

HOTELS & RESTAURANTS INDIA

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A MONTHLY ON HOSPITALITY TRADE
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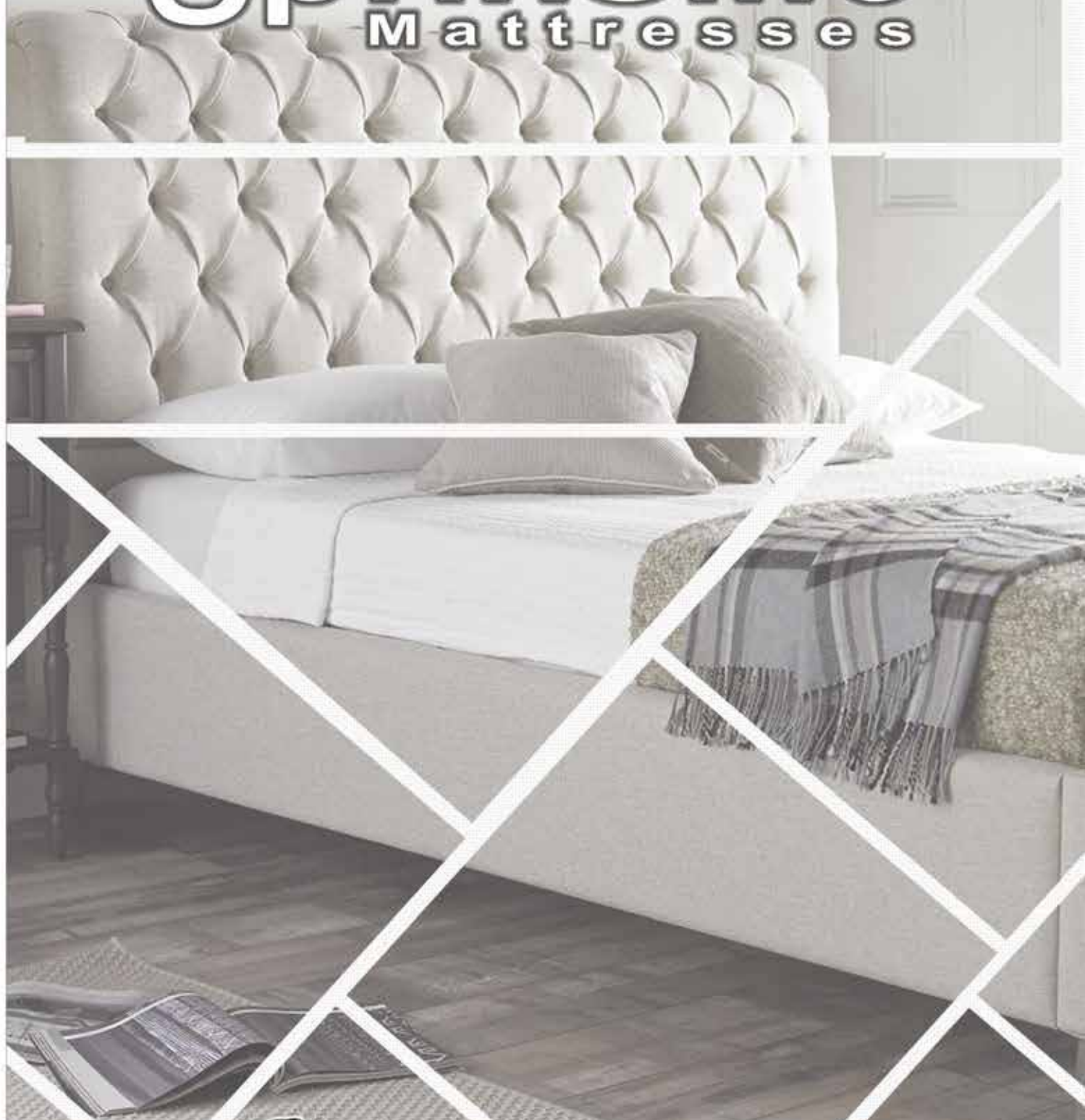
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This September at InfoComm India 2018, see the technologies that can help you design a five-star guest experience as well as streamline your day-to-day building operations. Innovators moving the AV needle will be present — learn about their solutions as well as their ongoing research studies. Be the first to see new products debuting in the Indian market. Have illuminating discussions with industry experts at the Summit's free-to-attend educational sessions.

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Garish Oberoi
President, FHRAI

Dear fellow members,

A **lphons Kannanthanam**, Minister of State (I/C) for Tourism, Government of India, recently launched the new Incredible India website which showcases India as a holistic destination revolving around spirituality, heritage, adventure, culture, yoga, wellness and more. The website follows the trends and technologies of international standards with an aim to project India as a must-visit destination.

India was the global host of World Environment Day 2018, which took place on June 5. With 'Beat Plastic Pollution' as the theme for this year's edition, the world is coming together to combat single-use plastic pollution. In the hotel industry, we have been pushing for sustainable alternatives such as biodegradable plates, glasses, and straws instead of plastic ones.

It has been a year since the Goods and Services Tax (GST) was made applicable. It was with the effort of FHRAI that the government raised the threshold limit to ₹ 7500 from ₹ 5000 for applicability of the GST rate at 18 per cent, and brought down the GST rate to 18 per cent from 28 per cent for restaurants located in five-star and five-star deluxe hotels. It was only with our effort that the GST for restaurants (except those in five-star hotels) was reduced from 18 per cent to 5 per cent, but without Input Tax Credit (ITC), which remains a concern. We are also working on getting the ITC, especially for restaurants in rented properties, restored. However, certain issues still need to be looked at by the government. Firstly, transaction value and not declared tariff should be the basis for rate categorisation of hotels. The four levels of GST ranging from 5 per cent to 28 per cent is a major deterrent from the tourist's perspective as

the leisure tourist travels from city to city. He is subjected to a different tax structure depending on the nature of the accommodation and destination. This will escalate the perception that India is not a tourist-friendly country. The lower tax rate will attract more tourist inflow, thus creating more valuable foreign exchange earnings for the country. Once again, a representation was given by FAITH (Federation of Associations in Indian Tourism & Hospitality) to lower GST rate to 12 per cent for the hospitality sector, so that it may contribute to an increased GDP and encourage tourism-induced employment across the country.

There are just two months to go for the most sought-after event in the hospitality industry, the 53rd Annual Convention of FHRAI, which is all set to take place at Ramada Lucknow Hotel & Convention Centre between September 20 and 22, 2018. The theme for this year's convention is spiritual and wellness tourism. While a lot of dignitaries from the state government and central tourism offices will grace the event, we have also planned relevant sessions for you. Some of these include Prospects of Indian Wellness & Spiritual Tourism Sector; Farm to Fork - The Food Culture for Development of Tourism; Industry Performance & Outlook; Sustainable Hospitality – Environment; and Tourism Promotion - Are We on the Right Track?

I look forward to seeing you all in Lucknow!

With warm regards,
Garish Oberoi
President, FHRAI



A representation was given by FAITH to lower GST rate to 12 per cent for the hospitality sector, so that it may contribute to an increased GDP and encourage tourism-induced employment



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JULY 2018

COVER STORY 30

HOUSEKEEPING: THE BACKBONE OF HOTELS

A clean room, shining lobbies, and requests fulfilled on time are just a small part of the many responsibilities that the housekeeping staff of a hotel shoulders. Read on to know more...

Cover Design

Raashi Ajmani Girdhar



30 COVER STORY

14 CONVENTION 2018



28 NEWS

CONTENTS

THIS MONTH

PRESIDENT'S MESSAGE	05
SECRETARY'S MESSAGE	10
FHRAI DESK	12
NEWS	28
PRODUCTS & SERVICES	60
EVENTS	62
APPOINTMENTS	68

FEATURES

CONVENTION 2018	14
CONVENTION COMES CALLING TO LUCKNOW!	

Arrangements are in place for the most sought-after event in the hospitality industry – the 53rd FHRAI Annual Convention. Take a look to know what's in store for the delegates

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FEATURES

HOTEL VIEW 24

IN FOCUS: RAMADA LUCKNOW

A venue apt for a convention as well-attended as the FHRAI Annual Convention, Ramada Lucknow Hotel & Convention Centre has left no stone unturned in ensuring delegates have an experience they won't forget



24 HOTEL VIEW

VIEWPOINT 50

SUSTAINABLE & RESOURCE WISE

Senior members of FHRAI share their opinion on the importance of sustainability in today's time and what can be done to ensure episodes such as the water shortage in Shimla not recur



52 TRENDS

TRENDS 52

WHERE TO, THIS SEASON?

