celebrating outside the home wasn't within everybody's reach. People are now busier and it has become easy to dine out than to cook at home. This has resulted in the mushrooming of restaurants. The restaurant at Four Points offers a buffet with an à la carte menu with accessible and delicious dishes at reasonable prices. Satisfying the demanding consumers, correct customer interaction, and anticipation of the guests' needs easily solve the problem of how a customer

wants the dish to be prepared. Training and standard operating procedures with well-trained personnel can help cater to the never-ending demands of guests.

**AUTHENTIC DELIGHTS**

Some of the popular dishes at our restaurant are Teen Murgh Tikka, Paya Shorba, Malabar Prawns, Shahi Pomfret, Chowk ki Tikki, Dum Subz Handi, Hara Bhara Makhanwala, Hyderabad Dum Biryani, Kesari Rasmalai, and Kulfi Falooda.

**FOCUS ON GROWTH**

On an average, we cover almost 100 people in a day at our main restaurant, Asian Kitchen. The revenue for this year was ₹3.3 crore and our target for the next year is ₹4 crore.

**LATEST TECHNOLOGY**

Modern technology continues to develop more and more specialised and technically advanced tools to reduce manual labour. Hence, we use all new equipment as per industry standards.





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Sandeep Johri



**Sandeep Johri**  
General Manager  
Novotel Kolkata Hotel and Residences Hotel

**A CLOSE MIX**

Novotel Kolkata is not only the largest hotel in eastern India but also has the largest restaurant, The Square, in a 5-star in the city with 204 covers. Apart from all-day dining, we have Studio, the Pan Asian restaurant; Santé, a 24-hour bar and Delice, the bakery. All the restaurants are doing quite well business-wise and are known in the market in their individual genres. The bar being open 24 hours gives us good revenue with footfalls especially seen post midnight. We host various food festivals throughout the year where we

sometimes get experts to introduce Kolkata to new cuisines, such as Parsi, French, and Italian. In terms of percentage of guests, the daily ratio is around 70:30 of in-house and walk-ins. However, the scene changes during weekends where we see a share of approximately 50:50.

**PRICE POSES A CHALLENGE**

Restaurants in the vicinity don't pose a threat in terms of quality of food and service but have some impact in terms of pricing. With Kolkata being a price-sensitive market, we do see the impact.



Neelabh Sahay

**Neelabh Sahay**  
Executive Chef  
Novotel Kolkata Hotel and Residences Hotel

**THE RIGHT BALANCE**

Our menu is well balanced with a host of choices between Indian, western, and Oriental dishes that meet the demands of our guests. At Studio, we serve the cuisine of eight Asian countries. Also, the range of food festivals that we host in a year with varied cuisines and authentic ingredients is the way we cater to the evolved palate of modern travellers.

definitely made our role as a chef challenging, yet exciting. It pushes us beyond complacency to create magic with food. Catering to these diners means understanding their specific requests. We try to be as accommodative as possible in terms of tweaking flavours as per demand. We also have cookery workshops that give hands-on experience to guests who are food-savvy and have an urge to try cooking themselves.

**GETTING THE CONSUMER INVOLVED**

Today, the food scene has taken a gigantic leap. People now do not necessarily need to go to a hotel to eat a particular dish. They can just make it at home with access to a host of TV shows, YouTube videos, and a gamut of culinary books. This has

**SMALL STEPS OF INNOVATION**

Our job as chefs is to create concoctions by mixing ingredients to bring out something absolutely new in the process. We have tried to do the same by introducing our version of dishes like Martaban Nalli Korma and a traditional Vietnamese Pho, which are not very popular in this region. Once guests experience them, they always come back for the same dish.



**PLANNING AND ANALYSING**

In the busiest of periods, we do approximately 5,000 covers a week. The annual revenue has also increased by 15 per cent. Considering new hotels coming up in the vicinity next year, we are targeting a 10 per cent increase in the revenue, which may still be a difficult goal to reach.







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With every passing year, HS Ahuja & Associates (HSAA) aims to contribute to the world of interior design an imperishable impression of design. HSAA not only offers exceptional design consultancy services but also manages and executes the entire project to the complete satisfaction of its growing number of clients. Though they have completed many projects in India and abroad, the recent one is Ramada Jamshedpur, a perfect example of craftsmanship and intelligent design.

The Sagar Ratna at Cyber Hub, Gurugram, is another unique project where the interiors have helped enhance the property's ambience. The design is truly innovative and the patterns, style, and ambience have been created in line with the cuisine and location of the restaurant. HSAA has always strived to develop a new conceptual design for each of its projects. The company has been providing design solutions for more than 25 years.

**Hema**, Vice Chairperson of the company and the one behind the design concepts, has mastered the art of enhancing interiors to achieve a healthier and aesthetically pleasing environment for the end user. She is focused on developing intelligent designs with practical space management methods that help find the perfect balance between aesthetic and functionality.

HSAA provides its clients with the latest in furnishing for home, office or any other space. The furniture designers always create new styles that are fabulous and imaginative for any kind of room.

Some of the recent projects that the company has completed are Swagath at Greater Kailash-II (New Delhi), Sagar Ratna at Defence Colony (New Delhi), Sagar Ratna at Cyber Hub (Gurugram), and Landmark Hotel in Gwalior (Madhya Pradesh). Renovations and refurbishments are in full swing at other projects as well.