Getting away from the atrocities of weather often leaves us with the perplexing questions of where and when. Here's a glimpse of where you can head

OPINION 56

SINGLE WINDOW: NO CLEARANCE?

Single Window Clearance may be ideal on paper but a far cry in reality. Members of FHRAI provide their opinion on aspects of the policy that still need fine-tuning



60 PRODUCTS & SERVICES

FORM 71

CONVENTION REGISTRATION FORM

Those interested are requested to tear-off and duly fill the form, to be submitted to the FHRAI office



62 EVENTS

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Surendra Kumar Jaiswal
Hony. Secretary
FHRAI



'Look Within India' translates the thought of looking within the land of the world's spiritual and wellness capital, India. The message is that we do not have to look anywhere else but within our own country for the wellness of our mind, body, and soul



Dear fellow members,

The 53rd FHRAI Annual Convention will be held at Ramada Lucknow Hotel & Convention Centre from September 20-22, 2018, on the theme 'Spiritual & Wellness Tourism'. In view of its pride positioning as the single largest business and networking platform of the hospitality sector in the country, the FHRAI Annual Convention stands today as a privileged platform in networking, knowledge dissemination and business development for the corporate and industries.

Yogi Adityanath ji, Hon'ble Chief Minister, Uttar Pradesh, has consented to be the Chief Guest of this convention, where **Rita Bahuguna Joshi**, Hon'ble Minister of Tourism, Government of Uttar Pradesh, will attend as Guest of Honour along with a host of other dignitaries.

Alphons Kannanthanam, Minister of State (I/C) for Tourism, Government of India, has agreed to be the Guest of Honour on September 21, 2018, and also to address the delegates.

Sri Sri Ravi Shankar ji, Founder, Art of Living Foundation, has been invited to be the Guest of Honour on September 22 and confer the FHRAI Awards, along with **Rashmi Verma**, Secretary, Ministry of Tourism, Government of India.

The FHRAI Annual Convention is the most sought-after event in the hospitality industry with active participation of leaders from the sector in India and abroad, including prominent hoteliers and all major stakeholders from the tourism and hospitality industry. The theme has very aptly been chosen,

owing to its predominant position in driving the tourism sector in the country. 'Look Within India' has been incorporated as the tagline in the convention logo. It translates the thought of looking within the land of the world's spiritual and wellness capital, India, and explore the endless possibilities. The message that the theme seeks to spread is that we do not have to look anywhere else but within our own country, India, to take care of our mind, body, and soul's wellness.

The Ministry of Tourism has recently launched the new Incredible India website which showcases India as a holistic destination. The new website will provide information all over the world, even about exotic destinations of the country.

The website has already started getting visits from US, Russia, and China. It has many useful features to make it more interactive and to provide a deeper engagement to the travellers visiting the website.

The Ministry of Tourism will now be able to engage effectively with visitors across web and social channels, and measure engagement.

With kind regards,
Surendra Kumar Jaiswal
Honorary Secretary, FHRAI



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Glimpses from **KOLKATA**

The Federation of Hotel & Restaurant Associations of India held its Executive Committee Meeting on June 16, 2018, at Novotel Kolkata Hotel and Residences. Members also got to participate in a dinner, which was also held on the eve of the meeting. We bring to you snapshots from the gathering.





CONVENTION comes calling to LUCKNOW!

The 53rd FHRAI Annual Convention will be held at Ramada Lucknow Hotel & Convention Centre from September 20-22, 2018. Amidst a host of business and networking sessions, a lot of exciting opportunities to explore the city and its neighbouring spiritual centres are in store for attendees.

The FHRAI Annual Convention is the most sought-after event in the hospitality industry that sees active participation of leaders from the hospitality sector of India and abroad, including prominent hoteliers and all major stakeholders. In view of its pride positioning as the single largest business and networking platform of the hospitality sector in the country, the FHRAI Annual Convention stands today as a privileged platform in networking, knowledge dissemination, and business development for the corporate and industries. The convention offers an excellent opportunity for delegates from across the country to network with top policymakers, top-notch entrepreneurs, global experts, and distinguished representatives from civil society.

This year, the convention will be held at Ramada Lucknow Hotel & Convention Centre. Other convention hotels include Vivanta by Taj, Renaissance Lucknow Hotel, Hyatt Regency, The Piccadilly, Novotel Lucknow Gomti Nagar, Fairfield by Marriott, and Ginger Hotel. The theme of the convention is 'Spiritual & Wellness Tourism'.

“

FHRAI continues its efforts to bring a convention that fosters innovative ideas and suggestions

”



Shri Yogi Adityanath ji, Chief Minister, Uttar Pradesh, will be the Chief Guest at the event. That is not all; the partner state Uttar Pradesh has much more to offer. Apart from sessions and panel discussions on topical issues, the FHRAI Awards will also be held, along with a hospitality supply chain exhibition and themed networking gala lunches and dinners.

Lucknow has numerous exquisite heritage monuments still preserved for everyone to see and cherish. It is known for embroidery works including *chikankari*, *zari*, *zardozi*, *kamdani*, and *gota* making. Spouses will enjoy shopping in its myriad bazars and quaint shops. The post-convention tours will take attendees on a journey to the spiritual cities of Varanasi and Ayodhya.

FHRAI continues its efforts to bring a convention that fosters innovative ideas and suggestions. The Association welcomes all member hoteliers and delegates to come and be part of the extravaganza, gather knowledge, enhance business possibilities and of course, have a lot of fun!



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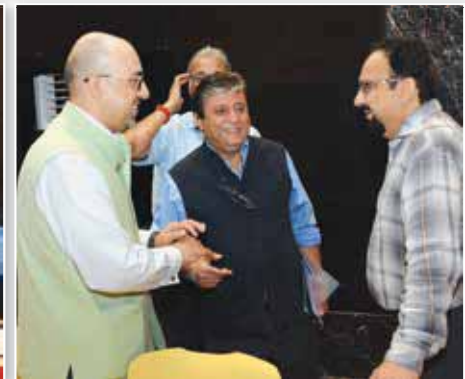
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HRANI meet in New Delhi

The Hotel and Restaurant Association of Northern India (HRANI) held its Managing Committee meeting at Radisson Blu Kaushambi Delhi NCR on May 21, 2018. We bring you glimpses from the event.



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WITH HRANI EFFORT, CHARCOAL BECOMES AN APPROVED FUEL

The proactive efforts of Hotel and Restaurant Association of Northern India (HRANI) have borne fruit as Delhi Pollution Control Committee (DPCC), Government of NCT of Delhi, has come out with a notification allowing the incorporation of charcoal in the list of 'Approved Fuels', notified vide F.No. DPCC/RDPC/141/2017/3692 dated June 29, 2018. As per the said notification, usage of wood charcoal is permitted for tandoors and grills at hotels, restaurants, banquet halls, and eating houses that have emission channelisation or control systems in place. "On behalf of the Delhi fraternity, HRANI is thankful to the committee constituted by DPCC



Sanjay Sood
President
HRANI

for considering the suggestions submitted by HRANI and other trade bodies favourably," says **Sanjay Sood**, President, HRANI.

"The concern of the food industry of not being able to offer customers authentic *tandoori* flavour arose from rebuffing charcoal from the list of approved fuels in Delhi. HRANI, along with other trade bodies, relentlessly pleaded the DPCC for including charcoal under approved fuels, and the submission has been favourably heard by the government," says **Garish Oberoi**, Chairman - Delhi Committee and Treasurer, HRANI and President, FHRAI.

MICROBREWERIES CONTINUE TO SPROUT IN KOLKATA

Craft beer is slowly gaining popularity as more and more microbreweries are being set up across the country. Many restaurants with ample space are turning them into brewpubs churning out freshly crafted beer. "Bengaluru and Gurugram have been leading in the space with several microbreweries and brewpubs. Albeit late, the eastern parts of India are also joining the new beer revolution," says **Sudesh Poddar**, President, HRAEI.

Kolkata has now four brewpubs, but all of them run to full houses, especially on weekends. People flock to these new beer houses, mostly in the eastern side of the city, from far and wide.

Not just corporates, college kids and even families are discovering how their taste buds are tuned to



Sudesh Poddar
President
HRAEI

the varietal flavours of craft beer. No wonder, by the end of this year, quite a few microbreweries are expected to come up in Kolkata. In the next few years, at least 20 more of them can be set up.

Odisha and Assam also have got their first brewpubs. "A lot of interest has grown in Bhubaneswar, which may witness a fast growth in the craft beer business," adds Poddar. The North East, led by Guwahati, can be another strong growth engine as drinking culture is quite rich in cities like Shillong and Aizawl.

The Hotel & Restaurant Association of Eastern India takes the lead role as a single voice organisation representing the hotel and restaurant industry of the eastern states. Its ultimate goal is to upgrade and professionalise the hospitality industry of eastern India.

“A lot of interest has grown in Bhubaneswar, which may witness a fast growth in the craft beer business”



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COLOMBO plays host to HRAWI CONVENTION

The Hotel and Restaurant Association of Western India (HRAWI) held its 18th Regional Convention in Colombo, Sri Lanka, from June 27-30, 2018. It was the Association's first Regional Convention to be held outside the country.



HRAWI



BINA KARAMJEET APPOINTED SECRETARY GENERAL OF SIHRA

Bina Karamjeet has been appointed as the Secretary General for South India Hotels and Restaurants Association (SIHRA).

She is a graduate in History from Stella Maris College in Chennai and has over 25 years of experience in customer service in various industries. Karamjeet began her career in the hospitality industry at the Taj Coromandel in Chennai.

Backed by the experience in the hospitality industry, she moved on to



Bina Karamjeet
Secretary General
SIHRA

work in logistics with Blue Dart Express, mobile service provider Airtel, timeshare and holidays with Club Mahindra.

She also has experience of the real estate sector after having worked with Mahindra LifeSpaces.

Her dedication, commitment, and an innovative approach to the new responsibilities will be an asset for SIHRA as it continuously expands its presence in southern India, adding more and more hotels, restaurants, and affiliates to its list each day.

SIHRA ORGANISES FOSTAC TRAINING IN CHENNAI

The FSSAI training programme was organised on June 20, 2018, with the help of **P Venkataramana Babu**, EC member, SIHRA, at New Woodlands Hotel, Chennai. The programme was conducted by **Dr Pasupathy** of Parikshan, who is an expert on food safety. He was assisted by Saranya Gayathri, Executive Director, Parikshan and Veena Murali, Director (Operations), Parikshan. Nineteen participants representing the hotel fraternity attended the programme. **R Rangachari**, the Advisor, welcomed everyone and explained

why the programme was being held. The FOSTAC certification course has been made mandatory by the government for all Food Business Operators (FBOs) in the country to ensure safe and hygienic food to all.

“Nineteen participants representing the hotel fraternity attended the programme held in Chennai”

Participants of the programme were given training on the legal conditions mandated in the law, activity on food spoilage, process flow in an FBO unit, design and facilities given in Schedule-V of FSSAI regulations, experiments on adulteration, as well as food safety management with packaging and labelling requirements. The trainees will thereafter be provided a unique log-in ID and a certificate from FOSTAC which will be valid for two years. It was also decided that the programme will be held in Telangana, Andhra Pradesh, Kerala, and Karnataka.



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In focus: Ramada Lucknow

Ramada Lucknow Hotel & Convention Centre is the venue for the 53rd FHRAI Annual Convention. In an interview, **Chandrashekhar Subudhi**, Hotel Manager and **Varun Khandelwal**, Business Development Manager, tell us more about the property and what makes it so unique.



**Chandrashekhar
Subudhi**

KINDLY TELL US ABOUT THE USP OF THE HOTEL.

Ramada Lucknow is the biggest banquet and convention hotel in Uttar Pradesh. Its indoor events space, a huge amphitheatre and lawn for weddings, a wellness centre, and a discotheque never cease to delight guests. We are also the closest international hotel to the airport in Lucknow.

With a lounge at Lucknow's airport for pick-up, the hotel has a clear advantage for business travellers and event co-ordinators in terms of accessibility, accommodation, and value for money. Our weekly F&B events have made the hotel popular among the city's urban crowd.

WHAT FACILITIES DO YOU OFFER TO BUSINESS TRAVELLERS?

Our unique offerings can broadly be grouped into three – the guaranteed and reassuring level of world-class hospitality and service that is expected and delivered of an award-winning international brand, the location that we have converted to our strongest advantage, and the customised product offerings that specifically address all the concerns of a business traveller, delightfully embracing technology to aid us in the whole process.

Keeping in mind the fundamental aspect that business guests are a market within a market, we have made personalisation a priority and speed



the key, integrating the booking process seamlessly and automating our customer data to go back to enhancing our personalisation services. The entire journey of a business traveller, from touchdown in the city to the hotel, time of stay at the hotel, events at the hotel, and back to the airport for the return journey has been meticulously integrated with the best of amenities, services, and comfort that is proved by the rising pie-share of return guests to Ramada Lucknow.

Our outreach also extends to our guests' post-stay, with our personalised media initiatives that help us retain loyalty naturally. We are also in the process of rolling out specialised loyalty programmes for corporates, which would be another unique advantage for the hotel.

WHAT IS THE MICE CAPACITY OF THE HOTEL? WHAT ARE THE NEW TECHNOLOGY ELEMENTS THAT THE HOTEL PROVIDES FOR EVENTS?

With a combined outdoor events space of 90,000-plus sqft and an impressive 30,000-plus sqft of flexible indoor space supported by an experienced and dedicated events team, we will help you create your event that is perfectly tailored to your particular needs and schedule. All event spaces have state-of-the-art technology in audio-visual equipment, with a digital backbone and connectivity that can be scaled up for any event of any size.

AS A NEWLY OPENED HOTEL, WHAT ARE YOUR TARGETS IN TERMS OF OCCUPANCY, ARR, AND REVPAR?

As far as the Indian hospitality domain is concerned, Lucknow is a fast-growing city that has seen a

considerable increase in its room inventory since 2015. Considering the demand and supply dynamics, we have adopted an occupancy-driven strategy, which will be the key powering factor for our RevPAR followed with ADR for the hotel. Our strategy has been to present Ramada Lucknow as a destination for all and not be limited to the market-driven models of our event spaces as such. It is to this objective that the recurring F&B weekly events and monthly specials have been conceptualised, to showcase the modern amenities and space as a go-to destination for families.

Adding to the regular efforts in digital and offline marketing for our room nights, this consolidated approach has been working wonders with our occupancy rates. We are proud to say that despite being a fresh entrant in the hospitality space of Lucknow, we have been successfully driving an average occupancy rate of 70 per cent.

WHAT IS YOUR MARKETING STRATEGY TO INCREASE SALES AND REVENUE? WHAT SEGMENT OF GUESTS ARE YOU TARGETING?

Ramada Lucknow, chiefly a convention hotel, has its events space as its biggest currency with big weddings and MICE events being its key drivers. We have been aggressive in our sales and marketing strategies to project the hotel as the best destination hotel to different source cities followed with social



Varun Khandelwal

“

Expecting over 1000 delegates, all our facilities and amenities have been prepped up

”





“ We have been successfully driving an average occupancy rate of 70 per cent since we opened ”

media marketing campaigns, advertisements, participation in industry trade shows, etc. Focused, specialised, and data-driven campaigns for the various guest categories, including innovative F&B promotions, have resulted in sustained revenue streams, all adding to the main revenue share of the hotel's service offerings and products.

THE FHRAI CONVENTION IS SET TO TAKE PLACE AT THE HOTEL IN SEPTEMBER. KINDLY TELL US ABOUT YOUR PREPARATION FOR THE SAME.

The FHRAI Annual Convention is the most sought-after event in the hospitality industry, which brings together a broad cross section of influential voices, iconic thought leaders, as well as eminent luminaries from the highest echelons of government and hospitality for enriching deliberations on myriad industry and policy issues. We are proud to have been chosen by FHRAI as the venue for this grand event. Expecting over 1000 delegates, both national and international, all our facilities and amenities have been prepped to ensure every single aspect of the entire journey is taken care of.

The latest in technology with regard to information management is a critical facet for the success of the whole event, for which we have invested in additional interactive state-of-the-art technology to ensure the event be seen, known, and be heard of around the world in real time.

HOW IS LUCKNOW EVOLVING AS A CITY FOR MICE?

The Uttar Pradesh Tourism Policy recognises the importance of MICE tourism and it has selected this niche tourism as an engine to drive growth. The policy has clearly declared 'Promoting the state as a leading MICE destination in the country' as a part of its agenda for the year. Lucknow has always been just perfect for MICE.