With the new year around the corner, HSAA is all set with new concepts in their upcoming projects in Bhopal, Manali, and Jhansi, giving both clients and guests something great to look forward to.

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# GST: New developments

The GST Council, in its 23<sup>rd</sup> meeting held in Guwahati, sought to ease the burden of high rate of taxes on the industry by reducing the rate applicable on restaurants to 5 per cent without Input Tax Credit, causing much chaos among stakeholders about its applicability.



Kapil Mahani

Pursuant to the meeting vide notification number 46/2017, Central Goods and Services Tax (Notification), it has been published that stand-alone restaurants and those located within the premises of hotels, inns, guest houses, etc., with declared tariff of any unit of accommodation not more than ₹7,500 per night shall charge GST at 5 per cent with the restriction that Input Tax Credit shall not be available.

With the insertion of the said Notification, certain confusions are being faced by the trade in interpreting the same. The industry is keen to know about all developments related to the GST. The author responds to pertinent queries relevant to the same.

## WHICH HOTEL RESTAURANTS WILL APPLY THE REDUCED GST RATE OF 5 PER CENT (SGST+CGST)?

Pursuant to the Notification, there are only two categories of GST rates applicable to two categories of restaurants. One category is of restaurants located within the premises of hotels, inns, guest houses, clubs, campsites or other commercial places meant for residential or lodging purposes with a declared tariff of any unit of accommodation of ₹7,500 or above per unit, per day. For the said category, the GST rate which is applicable is 18 per cent (CGST+SGST) with no condition or restriction of reversal of Input Tax Credit on goods and services procured for providing such restaurant service.

It is important that hotels wherein declared tariff on any day is achieving or crossing the limit of ₹7,500 per night will not be covered under the concessional rate of GST at 5 per cent.

'Declared tariff' includes charges for all amenities provided in the unit of accommodation (given on rent for stay), like furniture, air conditioner, refrigerator or any other amenity, but without excluding any discount offered on the published charge for such unit.

All restaurants that are not covered under the above category shall be classified into another one. Hence, the rate of 5 per cent GST (CGST+SGST), shall be applicable with the condition that ITC on goods and services shall not be allowed.

## WHAT CONDITIONS ARE ATTACHED TO THE CONCESSIONAL RATE OF GST OF 5 PER CENT?

For restaurants classified under the GST rate of 5 per cent, the Input Tax Credit on goods and services being used for providing the said restaurant service shall not be taken. Hence, for all restaurants that have already procured the material before the introduction of the said Notification, the credit with respect to the same shall lapse and the company will have to expense off the said credit and analyse the increased cost of services on account of credit ineligibility.

## FOR RESTAURANTS INSIDE THE HOTEL, IS IT MANDATORY TO CHARGE THE CONCESSIONAL RATE OF TAX WITHOUT THE BENEFIT OF ITC?

No. Eating joints, including mess and canteen which are inside the hotel, are covered under the concessional GST rate of 5 per cent. Only the restaurants which are inside the hotel and wherein the declared tariff of the hotel room on any day before the introduction of the Notification has never achieved the limit of ₹7,500, the said concessional rate is applicable. In other restaurants, the applicable GST rate is 18 per cent (CGST+SGST). However, it is important that advance ruling can be sought to clarify whether restaurants in the bracket of 5 per cent GST can opt for higher rate of GST, i.e. 18 per cent, and avail Input Tax credit.

## IN CASE OF A RESTAURANT LEVYING THE CONCESSIONAL RATE, WHAT RATE OF GST WILL BE APPLICABLE WHEN IT PROVIDES OUTDOOR CATERING?

In this case, the normal rate of GST, i.e. 18 per cent, shall be applicable.

### WHAT RATE OF GST SHALL BE APPLICABLE WHEN THE FOOD IS SUPPLIED IN THE HOTEL ROOM FROM THE SAID RESTAURANT?

In case restaurants covered under the ambit of 5 per cent provide any additional service such as food from the restaurant being served in the room, the rate of 5 per cent GST shall be applicable (CGST+SGST), provided that such service is provided independent of the hotel booking and a separate amount is billed to the client for the same.

However, it is to be noted here that where the booking for the hotel is being made along with a meal plan and a consolidated price is being charged for the room and meal, GST shall be applicable in respect of the primary activity. Here the primary activity or intention of the customer is to avail the accommodation service; since the restaurant is the ancillary service, GST rate applicable for providing accommodation facility shall be 12 per cent or 18 per cent.

### IF A RESTAURANT PROVIDES A SERVICE AT A CONCESSIONAL RATE (WITHOUT ITC) AND ALSO OUTDOOR CATERING WITH A GST OF 18 PER CENT (WITH ITC), HOW WILL THE SAID CREDIT BE TREATED?

In such a case, the company or hotel has to ensure that they maintain separate books of account for both activities. However, where the same is not feasible, credit shall be taken considering that goods and services procured are common and the credit shall



be taken proportionately. In order to conclude the above, we can say that it is difficult to predict the nature of the impact of GST on the hotel industry as the law is nascent and will evolve over a period of time.

The long-term impact of GST on the sector is still uncertain as to whether or not GST will contribute positively towards the growth of the hospitality and tourism industry.

*(The author is **Kapil Mahani**, Co-Founder and Managing Partner, GST Expertise India and UAE VAT Expertise. He is frequently quoted and cited in various discussions on GST, and is a regular speaker and presenter in India and abroad. The views expressed above are his personal views).*



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**WHAT ARE THE TRENDS IN EQUIPMENT FOR BARBEQUE AND GRILLS GLOBALLY?**

Grills are more than just a cooking appliance. Grilling is a lifestyle altogether, wherein friends, family, work colleagues gather around the grill and share memorable moments. Grilling provides a perfect medium for bonding over great food. The grilling trend is very old in most parts of the world and is gaining momentum in other countries as well. Grilled food is healthier as it is not deep fried; also, the excess fat drips off, making food cooked this way healthier. Weber's gas and charcoal grills are used in international hotels for preparing a wide range of dishes. These dishes range from starters and mains to desserts, and can either be baked, roasted or grilled. This is possible only due to Weber's USP of a closed-lid grilling technique. In western countries, grilled food is way more popular than it is in India. The trend is spreading fast on this side of the globe as well due to the growing popularity of grilled food and perhaps the need for hotels to differentiate themselves from competition.

# Grilled to **PERFECTION**

**Brian Hendricks**, Regional Vice President - Asia Pacific, Weber Stephen Products, talks about the company, the growing culture of grilled food in India, and how grilling is often used as a socialising medium.





### WHAT TRENDS HAVE YOU NOTICED IN THE INDIAN MARKET?

Today, Indian millennials are more into social gatherings. They would like to have friends over, cook together, and have fun. At the same time, they can't compromise on their social status. Therefore, the grills and barbeques used today are not only technically more equipped but are also designed appealingly. With our portable grills we also serve those who want to take their gathering outdoor and eat healthy.

Weber gas grills are more popular for a live kitchen arrangement as these grills are not only highly efficient but also suit the ambience of any 5-star property. These days, even the electric grill is becoming more popular due to its compact size and convenience of use of electricity.

### HOW ARE YOUR GRILLS BEING USED TO PREPARE INDIAN DISHES?

Grilling, as a concept, is not new to the Indian culinary scene as there have been Tandoors, Angeethis, and Sigrees for the longest time.

Indians have mastered the art of cooking on dry heat; cooking on Weber grills and accessories is an improvised version of the same where textures and flavours are better and the food does not lose its juiciness.

A number of classical Indian dishes have been cooked on Weber grills; the cooking is so versatile that we don't just stop at grilling and smoking *kebabs* and *tikkas*, we roast and bake dishes as well.

“

We have a Weber Grill Academy, where we educate people on the art of grilling

”

### HOW DO YOU PLAN TO GROW YOUR MARKET SHARE IN INDIA?

We conduct experiential events and demonstrations wherein we sample the grilled food and make people aware about the versatility of our grills. We also have a unique facility called Weber Grill Academy, which is the only barbeque learning school. Here we conduct sessions and educate people on the art of grilling. We have a presence across almost all segments of the market, like multi-brand traditional retail stores, modern trade, exclusive Weber stores, and e-commerce sites.

### DO YOU PROVIDE AFTERSALES SERVICES TO CUSTOMERS?

Weber grills come with a generous warranty of 5 and 10 years. We have a separate support team for aftersales services. The team personally keeps in touch with every customer and in case of an issue, visits the site and looks after the problem itself. We have our own warehouse where we maintain stock of spare parts for all types of issues.

### WHAT OF COMPETITION AND HOW ARE YOU RISING ABOVE THE SAME?

Talking about our portable and closed grills, we don't have any competition in India yet. That said, we would like to have more competition as it would be great to know that there are more organised players, helping India adopt this culture.

## OPENING

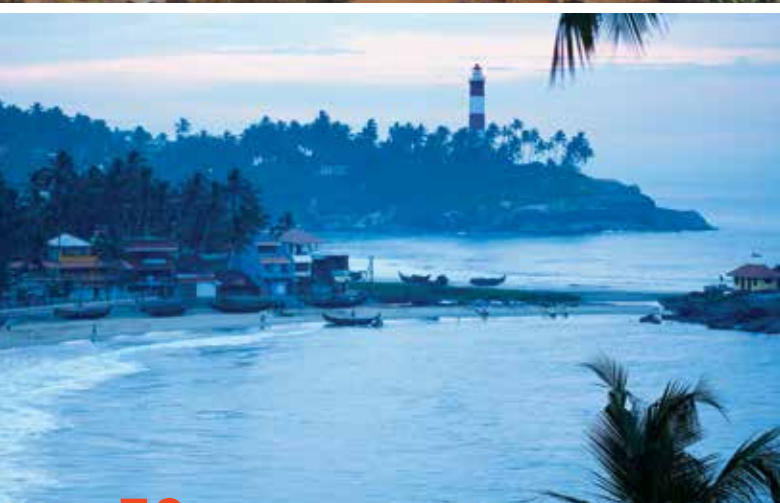
## HILTON GARDEN INN OPENS IN CITY OF NAWABS

Hilton has announced the opening of Hilton Garden Inn Lucknow, the first Hilton Garden Inn and second Hilton property in Uttar Pradesh. It boasts 125 contemporary guest rooms, including four junior and executive suites. The hotel also offers vast meetings and events spaces spanning 1114 sqm to host small and large meetings and events such as wedding banquets for up to 1000 guests. Facilities include a ballroom, two flexible meeting rooms, two boardrooms, and two outdoor areas.