Good air connectivity and a cultural heritage add to the element of discovery to make it the number one



HOTEL VIEW

MICE hub in North India. Lucknow, with its large number of schools, colleges, universities, and research institutions, already has a number of activities taking place under the ambit of MICE.

With the right kind of effort put in developing the existing infrastructure to suit the needs of a MICE destination, brand Lucknow is poised for a big boost as one strengthening conference tourism in North India. The biggest advantage the state of Uttar Pradesh has is its proximity to the national capital. Of late, infrastructure has geared up considerably; the India Expo Mart in Greater NOIDA and the Yamuna Expressway in addition to the Agra-Lucknow Expressway has added fillip to the entire process of infrastructure rejuvenation in the state.

WHAT ARE THE MAIN CHALLENGES AND POLICY DETERRENENTS FOR THE HOSPITALITY AND TOURISM INDUSTRY TO GROW IN UTTAR PRADESH?

There are a few issues in relation to MICE tourism in India which can be perceived as possible bottlenecks to the industry as a whole:

- **Prevalence of high tax structure in India:** This is a major contributor for India's destinations to lose out on a global scale while bidding for events.
- **Convention visa:** This has been addressed in the new tourism policy. The introduction of e-Tourist Visa has kicked off a new regime.
- **Availability of trained manpower:** We need superior industry and academia connect.
- **Carrying capacity of a MICE destination:** Carefully carried out feasibility study may solve the process.

- **Compliance to international standards:** The physical and peripheral infrastructure needs to comply with world standards. This can be done by imparting training drawing cues from the leaders.

A visitor should go back enriched in knowledge and with a sense of a great experience. To make this happen, steps can be taken to make the tour replete with tour guides, activities for children, culinary tours, interactivity for the tourist with the culture of the place, etc. New tourist destinations may be identified and further developed for offering innovative tourism products or experiences.

WHAT ARE THE SIGHTSEEING AND SHOPPING OPTIONS THAT THE CITY OF LUCKNOW OFFERS?

Lucknow is the capital city of Uttar Pradesh and it has always been a multicultural city. Courty manners, beautiful gardens, poetry, music, and fine cuisine patronised by the Persian-loving Shia Nawabs of the city are well-known amongst Indians and students of South Asian culture and history. Lucknow is popularly known as The City of Nawabs.

The bustling city lies in the middle of the Heritage Arc and is famed for its Nawabi-era finesse and amazing food, along with being home to extraordinary monuments depicting a fascinating blend of ancient, colonial, and oriental architecture.

Some of the famous monuments are Bhul Bhulayyan (Bada Imam Bara), Ghanta Ghar, Shahi Bowli Residency, and the Rumi Gate. The city's culinary delights, too, are to be experienced.

EXPANSION

GINGER ANNOUNCES ITS FIRST HOTEL IN JHANSI

Ginger has signed a new hotel in Jhansi, Uttar Pradesh, marking its debut in the city. Ginger Jhansi will have 76 rooms, an all-day diner, and a meeting room. Located exactly opposite the railway station, the proposed hotel is a convenient option for travellers visiting the historic city of Jhansi for business or leisure. The hotel is a greenfield development and is slated to open by late 2020.

"We are delighted to partner with Khard Hotels for the new Ginger hotel and set foot in the historic city of Jhansi in Uttar Pradesh. This will be the first branded hotel in the city," says **Deepika Rao**, Managing Director & Chief Executive Officer, Ginger. Jhansi was selected among 98 cities for the 'Smart City' initiative by Government of India. The Ginger portfolio has a pan India presence of 45 hotels across 32 cities, with eight hotels in the pipeline. Ginger is part of the Indian Hotels Company (IHCL) brand-scape. IHCL has five hotels in the state of Uttar Pradesh – The Gateway Hotel Fatehabad Road Agra; Vivanta and Ginger in Gomti Nagar, Lucknow; Taj Nadesar Palace Varanasi and The Gateway Ganges Varanasi.



LAUNCH

ITC KOHENUR, HYDERABAD, IS NOW OPEN

ITC Hotels has added the ITC Kohenur in Hyderabad to its portfolio. This will be the hospitality major's 12th hotel to join the luxury hotel portfolio. Envisaged as a tribute to the traditions and distinct character of its locale, ITC Kohenur is a testament to the multifaceted rich heritage of the region. Located in HITEC city, the property offers 271 rooms, suites, and serviced apartments; six culinary brands reflecting ITC's tradition of culinary excellence; as well as Kaya Kalp spa and well-being offerings complemented by the customary warmth of ITC Hotels. The hotel also features nine versatile and state-of-the-art meeting, banquet, and conference spaces, as well as two sprawling outdoor venues.

A contemporary Indian ethos underscores ITC Kohenur's architecture and design philosophy. A stand-out in-room feature is the amalgamation of all services through the E-Butler iPad. The new hotel will also house Yi Jing, a new brand from ITC, featuring classic and creative Chinese cuisine. The fourth edition of the group's pan Italian brand, Ottimo, will complement the Skypoint Bar on the rooftop, offering a picturesque view of the Hyderabad skyline. Golconda Pavilion, the 24x7 restaurant, will showcase inventive international cuisine along with a large 'Local Love' repertoire featuring Telangana and Andhra favourites.





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HOUSEK

The backbone

Through this feature we explore how new technologies, manpower allocation per room, guest data, and feedback are combined with the housekeeping staff's care and perfection to create exceptional experiences for guests.

Kanchan Nath



Renaissance Mumbai Convention
Centre Hotel & Lakeside Chalet,
Mumbai- Marriott Executive Apartments

KEEPING of hotels

The priority of a guest at a hotel will always be a clean room and a comfortable bed, making the job of the housekeeping staff one of utmost importance. The first check in terms of security, the staff is also well-trained to report anything they may find suspicious. Over time, technology has proved to be an aid to housekeeping in several ways. Collation of guest data and room occupancy or vacancy has helped housekeeping staff deliver better services that are customised to the guest's preference, helped prepare rooms in time, and increased efficiency of staff overall. Staff trainings are also now being delivered through videos. This not only keeps the staff better engaged, but also helps provide clearer instructions. It can be concluded, without a doubt, that the housekeeping staff does shoulder the responsibility of keeping a hotel going and ensuring that it aptly delivers the image that the hotel wants to portray to guests.



Sharda Sharma

Sharda Sharma Executive Housekeeper The Suryaa New Delhi

VIDEO TRAININGS FOR BETTER GRASP

The Suryaa is a grand old hotel, but when we talk about adapting to the latest technology, it is far ahead than many new hotels. We have a complaint management system that was integrated with the PMS way back in 2006. This has helped in merging the desk and the guest service centre, removing paper trails and manual processes, while updating room status in real time through mobiles. We have also introduced robotic cleaning for the swimming pool, which has helped save a lot of man hours. Another major technological advance is the introduction of training videos for regular tasks. We use training videos on bed making, waste management, sharps handling, towel folding, etc., which generates interest in the team for trainings.

MAINTAINING CLEAN ENVIRONS

Depending on the status of the room, it takes 25 to 40 minutes to turn around a departure room. In our hotel, we have 14 rooms allocated

per housekeeping staff in the morning shift. We use R2 for cleaning and sanitising the rooms and bathrooms. This is part of the SOP for cleaning a room. We also have a proper pest control record for each room; all rooms are covered at least once in a fortnight. The pest control service and records are checked by the Executive Housekeeper and Hygiene Manager every month. The hotel has around 400 indoor plants, some that are great for removing formaldehyde as well as carbon monoxide, purifying and increasing general indoor air quality. We also use TFA for our guest rooms and public areas.

CRUCIAL CHECKS

The first check in terms of security for a guest room is done by housekeeping. The housekeeping team is trained on some key processes to ensure safety and security in the hotel. These include key control through which they have limited access to guest rooms and recognising suspicious movements, where they are trained to observe such movements and report to security. SOPs for checking a departure room, including locked safe and valuables; SOP for DND rooms and escalation; as well as the ability to detect missing items is made possible through trainings.

“

The introduction of training videos for regular tasks helps generate more interest in the team

”



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AUTOMATION FOR EASE

Technology and automation help in improving efficiency and productivity. We try and incorporate technology wherever possible. We utilise noise-free, battery-operated vacuum cleaners at night so our guests are not disturbed. Instead of traditional laundry for curtains, which is extremely time consuming, we use steam cleaners to clean and press them, which saves a lot of time.

SECURITY, ALWAYS A PRIORITY

Guest safety is top priority and important to us. We take measures to ensure that there is no compromise on this parameter. Door belts are used while servicing rooms to keep the room semi-open.