"India is an important growth market for Hilton Garden Inn and we are delighted to expand our portfolio by opening our fourth hotel in the country. We remain committed to giving our guests exceptional experiences while staying true to our brand promise to make the guests' stay better and brighter through our high standards of comfort and thoughtful touch. With Hilton Garden Inn Lucknow now open, we look forward to being the first choice of travellers to this city who seek midscale accommodation and quality amenities," says **John Greenleaf**, Global Head, Hilton Garden Inn.



"Hilton is growing its portfolio of 33 hotels operating or under development in key destinations across India and now welcomes guests at some of the country's most popular destinations. With over 4.9 million people visiting Lucknow each year, we are delighted that Hilton Garden Inn is a central part of this superb district for business and leisure, promising guests a great stay in the city of Lucknow," says **Andre Gomez**, Head of Operations, India, Hilton.



## STATE

## KERALA UNVEILS TOURISM POLICY 2017

Kerala's Tourism Policy 2017, unveiled by **Kadakampally Surendran**, Minister for Co-operation, Tourism and Devaswoms, Government of Kerala, envisages creation of new customised products for attracting young travellers, professionals, students, and artists to the state. The Department of Tourism, Kerala, has proposed to establish a Kerala Tourism Regulatory Authority (KTRA) to ensure quality service for tourists and curb unhealthy practices in the tourism sector. The supreme authority would be responsible in monitoring the functioning of different stakeholders. An investment cell would be formed to help potential investors, especially NRIs. The policy will seek to implement the 'Responsible Tourism' mission across the state to promote the tourism sector. The board has also planned to revise the classification system for Ayurveda centres, houseboats, and other services with strict norms. In addition to that, a special rating would be introduced for hotels based on the quality of service provided.

Speaking about the objective of the new policy, Surendran said, "There is an immediate need to improve the infrastructure facilities across various destinations of the state. The new policy aims to address the key issues of the tourism industry in co-operation with the local bodies, such as waste management and renovation of roads. The state has immense tourism potential to attract travellers from all corners of the world."

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# A rapt audience at India

India Hospitality Awards recently concluded its third edition in the capital city. With a packed audience, the award ceremony left no stone unturned in keeping guests engaged as hospitality players were rewarded for their dedication to the industry.

## Anupriya Bishnoi

The third edition of India Hospitality Awards was held on November 27, 2017, at The Lalit New Delhi, to honour the achievers of the hospitality industry at a national level. A first of its kind, the awards are based on internet voting and are therefore, fair and unbiased.

Gracing the evening as Chief Guest was **Alphons Kannanthanam**, Minister of State (I/C) for Tourism and Minister of State, Ministry of Electronics and Information Technology, Government of India. In his address to the audience he said, "Initiatives like India Hospitality Awards are great because this is one sector which has great potential and is a big money spinner.

The hospitality sector creates a lot of employment and at the end of the day as Tourism Minister, I am concerned about employment generation and the kind of money it can bring; this particular sector does both. Since hospitality plays such an important role, we have to go out of our way to promote such functions. Also, hospitality and MICE attract people who are interested in doing serious business. This sector brings in people and creates jobs- a mandate

for the development of the tourism industry." The Ministry of Tourism is focused in its approach to the hospitality sector and is willing to undertake initiatives that will help further its spectrum. Elaborating on this, Kannanthanam said, "We will be coming out with a tourism policy in 2018; we are in the process of drafting and finalising that. The





# Hospitality Awards



whole idea is to create the right infrastructure for people to come and visit our country and for Indians to travel around."

He also added, "I am trying to project my ministry as a tourism-friendly ministry and in a way, we have succeeded in doing that. Projecting our ministry as very helpful and happy is going to bring people back to our country."

We are also coming up with a new website that would be useful to travellers. It will be in user-friendly languages, fonts, etc., making the entire experience seamless for those who want to know more about the country."

At the event, **SanJeet**, Mentor, India Hospitality Awards, said, "India Hospitality Awards is developed to identify, highlight, and reward excellence on a national level throughout the hospitality sector. We are proud to have been instrumental in recognising excellence and will continue in this endeavour. These awards are not a reward but a responsibility to help the industry grow. Today, hospitality is synonymous with progress and development. Every small hotel, restaurant, resort is contributing to the growth of this industry. But are we doing enough to recognise these players? We have instituted these awards for this precise reason. This recognition that we bestow on our dynamic players has helped further motivate them."



# INDUSTRY receives APPLAUSE & RECOGNITION

The third edition of India Hospitality Awards recognised the extraordinary hard work of hospitality partners at The Lalit New Delhi on November 27, 2017. The award winners were applauded for the efforts undertaken by them over the years to take the industry to a new height:



**GALLERY OF LEGENDS** Aman Nath



**DOP GAME CHANGER** Sunil Ghadiok



**DOP TRAILBLAZER** Himmat Anand



**EXCELLENCE IN PROFESSIONAL LEADERSHIP** Sanjay Rai



**EXCELLENCE IN HOSPITALITY** SM Azmat



**BEST PROCUREMENT MANAGER** Nitin Shankar Nagrale



**BEST SALES & MARKETING PROFESSIONAL** Anshul Goswami, Howard Johnson Bengaluru Hebbal



**MOST PROMISING HOSPITALITY SALES PROFESSIONAL** Randhir Gupta



**BEST HOTEL MANAGER** Anish Rana, FORMULE1 Bengaluru Whitefield Hotel



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**BEST WEDDING AND MICE RESORT** Hotel Clarks Shiraz, Agra



**BEST CONTEMPORARY HOTEL** Le Méridien New Delhi



**BEST HERITAGE HOTEL CHAIN** WelcomHeritage Hotels



**BEST MICE AND WEDDING HOTEL** The Lalit New Delhi



**BEST DIGITAL MARKETING SERVICE PROVIDER** Internet Moguls



**BEST LUXURY CORPORATE HOTEL** Park Hyatt Chennai



**BEST LUXURY WEDDING & MICE HOTEL** Radisson Blu Kaushambi Delhi NCR



**BEST CONVENTION HOTEL** UVA Meridian Convention Centre



**BEST DEBUT LUXURY HOTEL** Radisson Blu Faridabad



**BEST BUSINESS HOTEL - REGIONAL** Four Points By Sheraton Dehradun



**BEST LEISURE AND WEDDING RESORT** The Westin Pushkar Resort & Spa







**BEST MID-MARKET BUSINESS HOTEL** Four Points By Sheraton Navi Mumbai, Vashi



**BEST LUXURY CONVENTION HOTEL** The Leela Ambience Convention Hotel, Delhi



**BEST LUXURY HOTEL** Hyatt Regency Chandigarh



**BEST LUXURY RESORT** Madhubhan Resort & Spa



**BEST CITY HOTEL** Crowne Plaza Today Gurgaon



**BEST EXECUTIVE HOTEL** Howard Johnson Bengaluru Hebbal



**BEST MID MARKET HOTEL** Golden Tulip Goa Candolim



**BEST 5-STAR HERITAGE RESORT** Hotel Noormahal



**FASTEST GROWING HOTEL BRAND** Summit Hotels & Resorts



**BEST WEDDING HOTEL** Radisson Blu Udaipur Palace Resort & Spa



**BEST EMERGING HOTEL CHAIN** Vinca Hotels & Resorts



**BEST DEBUT SERVICED APARTMENTS** Citadines OMR Chennai



**BEST DESTINATION WEDDING PLANNER** Blue Moon Travels



**BEST CORPORATE HOTEL** The Surya New Delhi



**BEST DESIGNED HOTEL** The Park New Delhi



**BEST DEBUT AIRPORT HOTEL** Holiday Inn Express New Delhi Int'l Airport T3



**BEST INTERNATIONAL HOTEL BRAND** InterContinental Hotels Group



**GOLD PARTNER** Aspri Spirits



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**HOSPITALITY PARTNER** The Lait New Delhi



# Award Snapshots

This one-of-a-kind awards show showcased glitz and glamour to encourage the leaders and innovators of the hospitality industry pan India. Here are some glimpses...





# From Charcoal to Gas

Munnilal Tandoors, a company established 52 years ago, exports its tandoors to over 30 countries, each time delivering quality products to its customers.



**Munnilal**

**M**unnilal Tandoors carries a legacy of making tandoors for five decades. As it celebrates 52 years of handcrafted excellence, **Munnilal**, Founder and CEO of the company, says that it is the only organisation that has established its brand on merit and is now well-known around the world. "Each of the tandoors are handcrafted and our products are designed in accordance with standards defined under NSF's approved listing, and are also as per the Certified Gas Product Listing (conforming to CSA standards, Canada)."

## FROM CHARCOAL TANDOORS TO GAS-BASED ONES

The company feels that with constant development in food culture, the demand for equipment is also going through subtle changes. Due to the pollution from tandoors, Government of Delhi has imposed a ban on them. Restaurants that used coal ovens were unable to figure out an alternative. "We are the only organisation that can turn an old charcoal tandoor to a gas-based one, with a limited amount," says Munnilal.

The usual question that tandoor manufacturers confront is the characteristic that makes their product unique. Responding to that query, Munnilal says, "Munnilal Tandoor's wood-fired tandoor is a unique one in the league without a doubt. There are many factors that contribute to this. Our equipment has an edge over others in terms of quality and efficiency with which it bakes. Our wood-fired oven distributes heat evenly, which is the most important aspect that its peers fail to achieve."

## LAUNCH OF PRIDE

Munnilal Tandoors has been serving a vast number of premium companies in the field of hospitality, particularly hotels, restaurants, and other catering segments, with its high-end tandoor products. Keeping up with the pace and growth in market demand for products of small enterprises, Munnilal Tandoors has launched its new non-premium offering, Pride, which has been positioned to address that segment of the market that the company did not cater to earlier.

While Pride will be an economy range, quality aspects will not be compromised. Munnilal says, "We have come of age and our brand itself is a promise to our customers. Going by our consistent effort to deliver quality products and seamless customer service, the new range will come with a defined standard conforming to industry needs and specifications. Automation will play a key role in bringing out the best of quality for the Pride brand. We are extremely happy to launch this new range right at the beginning of the festive season, when several companies make decisions on buying equipment."

"Our experience made us realise that it was time to get towards automation. Now, we are planning changes in production to take the quality of tandoors to a higher level. Further, the demands of our customers are changing due to which we have launched a variety of tandoors uniquely different from conventional clay tandoors, yet extremely efficient," elaborates Munnilal.