SAFE CORNERS

While booking, guests have the option of sharing their preferences, which are then stored in our software for future reference. There are occasions where the in-room furniture is rearranged as per the preference of the guest.

In the past, we have had guests who have stayed with the hotel for almost a year and on their request, we converted the powder room of the suite into a small kitchen. When there are kids accompanying the family, we provide child-friendly rooms wherein there are no sharp furniture items or glass vases that can possibly be hazardous for children.



“

To give a sense of comfort to single lady travellers, we allot them rooms near elevators and cameras”

Rooms showing DND sign on the doors are recorded and communicated daily to the department head and front office. Daily checks on fire exits are made by security and housekeeping executives. We do not have an 'Only Women' floor, however, to give a sense of comfort to single lady travellers, we allot them rooms near elevators and cameras.

DOING AWAY WITH PLASTIC

To begin with, we are proud to say that plastic use has completely been stopped. In order to enhance segregation, we have recycle bins with inbuilt dry and wet garbage separators. Environment cards on change of linen every alternate day are placed in rooms with guests who are staying for several days at the hotel. Information cards on practices that help save water are placed in bathrooms. Recycled water is used in all the guest rooms. The used soaps are also recycled. They are gathered and given away to an NGO to make liquid floor cleaners.

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Payal Joshi

Payal Joshi Executive Housekeeper Hilton Bangalore Embassy GolfLinks

APPS AND OTHER TECH

With increase in expectations and handling a full-service brand with 247 rooms, technology has unquestionably streamlined the process and helped in minimising human error extensively. For example, the housekeeping team automatically gets an update about priority rooms through the property management system. This alone dramatically helps to meet the demand for 24-hour room readiness. Additionally, mobile Apps allow our housekeeping to directly connect with engineering, thereby letting them deal with any maintenance issues in time. The key benefit of building a network between supervisors' computers and every team member's mobile device is heightened accountability.

ON THEIR TOES

At Hilton, we have a self-developed PMS called OnQ to track the room status. It takes approximately 35 minutes to clean a room, considering the bigger size of rooms that we have. Hence, each housekeeping attendant is allocated 14 rooms. The guest room cleaning is handled with utmost care. For enhanced air purification, we have portable air purifiers, ozonisers and de-humidifiers, to be used as and when the need arises.

“

Apps allow housekeeping to directly connect with engineering, helping deal with issues in time

”

REGULAR CHECKS

The housekeeping staff carries out room verification checks twice daily. This enables the front desk to check on discrepancies in occupancies, if any. Besides, every room entry by the housekeeping team enables them to check on guest safety in the room, check on any valuables left behind in the room by the guest, movement of guests in the corridor and rooms, etc. In short, the housekeeping team has its eyes and ears open and alert at all times to ensure safety and security in the hotel rooms. Special care is taken for women travellers. The room cleaning is done by a female room attendant or if done by a male room attendant, a lady supervisor is present. The evening service for these rooms is also done by 6 pm, ensuring the lady guest is not disturbed later in the evening.

DOING AWAY WITH PLASTIC

We have adopted a few green and energy-efficient practices in housekeeping to do our bit towards the community. Hilton hotels have collaborated with a charitable trust where we send used soaps which are collected from guest rooms. These are sanitised and converted into fresh soap bars and distributed to the underprivileged. We also actively promote energy conservation by giving an option to the guest for linen reuse in the guest room. This helps save energy in various forms. The garbage segregation that happens at the hotel is also an efficient green practice that we follow. Also, the packing material used in the laundry for packing guest clothing is made of non-woven material.

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Abhishek Lamba

Abhishek Lamba
Executive Housekeeper
Radisson Blu Hotel, New Delhi, Dwarka

YES, WE CARE

With a focus on leading the hospitality industry in customer care, Radisson has started the 'We Care' programme for guests, where each room is provided with an extra pillow, blankets, and towels wrapped in 100 per cent recyclable and biodegradable single-use wraps to ensure the products are fresh and unused.

OPERATING WITH OPERA

Room status is tracked by Opera and cross-checked manually in all the three shifts. It takes maximum 40 minutes to turn-around a room as per standard operating procedures. Based upon the room size and infrastructure, 15 rooms are allocated to every housekeeping associate per shift. Sanitisation practices assist in environmental sustainability that provides health benefits. Pest control tracking of the guest rooms and other areas is carried out with the help of Opera.

PATROLLING FOR ADDED SECURITY

All single lady travellers opting for a higher category floor or preferred floors are given the rooms near the guest landing area under the focus of the CCTV. Security patrolling by a lady is also carried out in the night outside the Pink Room. Our guests come with

“

Based upon the room size and infrastructure, 15 rooms are allocated to every housekeeping associate per shift.”

the understanding that they and their belongings would be safe and secure in the hotel during their stay here. Our housekeeping attendants are sensitive and prompt while attending to the guest requirements. Some of the measures taken to ensure guest security and safety at the hotel include pre-scanning of the guest identity, theft orientation and attitude training, expertise in public relations, regular lock inspections, inventory control, as well as trash handling.

CUSTOMISATIONS FOR ALL

We had IPL teams staying with us, where we had players even taller than six feet. Beds were extended in the hotel as per their height, using bed extensions. Radisson Hotel Dwarka was also part of the shoot of the movie 'October', which took almost three months for completion. Based upon the movie requirement, guest rooms were customised as conference rooms, meeting rooms, and training rooms.

CLEANSE AND BUFF

To ensure that bathrooms are kept spic and span, hot water is used for cleaning as it significantly enhances the effectiveness of cleansers. Before applying an antibacterial cleanser, the counter tops, tiles, sink, bath, and toilet are cleaned using hot water. Once the whole room is clean and hygienic, a vigorous buffing is given. Polishing of the mirror and taps, as well as removal of water spots and smears leaves absolutely everything shimmering. Finally, the floor is scrubbed well, dried, and then buffed, leaving it gleaming.



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Ajay Dhar

Ajay Dhar Executive Housekeeper Radisson Noida

PROMPT SERVICE AND RESPONSE

We use microfiber cloth, which is eco-friendly due to the absence of chemicals and is also cost effective, besides displaying better cleaning results. The light indicators inside the room update the room status to 'Do Not Disturb' or 'Please Make My Room' at the room entrance outside. We also use complaint management system and alerts to update guest requests and complaints. Modern technology in laundry has allowed the property to migrate to liquid laundry from the manual dozing system. The property uses top-of-the-line equipment for cleaning surfaces, a reflect-o-metre to determine the whiteness factor of fabrics in the laundry, PPM measurement system to measure the softness of water, double disc scrubbers, Ziffy machine for pressing, and so on. Special artisans are employed to maintain artefacts and paintings.

ATTENTION TO DETAIL

We follow some key points for customising services as per guest requests. If a staff member overhears a conversation in which one of the guests mentions they either like or dislike something in their room during their stay, within minutes, everyone who might come into contact with that guest knows about it and offers alternate options to ensure guest satisfaction. Greeting your customer by name

is a very meaningful and treasured detail that adds greatly to the way they experience doing business with you and is being practised religiously with all team members at our property. We also ensure that our guests know that we not only pay attention to their preferences but remember them and cater to them for each and every transaction. We also want to show them that we appreciate them and their patronage, and one of the easiest and most overlooked ways to show them appreciation is to send a handwritten note on lovely stationery.

GREEN MEASURES

We have measures for cost saving that ensure reduction in the consumption of expensive and sometimes toxic products being used on a daily basis. Proper records are being kept to track the amount of and measure reduction in use of the various products we purchase. We have trained and educated our employees to return empty containers before getting new supplies to reduce the number of partially-full containers at the property. We emphasise on purchasing cleaning and laundry products in bulk concentrated form to reduce packaging waste. We have also educated our team members on proper mixing of concentrates to avoid waste and save money. We use spigots, nozzles, and funnels for dispensing fluids from bulk containers to reduce the chance of spills and overflows. Stained or damaged linens and other textiles are used for making cleaning rags, dusters, mops, etc., and also sewn into kitchen aprons. We re-dye linens and carpets to match remodelled decor.

“

One of the most overlooked ways to show appreciation is to send a handwritten note to the guest

”

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Ritu Joshi

Ritu Joshi Executive Housekeeper Fairmont Jaipur

CUSTOMER DIGITAL CARD

Technology is currently the essence of operations for any department and includes the housekeeping department as well. The main technology adopted by the department is the usage of social media and other forums to gather details about the guest prior to his/her arrival to our palace. This gives us a major advantage as it enables us to get acquainted with the guest as well as to a certain extent understand the preferences and likes of the guest. Moreover, to understand the preferences of our guests, we have a new system known as ACDC (Accor Customer Digital Card), which helps us gather all preferences of guests who are part of Le Club AccorHotels, the AccorHotels loyalty programme.

IDENTIFYING RISKS

Regular trainings ensure that our team knows what might be a potential security risk. This includes the reporting of items which might be a potential hazard to the housekeeping desk operator who in turn broadcasts this information to the floor supervisor, the duty manager, and the security incharge.

“

Regular trainings ensure that our team knows what might be a potential security risk to the hotel and guests

”

THE LUXURY OF CUSTOMISATIONS

As per guest requests, the rooms are modified to a certain extent. This includes bed linen colour, towel decoration, floral *rangoli*, and bath setup. Even the fragrance of the rooms is changed to meet the needs of the guest. Also, when there is a request for a neutral room, the room is sterilised by removing the feather pillows and duvet, and by thoroughly vacuuming the rooms. Presently, the rooms not only represent the living room, but also include the bathroom with its own sub-section. This is mainly due to the increased focus on rejuvenated bath experiences which has gained momentum amongst the millennial population. Bathrooms are filled with accessories such as body showers, bath tubs, and different cubicles for each that give a higher sense of luxury than walking into an open bathroom.

GREEN AND TIDY

The only way to keep the area spic and span is by constant upkeep and intense planning. Planning is the essence of any department, but this is crucial when it comes to public spaces of the hotel. There will always be high guest movement, hence areas are divided amongst team members who will be entirely responsible for them. Gardens are the main essence of any hotel. The type of plants and trees planted determine the look of the garden in various seasons.



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Sanjeev K Nayar

Sanjeev K Nayar General Manager WelcomHeritage

CLEAR INFORMATION LINES

Communication is becoming cheaper and more effective. One strategy we use in our hotels is that as and when a guest is checking out or informs the reception for a clean-up, the reception sends this message to the housekeeping staff on that particular floor or wing. Rooms are already assigned to different staff members and as soon as they see the request, they acknowledge it and start the cleaning. When the process is over, the staff dials a code from the telephone provided in the room that lets the reception know that the room has been cleaned and thus ready to be allocated to the new arrival.

APPROPRIATE NUMBERS

For a regular-sized room we maintain a ratio of 5:1 (where five rooms are allotted to one staff member) and 10:1 for the supervisor. Each of our rooms is

“

For a regular-sized room we maintain a ratio of 5:1 and a ratio of 10:1 for the supervisor at the property

”



pest-free, wherein we follow a regular pest control system through professional agencies.

AMENITIES FOR WOMEN

Being in heritage tourism, most of our properties are leisure properties that attract lots of families and friends. Thus, we do not have floors dedicated exclusively to women.

In some hotels, we have special rooms for female travellers, which have the interiors befitting the colours and moods of a lady traveller. These rooms, besides having normal amenities, have special women amenities and also an adequate number of trained lady staff to take care of the needs of women travellers.

MAKING ROOM FOR GUESTS

We always try to do whatever we can for the comfort of our guests. For instance, it was around two months back that a guest was planning a romantic trip with his wife and he told us to make it special for them. So, we had arranged decoration in their room and a complimentary cake.



Dinesh Singh

Dinesh Singh Executive Housekeeper Radisson Blu Marina Hotel Connaught Place, Delhi

RECYCLE AND REUSE

Old linen can be used as a cocktail napkin or bread-basket napkin. Cleaning supplies, if purchased in bulk, save money. For example, concentrated cleaning solutions can be diluted on the site and dispensed in reusable pump-spray bottles. All rooms must have energy-saving sockets that are in working condition. This is the main source where we can save on power consumption. Grass cycling can be practised and grass clippings can be left on the lawn to decompose as it releases vital nutrients into the soil. Old linen, guest supplies, and furniture can be donated to institutions or charities.

THE POWER OF HOUSEKEEPING

The first thing that comes to mind when we talk about housekeeping is cleanliness. Every time we

“

Even when a hotel's service is not up to the standard, a clean environment could help bring back guests

”



enter a five-star hotel, the reason it looks top-notch is because of the housekeeping department. These housekeepers work day in, day out in shifts to maintain the standards of the hotel. To successfully run a hotel, the housekeeping department plays a crucial role. Even when the hotel's service is not up to the standard, a clean environment or more specifically, a clean public area and lobbies, could bring back guests.

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Creating **inspirational** spaces

With many a project under its umbrella, HS Ahuja & Associates continues to bring interiors to life by integrating aesthetics with customer needs. With its team of experts, the firm constantly strives to up its design quotient.

HS Ahuja & Associates (HSAA) continues to expand its client base all over India. With expertise in renovation and makeover of spaces, HSAA creates an environment through its design and aesthetic appeal that delivers exactly what the client is looking for. The company helps create interiors that are appealing to the eye.

Hema, Vice President, HSAA and the brain behind the designs, ensures that the client gets just what he or she has in mind. She studies the needs of clients and their likes and dislikes, and then integrates them in her design concepts to construct dream spaces, all within a set timeframe.

“

We will create and we will build the space you desire, and you can fall in love with it

”

Getting it right isn't an easy task at hand. Changing needs and changing geographical locations are major deterrents in defining the services and the ambience that will suit a particular location. With the definition of luxury being subjective and changing with individuals and locations, hitting the nail on the head can be a challenge, but not one that HSAA can't overcome.

The firm offers seamless turnkey services to clients and investors ensuring that every aspect of creation and development is dealt with in synergy. Some of the projects that have been completed include hotels in Manali, Shimla, Dehradun, and Srinagar - the most visited places by tourists. HSAA is now coming up with hotel projects in Indore, Bhopal, Rishikesh, Bhubaneswar, and Visakhapatnam. It has also completed a five-star property - the Ramada Hotel in Tatanagar, Jamshedpur.

“We will create and we will build the space you desire, and you can fall in love with it as it reflects your lifestyle,” says **Subhash Ahuja**, CEO, HSAA.





Hotel Manali



Suite Room, Manali



Bedroom, Manali



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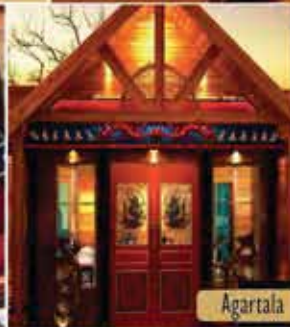
Restaurant, Manali



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Sustainable & Resource Wise

Senior members of FHRAI share their point of view on sustainability and catering to the influx of travellers in tourist-rich destinations with scarce natural resources.

Kanchan Nath



TS Walia

TS Walia
Vice President
FHRAI

LOOKING DEEPER INTO TECHNOLOGY

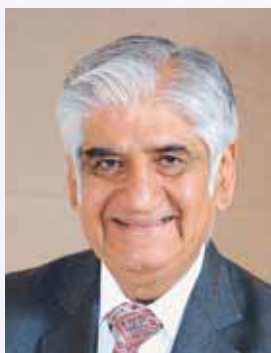
Sustainable development is the only concept that can help us achieve our high-minded ambitions. Water is necessary for human survival, but when its availability comes under the gun and we have to choose between providing for an ever-expanding industry or fulfilling minimum needs for life, the situation becomes grotesque. What we must understand, however, is that we don't actually have to choose

“

Technology is the answer to most of the questions posed before us today and this one is no different

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and that the solution is not to inhibit the growth of tourism and hospitality. Technology is the answer to most of the questions posed before us today and this one is no different. The untapped potential of technologies in this field is massive, and the way forward is to bring these problems at the forefront so as to make the great minds of the country focus on them and find solutions that will once and for all put the shortcomings to rest. The reputation of tourist destinations can only be maintained if they live up to their name by providing state-of-the-art facilities. The capacity of the industry to do this, however, gets hindered by problems such as the water shortage and if solved, will bring about growth at an unimaginable level.



Rajindera Kumar

Rajindera Kumar
EC Member
FHRAI

A STRONGER FOUNDATION

Hospitality, an organised sector that conforms to the rules and regulations of land use, should be considered a top priority by both the state and the nation. For a tourism destination to sustain itself, the infrastructure needs to be supportive, so it is the responsibility of the state or the region to provide strong infrastructure in terms of rail, road, and air connectivity, as well as reservoir facilities for

“

Go in for better and more efficient rainwater harvesting with high capacity tanks for storage

”

water storage and enough light and power. It is important for the state to bring in tourism by strictly zoning hotels and not allowing them to mushroom anywhere and everywhere - a common practice in hill stations that needs to be tackled immediately.