As the kitchen landscape is expected to turn far more competitive in times to come, Munnilal Tandoors is establishing its place as a strong kitchen equipment company. It is aiming to take its reach to a wider audience across the country and even to new international destinations.

"We have, over several decades, constantly been creating new equipment to suit the needs of the time. The Pride range is a perfect reflection of its name; people will be proud to use this range, which comes at a highly competitive price bracket," concludes Munnilal.

“We have, over several decades, constantly been creating new equipment to suit the needs of the time”





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## PLY WITH DESIGN

◆ Louvres laminate collection is the latest product of PLY MAHAL. These deeply textured, pliable decorative laminates can wonderfully create an arresting focal point within your living space. The collection comprises metallurgic Hammer design, Specter design, Hexagonal design, and Almond design in the royal shade of gold. Available in the size of 2400x600, these laminate panels are heat resistant up to 60 degree Celsius apart from being water resistant. These high-pressure laminates are designed in such a way that they remain protected from scratches and fading unless damaged physically or chemically.

## CONNECT SMART

◆ Häfele introduces connect lighting, making the integration of lights in any design concept a tangible reality. This is possible because the LED technology has limitless possibilities of integrations and connections. Taking advantage of this flexibility, Häfele has designed a solution for your residence or business through Häfele Connect. The application connects itself to Connect BLE boxes via Bluetooth. It provides a comprehensive range of control options, including control of the light colour with RGB lights or adjustment of the colour temperature with multiple white lights. Different lights can be grouped together, allowing many scenarios to be stored and time-controlled or called up with a simple finger press.



## A PLAY OF IMAGINATION

◆ Bringing in classic Italian desserts, IRIIS Food evokes an exquisite sense of international taste. Base Millefoglie by Forno Bonomi is a stellar product amongst IRIIS Food's international gourmet grocery. These thin puff pastry layers serve as a base for your imagination; fill in your favourite creams and jams between three biscuit bases and savour the delectable mille-feuille cakes. What makes Base Millefoglie a delight is the personal touch one can add to it; we all love playing around, experimenting and relishing different flavours. So go on, get your artistry playing and try your hand at enjoying the classic mille-feuille cakes.





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## HYATT PUNE, KALYANI NAGAR, SALUTES SOLDIERS



Hyatt Pune, Kalyani Nagar, recently organised a CSR event in association with Paraplegic Rehabilitation Centre (PRC), Pune. This initiative showcased the abilities of the soldiers and their willpower when the PRC habitants hosted a game of basketball for Team Hyatt Pune. The soldiers, who lost their ability to walk during the war, displayed limitless spirit that knew no bounds. The day-long event also saw the paraplegic soldiers participating in a fun cake mixing activity with the culinary team of Hyatt Pune. The fruits of their labour will be realised during Christmas when the specially prepared batter will be baked into a delectable cake and delivered

to PRC, promising another day of excitement. Ending the day on a delightful note, the soldiers were treated to sumptuous Biryanis and desserts prepared by the chefs.

Speaking about the purpose of the CSR initiative, **Sumit Kumar**, General Manager, Hyatt Pune, said, "To be inspired is great, but to inspire is incredible! We feel extremely privileged for this opportunity to be able to give back to our soldiers in whatever way we can. And to see them smiling as a result of it is the greatest reward one can ask for."

## FSSAI LAUNCHES 'ONE NATION, ONE FOOD LAW'



Food Safety and Standards Authority of India (FSSAI) recently organised 'One Nation, One Food Law', a national conclave on common standards, credible testing, and consistent enforcement. On the eve of the first-ever mega show on food, World Food India in New Delhi, FSSAI, the country's food regulator, launched a powerful new tool for food business- the Food Regulatory Portal. Planned as a single interface for food business to cater to both domestic operations and food imports, this portal is an important milestone for effective and transparent implementation of the laws on food in the country. One Nation, One Food Law is the vision behind this portal.

**Ashish Bahuguna**, Chairperson, FSSAI, said, "The Food Regulatory Portal is a unique and comprehensive full-service platform for food business, which would go a long way in raising the bar of food safety in the country." To this, **Pawan Agarwal**, CEO, FSSAI, said, "This is historic in the evolution of food safety laws in the country and bringing to life the spirit that is enshrined in the Food Safety Act of 2006." The Food Safety and Standards Act 2006 unified nine existing laws into a single Act and laid the legal ground for One Nation, One Food Law. Eleven years later, the Food Regulatory Portal lays a solid foundation for uniform implementation of this law, and will go down in history as another memorable milestone.

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## ICF SEEKS TO FURTHER INDIA'S PRESENCE GLOBALLY

With food experts and eminent chefs under one roof, the fifth Chef Summit was organised on the occasion of the 14<sup>th</sup> Annual Chef Awards and Chef & Child Charity Dinner. Hosted by Indian Culinary Forum (ICF) along with Indian Federation of Culinary Associations (IFCA), the celebrations were part of International Chefs Day held on November 1, 2017, at The Ashok Hotel, New Delhi. **Rashmi Verma**, Secretary, Ministry of Tourism, Government of India, was the Chief Guest at the event. Organised under the leadership of **Anil Bhandari**, Chairman - Organising Committee, ICF and **Chef Davinder Kumar**, President, ICF, also present at the occasion were **Chef Sanjeev Kapoor**, SATS; **Chef MS Gill**, President, IFCA; **R. Kumar**, Chairman, Continental Equipment and **Chef Sudhir Sibal**, former Vice President, ITDC.