As for hotel operators to tackle the situation of that nature, my simple advice would be to go in for better and more efficient rainwater harvesting with high capacity tanks for storage. For generating adequate light and power, provide generators to make them self-sufficient and be able to sustain and carry on promotion of tourism in the destination, thereby coming to its rescue.

Souvagya Kumar Mohapatra

EC Member
FHRAI

DEVELOPING ALTERNATE DESTINATIONS

The luxury offered in hotels is directly proportional to the utilisation of natural resources and unless capped systematically, whether through government regulations or by self-adoption of sustainable means, a catastrophe cannot be avoided.

To begin with, hotels must invest in latest technology for conservation of heat, light, power, and water. Stringent processes and measures must be adopted for consumption of available resources. Hotels must also participate in community programmes for resource conservation as part of their CSR.

Keeping in mind the present precarious situation, sustainability should be made compulsory through government regulations at every level. Some traditional tourist destinations have just exploded with this mayhem and the worst example one can think of is Shimla, where the hotels and the government jointly decided to close

doors to tourists in the peak season due to the water crisis. To maintain the reputation of such destinations, campaigns should be undertaken by the government through mass media for spreading awareness among tourists and to guide them by taking the help of NGOs and hotels.

Alternative tourist destinations should be created in a phased manner by state governments with the aid of the central government so that one particular destination does not face the brunt of resource scarcity. Long-term plans like interconnecting of rivers pan India should be implemented to ensure that no water scarcity is created.



Souvagya Kumar Mohapatra

“

Alternative tourist destinations should be created in a phased manner by state governments

”

Param Kannampilly

Co-opted EC Member
FHRAI

MINIMISING COST, PRESERVING NATURE

As citizens, if it is embedded in our mind that all natural resources are limited and we need to use them judiciously, most of our problems will be sorted out. Sadly, that is not the case. We are careless and show scant regard for nature's bounties. That is the reason we are facing these problems. As far as hoteliers are concerned, they are in a peculiar condition as they have to build hotels in places where lots of people visit. The way forward is to tread carefully on the mantra of reduce, reuse, and recycle. All developments come at a cost, the trick is to minimise the cost to the best of our ability. We saw what happened

in Shimla. The local administration had to come up with solutions and involve hotels and other commercial establishments to carry out campaigns to create awareness among people. It is the locals who get maximum jobs when a hotel is opened, so their involvement is crucial. A balance needs to be created where nature is preserved and that is given priority.



Param Kannampilly

“

For hoteliers, the way forward is to tread carefully on the mantra of reduce, reuse, and recycle

”





Where to, this SEASON?



Nothing gets us faster to cooler grounds than the squalid summer! Spokespersons of hotels at these summer escapes talk about offers during the peak season and what keeps business going otherwise.

Anupriya Bishnoi



Nalin Chandra
 Director
 Blossoms Village Resort, Dharamshala

A BASKET OF TO-DOs

Being in the foothills of the Himalayas, Dharamshala is gifted with many opportunities and activities to suit the taste of every type of traveller in every season. While in the summer, activities like paragliding and trekking attract more attention, the winter brings in travellers who choose to enjoy the weather in the warmth of bonfires at our rooftop. Our newly established in-house pottery studio is another



addition that has received a lot of love and positive feedback from our guests, where we organise regular classes as well as residential courses in studio pottery. In addition to the guided nature and sightseeing tours, we also offer residential retreats and courses with our in-house team of healers and therapists.

FAIR WEATHER ALL YEAR

Even though summer might be restricted to one-third of the year, the advantage we have is that Dharamshala is also known for its monsoon and winter, as well as the autumn and spring breaks which are less-noticed in our country. So, it would be fair to say that we attract visitors round the year, barring the slight lull in booking in the beginning of the new year. In addition to this, our in-house activity offerings like pottery courses, music and dance workshops, and yoga and wellness retreats have helped our marketing efforts to a huge extent. We also invite professionals from across the country to host specialised workshops in varied fields.



Nalin Chandra

Sukhbir Singh
 General Manager
 Novotel Guwahati GS Road Hotel

RIVER CRUISES AND WILDLIFE

Guwahati is a sprawling city, energised by the sound of the Brahmaputra River gushing is an extremely peaceful atmosphere. We aim to provide the same



Balaji Temple, and Umananda Temple. Apart from the city-specific activities, we also recommend that guests explore wildlife at the Assam State Zoo, the exotic flora and fauna of the North-East at Pobitora wildlife sanctuary and Kaziranga National Park, or a day trip to the city of Shillong, which is known for its mesmerising waterfalls, crystal-clear lakes, and impressive mountains.

BRINGING IN THE TOURIST

Guwahati is not only ideal for a summer trip but is also perfect in the winter, from September to March, as the weather remains pleasant for travellers to delve into the tranquillity the city offers.

Besides carrying out traditional marketing activities, we also work closely with the Assam government to highlight the culture and rich traditions of the state, and with the tourism boards and authorities to promote it as a tourist and business destination.

Novotel Guwahati GS Road will also be partnering with events and media houses to host various city-focused events to promote the hotel as a key destination.



Sukhbir Singh

tranquil experience to our guests with multiple activities in and around the city. These include a Brahmaputra cruise to experience the majestic river, local cultural performances, heritage tour, and a visit to pilgrimage sites like Kamakhya Temple,



Vinit Chhabra

Vinit Chhabra
General Manager
The Khyber Himalayan Resort & Spa, Gulmarg

BREATHING THE HIGHLAND AIR

Although Gulmarg is a year-round destination blessed with immense scenic beauty, during the spring and summer, it is blanketed with more than 20 varieties of wildflowers such as daisies, lilies, buttercups and daffodils, earning it the sobriquet 'Meadow of Flowers'. Its fresh highland air, the magnificence of its moors surrounded by pine and fir-clad mountain slopes and snow-capped peaks is a must-have experience for all who love the outdoors. The Khyber truly embodies the magnificence of Gulmarg. Guests can enjoy a host of activities such as mountain biking, gondola rides, horse riding, rock climbing,

trout fishing, photography safaris, and jeep excursions throughout spring and summer. The alpine pastures and highlands of Gulmarg offer a memorable hiking experience. For the adventurous, the most exhilarating is the hike to the frozen Alpathar Lake at the base of the Aphaarwat peak at 4200m. It is a sight to behold!

We have a year-round Activities Concierge who helps guests plan these exciting outdoor activities as well as those offered at the resort, such as films at The Den, our mini cinema; the igloo play area for younger children; and billiards and snooker which are also very popular with our guests.



Mahesh Chander Langoo

Mahesh Chander Langoo
General Manager
The Royal Plaza, Gangtok,
A Sarovar Resort

VISITING RELIGIOUS SPOTS

We offer exciting adventure activities like trekking, mountaineering, and fishing in River Teesta. We can also organise river rafting and hang-gliding. We can organise day trips to the famous Buddha garden, Tathagata Tsal, Samdruptse Hill (Ravangla), and Siddheswar Dham. At Samdruptse Hill, Ravangla, the main attraction is the 135 foot statue of Lord Padmasambhava.

Siddheswar Dham is a collection of several temples representing the 12 *vyotirlingas* which are spread



across India, but here you can actually visit all the replicas of the Shiva temples and a gigantic statue of Lord Shiva near the top of the temple complex.

Sikkim has pristine surroundings and beautiful monasteries. The most famous of these are the Pemayangtse Monastery, Tashiding Monastery, Enchey Monastery, and Rumtek Monastery.

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Single Window: No Clearance?

Senior members of FHRAI talk about roadblocks in the Single Window Clearance (SWC) policy for hotel projects that has left several new ones in the lurch due to delayed permissions.

Kanchan Nath



Garish Oberoi
President
FHRAI

NEED FOR A PLANNED STRATEGY

The provisions of the Single Window Clearance system for permissions to set up hotels and restaurants was granted by Mumbai Government last year. The Brihanmumbai Municipal Corporation (BMC) took this decision after prolonged complaints about delays in hotel projects.

The process has added to the ease of initiating a business in the state. Businessmen wanting to set up a new hotel in Mumbai can apply online through the civic body's website. Under the SWC system, the BMC officials have been given a time period of 27 working days to issue the licence once all the conditions are complied with, and therein lies the catch.