Verma spoke of the opportunity to make India the 'cuisine capital' of the world and said that the importance of chefs is recognised by the Ministry of Tourism as well as Government of India, as they help promote tourism, increase GDP, and generate employment. Bhandari presented facts and figures to show the growth of the F&B industry and its contribution to revenue. The industry in the organised sector was valued at over ₹309,110 crore in 2016, a growth of 7.7 per cent since 2013, and is likely to be at ₹500,000 crore by 2021. The Indian restaurant sector contributed ₹22,400 crore by way of taxes and added 2.1 per cent to the country's GDP in 2016.



## VIVANTA BY TAJ – DWARKA ECHOES TRADITIONS



With Christmas around the corner, Vivanta by Taj – Dwarka, New Delhi, set itself to indulge its patrons and guests in the age-old cake mixing ceremony. It is a ritual religiously followed the world over, and is said to be a harbinger of good tidings and happiness. The stirring ceremony is part of an age-old Christmas tradition of cake mixing and one making wishes for the New Year. The ingredients of the festive fruit cake are mixed with wine and liquor in advance so that the ingredients can develop aroma and a unique, rich flavour. Originally a family affair, for many years now it has been celebrated within organisations to spread camaraderie and goodwill.

The team of master chefs at Vivanta by Taj - Dwarka were joined by in-house guests to mix assorted amounts of dry fruits like raisins, cherries, apricots, cashew nuts, orange peel, and other exotic ingredients with generous amounts of liquor, cinnamon, and nutmeg. The mixture will be stored for more than a month until the chefs bake it just in time to begin the Christmas festivities. Wrapped in luxury, Vivanta by Taj – Dwarka also has multiple culinary outlets that provide guests with unique experiences. The cake mixing ceremony is set to be just one of the many initiatives that the hotel offers guests for a celebratory time of fun and socialising. Vivanta by Taj - Dwarka, New Delhi, is a mélange of experiences with contemporary sophistication. Strategically located, the hotel offers exceptional connectivity to the various districts of Delhi and Gurugram.

# ACCORHOTELS HONOURS UNSUNG HEROES



AccorHotels opened the doors of its hotels to everyday heroes in over 500 hotels in Asia Pacific. On November 19, AccorHotels honoured everyday heroes, such as social workers, volunteers, firefighters, nurses, and teachers who work each day to serve their communities, by inviting them in more than 2000 establishments around the world, including over 500 hotels in Asia Pacific and 53 hotels in India. This global event was an opportunity for the group and its more than 250,000 employees to thank the people who are committed to serving their country. In India, a 'Lunch of Honour' was organised at various hotels for their selected unsung heroes.

Novotel Visakhapatnam Varun Beach Hotel arranged for a traditional welcome for the local heroes and their families. They were offered a refreshing drink upon arrival, followed by a lively welcome towards their lunch venue –The Square. Each hero was introduced and called on the dais to share their heartening journey. AccorHotels' 50<sup>th</sup> anniversary cake was cut by these heroes and they enthusiastically participated in the event. The hotel guests and employee volunteers performed for them on the stage. The parting souvenirs were appreciated by the local heroes and they were overwhelmed at the hotel's gesture and hospitality.



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# appointments



**CHRISTOPH MARES**

Chief Operating Officer  
Mandarin Oriental Hotel Group

★ Christoph Mares has been promoted to Chief Operating Officer at Mandarin Oriental Hotel Group and will be responsible for global hotel operations as well as overseeing the operational functions of food and beverage, rooms and quality, as well as spa and wellness. He will be based at the group's Hong Kong corporate office, moving from his current position in London as Executive Vice President, Operations Director, Europe, Middle East, Africa and India (EMEA). Mares has over 25 years' experience in luxury hotel management around the world. He first joined Mandarin Oriental in 2000, and held senior management positions.



**PANKAJ GIROTI**

Vice President - Business Development & PR  
1589 Hotels

★ Pankaj Giroti has been appointed as Vice President for Business Development & PR at 1589 Hotels. A certified hotel administrator and hospitality graduate with more than two decades of versatile senior management experience in hotel administration and operations, business development, and owner relationship management, Giroti is well-qualified to head the business development of the group. His role would entail analysing market strategies, identifying trendsetter ideas, and locating or promoting potential business deals.



**SANJEEV K NAYAR**

General Manager  
WelcomHeritage Hotels, New Delhi

★ Sanjeev K Nayar has been appointed as General Manager, WelcomHeritage Hotels, New Delhi. He will be overseeing the sales and marketing functions along with development. Nayar, with more than 34 years of industry experience has been with the ITC Hotels/WelcomHeritage brand for the last 11 years. WelcomHeritage is the joint venture between ITC and Jodhana Heritage, working towards supporting and assisting the restoration of heritage properties. The brand has in its kitty some of the finest heritage properties in the country.



**NEERAJ BALANI**

General Manager  
Radisson Blu Marina Hotel  
Connaught Place

★ Neeraj Balani has been appointed as General Manager at Radisson Blu Marina Hotel Connaught Place. He comes with an experience spanning over 20 years with previous stints at InterContinental Hotels Group, Carlson Rezidor Hotel Group, and The Oberoi Hotels & Resorts. In his current role, Balani will spearhead the hotel operations, including guest and associate satisfaction, human resources, financial performance, sales and revenue generation, and strategy execution.



**UJWAL WAL**

Director of Sales & Marketing  
Sheraton Grand Bangalore Hotel at  
Brigade Gateway

★ Sheraton Grand Bangalore Hotel at Brigade Gateway has brought on board Ujwal Wal as the new Director of Sales & Marketing. With an experience of over 12 years in the hospitality industry, Wal has worked with brands like The Taj Group, Marriott International, IHG, and IHHR. He brings with him an extensive experience in sales and marketing. At Sheraton Grand Bangalore Hotel at Brigade Gateway, his role would be to ensure smooth operation of revenue, sales, and marketing.



### PUSHKARAJ MUNGALE

Director of Sales & Marketing  
Novotel Pune Nagar Road Hotel

Pushkaraj Mungale has recently joined Novotel, Pune, as the Director of Sales & Marketing. He started his 15-year career in front office operations and eventually transitioned into sales and marketing, where he worked with brands like The Taj Group of Hotels, IHHR, and Marriott International. In this role, he will lead, strategise, and oversee the entire sales and marketing function for the hotel and nearby regions for Novotel's brand operations in the city. He will also supervise the strategic marketing alliance for the hotel, ensuring that the property is seen as being the lead innovator in the marketplace and is the hotel of choice for customers.



### VISHI OBEROI

Director of Food & Beverage  
Novotel Imagica Khopoli

AccorHotels has appointed Vishi Oberoi as the new Director of F&B for Novotel Imagica Khopoli. In this role, Oberoi will oversee the costs and control of food quality and ingredients to achieve customer satisfaction, profitability of the outlets, planning of the menu, business and development, and ensuring the best hospitality experience to the guests at the property. Prior to joining AccorHotels, he was associated with hotels like Radisson Blu Hotel, Pune and Ramada Powai Hotel & Convention Centre, Mumbai.

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# TAKE YOUR MIND OFF VALUABLES



Ozone has introduced its latest range of Jade Black hotel in-room safe, a product that is equipped with the latest technologies to ensure guests are never again worried about expensive belongings that they keep in their hotel rooms.

Security of a guest's in-room valuables is always a concern for hoteliers. Ozone, a leading security solutions provider, has introduced Jade Black digital in-room safe for providing adequate security to guest's valuables. Operated with RFID card and a 4-6 digit user code, it comes with an electronic locking mechanism that allows the safe to lock electronically on entering the correct user code. The size of the safe is ideal to conveniently accommodate laptops, gadgets, small jewellery, cash, documents, passports, etc. The safe can be accessed using the correct user code or registered

RFID card only. Wrong user code or unregistered RFID card input, if provided thrice consecutively, puts the safe in a secure mode by freezing its electronic panel, hence, the valuables inside the safe are secure from unauthorised access. Jade Black Safe, like other Ozone digital safes, is easy to fix inside a wardrobe cabinet and is provided with a mechanical override key for emergency access. It is compatible with an audit trail device. With the launch of Jade Black hotel in-room digital safe, Ozone has enhanced the options for hoteliers to choose from its wide range of digital safes.



## MAKING A CAREER

It has rightly been said that the first step in any industry entails education, discipline, and grooming. IPS Academy, through its Institute of Hotel Management, Indore, aims to do just that.

Today's young aspirants, with good communication skills and basic knowledge, have excellent scope in the hotel and travel industry. With an ever-increasing inflow of foreign companies, foreign investments, and tourists, India's hospitality industry is growing with every single breath. With a plethora of tourist destinations that spread far and wide between snow-clad mountains and soothing sea beaches to ancient monuments and enchanting flora and fauna, India promises the best in the world. In an endeavour to fulfil the aspirations of India's budding

talent, IPS Academy's Institute of Hotel Management, Indore (earlier known as Marshal School of Hotel Management), offers courses like Bachelor of Hotel Management and BBA in Hotel Management. Students of the institute have had opportunities to traverse numerous industries, such as airlines, shipping, catering, restaurant, etc.

The institute provides facilities of international standard to groom its students in the best possible way, be it communication skill, personality development, etc. IPS Academy's Institute of Hotel Management, Indore, has the advantage of being associated with many reputed hotels, providing both students and teachers a practical exposure to the changing scene and latest trends of the hospitality industry. The Academy, with 16 colleges and 71 courses, boasts of a unique infrastructure that is spread over 58 acres of lush green terrain. The various institutes have state-of-the-art infrastructure with well-designed classrooms, laboratories, and libraries.







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**Deep Kalra**, Chairman & Group CEO, MakeMyTrip  
**Deepak Bagla**, Chief Executive Officer & MD, Invest India  
**Gaurav Bhushan**, Global Chief Development Officer, AccorHotels  
**Kapil Chopra**, President, The Oberoi Group

**Kenneth Macpherson\***, Chief Executive Officer - EMEAA, IHG  
**Nakul Anand**, Executive Director, ITC Limited  
**Patu Keswani**, Chairman & MD, Lemon Tree Hotels Limited  
**Ritesh Agarwal**, Founder & CEO, OYO Rooms  
**Siddhartha Gupta**, Managing Director Real Estate, The Blackstone Group

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