Undoubtedly, the provision has made a positive impact in Mumbai, but the catch of gathering a lengthy list of compliances proves to be a tedious process (if not in Mumbai then surely

in other states). To establish a hotel in the northern region, one has to go through roughly four stages (from the initial formation to final operation), which include a completion of about 60 compliances, NOCs, etc.

This not only makes the task of starting operations a tedious one, but is also extremely time-consuming and causes unnecessary delays as the hotel operator has to continuously be on his toes to acquire the requisite licences and permits.

The necessary licences include building permit, fire safety permits, police licence, service tax registration, bar licence, FSSAI food business licence, health trade licence, etc. Many of the licences and registrations which are acquired prior to starting the hotel need renewal while the hotel is operational.

More than 30 licences are to be taken once the hotel is operational. Various licence requirements depend upon the type of hotel, star rating, amenities, and the location of the hotel. Obtaining all the necessary authorisations and NOCs can be a difficult task for someone who is new to the industry.

A determined, planned, and strategic approach must be applied, otherwise the smooth operation of the hotel may get hampered due to incomplete compliances. Such an approach will bring huge relief to new and existing hospitality players who are wanting to set shop in India. Also, a convenient and friendly policy as such will make the industry more attractive for prospective investors.



Sanjay Sood
President
HRANI

AWARENESS AMONG NEW HOTELIERS

Single Window Clearance for hotel projects is granted in some states, but it seldom meets its true purpose - to increase the ease of doing business. Essentially, the system should be such that a new hotel owner or hotelier should have a sole issuing authority, a single point of contact for the approval of all licences. In states where Single Window Clearance is granted, there indeed is less hassle for new hotel owners to get the required licences, but the procedure is not as effective as it should be.

The issuing authority may differ from state to state. For instance, the licence issuing authority in Delhi is the DCP; in other states it may be a judicial officer (AJM or CJM). A total of more than 60 licences, permits, and NOCs are required to be submitted for approval if one wants to lay foundation of a new hotel. One should not make the mistake of thinking that acquiring the required NOCs is a cakewalk. New projects are often delayed or even left unfinished because of incomplete compliances. Acquiring the mandatory licences such as fire safety permits and building permits themselves necessitate completion of various other compliances. We can say that Single Window Clearance may be effective only in terms of submitting the first application and having the final licence handed to you.

“

A determined, planned, and strategic approach must be applied, else smooth operations may get hampered

”



Sudesh Poddar
President
HRAEI

LIP SERVICE WON'T DO

Single Window Clearance is not really effective at the ground level in most states of India. There are online portals, shiny offices and the paraphernalia, but in most cases, nothing works properly.

Everything is in the books, nothing in reality. There are too many licences required to operate a hotel in the region. There are nearly two dozen licences or certificates needed to start a hotel. Despite repeated appeals by our association, the governments are yet to change their ways. It is essential for the government to understand how a simple policy, that is also as simple in reality, can be a game changer for the industry, in return being a bigger contributor to the economy.

Such a decision would have encouraged more entrepreneurs to invest in the hotel business. Almost in all the states it takes too long to issue bar licences. There is total prohibition in Bihar. The highway liquor ban has affected the hospitality industry across the region. Moreover, our appeals to offer incentives to help start small hotels in big and small cities have not been effective.

Most of our members and many new entrants face a whole lot of problems. Even big or international brands cannot complete projects in time. Governments, both at the state and central level, should make the policies work at the ground level. Just lip service won't do.



Dilip Datwani
President
HRAWI

PROACTIVE GOVERNMENT

The Gujarat state has set up an investor facilitation portal that provides details and timelines for various services across government departments. In Chhattisgarh, construction permits implementing an online mechanism to assess building plans and updating the status of the permissions has been established.

In Madhya Pradesh, MPTRIFAC has been constituted as the nodal agency of the SWC. In Maharashtra, the government has been very proactive. As part of the initiative, there has been a significant reduction in the number of permissions, approvals, and NOCs, thereby the corresponding number of applications to be made for licences by tourism units.

The steps carried out for this purpose involved removal of duplicate permissions, discontinuation of redundant licences and approvals, and merging of permissions where possible. The previous 70 permissions needed have now been reduced to eight applications for 18 permissions. The number of departments issuing permissions related to hospitality has also been reduced from the previous 13 to only seven. The state government has also mandated a single joint inspection by various departments.

Though there are still many glitches to overcome, the hospitality and tourism sector needs a sympathetic approach from the government, which we expect will be forthcoming.



K. Syama Raju
President
SIHRA

AN AID TO BOOST TOURISM

Though the southern states in principle have conveyed to have SWC to hotels at project level, it becomes impossible as various government departments connected with licences raise questions and make the operator to complete on time.

At every stage, SIHRA has to intervene to get it cleared. At present in the southern states, at project stages 14 to 18, clearances are required from various departments and 22 clearances are needed at the time of commissioning the hotel.

Due to the encouragement given by the Ministry of Tourism, Government of India, and introduction of UDAN by the civil aviation department, quite a few projects have come up in lesser-known tourist places, but have been held up for want of clearance on time.

This makes the task difficult, yet entrepreneurs continue to build the hotel due to heavy borrowing from banks and other financial institutions. This forces them to convert the hotel into serviced apartments or lodges that have fewer facilities as the licences required are less. SIHRA, through various meetings with governments, has brought to their notice the need for Single Window Clearance to have more room to facilitate greater tourist arrivals in the South and make it the most sought-after destination. This has become the subject matter at every business meeting and forum.



'Dish'ing it out

Gautam Kumar, the Executive Chef at Country Inn & Suites by Radisson, Gurugram, takes us through his epicurean journey and the hotel's many F&B offerings that make guests keep coming back for more.

WHAT INSPIRED YOU TO BECOME A CHEF?

I love travelling and have been gifted with a foodie tummy and tongue. I have experienced different foods in all of my journeys and fell in love with it. I was fond of watching cooking shows more than any other programme on television and reading cookery books as and when I could. I used to try the recipes at home with my mother. Celebrity chefs who were cooking on television were stars and idols for me. I observed that these chefs enjoyed creating experiences with perfectly matching flavours and textures. I wanted to be like them and chose to be a professional chef.

WHAT ARE THE POPULAR DISHES AT YOUR RESTAURANTS?

At Big Shot Bar & Lounge, we offer innovative snacks and signature beverages to which we have had an overwhelming response. Some of these dishes are crisp *dosa lavaash* and *besan lavaash* with Indian cold mezze, cheese and pepper cigars with creamy mint *chutney*, *kaali gajar ki shammi* with *chatpata* fruit coulis, olives and jalapeno *sigri murgh* with *pudina* pesto, chicken Chettinad, and Malabar *paratha* quesadilla. Our innovative beverages include *bel sherbet*, smoked *aam panna*, Strangler – a combination of orange juice and pickled chillies, Cucumber Avalanche, and Guava Ginger Mary that has ginger, guava, and rock salt.

At Mosaic, the all-day dining restaurant, our signature dishes are coastal fish curry, Thai green curry, *kathal aur aloo ki biryani*, *dal makhni*, molecular *chaat*, black *jalebi*, and *mirchi ka halwa*.

Big Shot is almost full on Wednesdays and over the weekends, while Mosaic has 44 covers and does 50 covers on weekend dinners. We have also recently launched our revamped rooftop poolside space where we host exclusive private get-togethers and functions.

WHICH LOCAL INGREDIENTS AND COOKING METHODS ARE YOU USING AND PROMOTING?

We all know that nature takes care of us and produces food items as per season; it is always recommended to have seasonal ingredients. We are using seasonal and local ingredients which are high in nutrients and good in taste. In the summer we have been extensively using local

seasonal fruits and vegetables like *jamun*, *bel* (wood apple), mango, litchi, *kathal* (jackfruit), *parmal* (pointed gourd), *turai* (ridged gourd), *chichinda* (snake gourd), *kankra*, *laal saag* (red spinach), *kundru* (ivy gourd) and others. We also offer local dry ingredients that include *badi*, *sewain*, *urad chilka*, millet, *raagi*, and others.

We use traditional cooking methods like charcoal cooking for cooking *litti*, raw mango, etc.; slow flame and covered cooking for curry items; cooking *kebabs* on *sigri*; *tawa* cooking for items like *bharwan karela* and *bhaja*; as well as using hand-pounded *masalas*. We are cutting down on cooking gravies separately. Cooking it together in the pan imparts fresh flavour of ingredients.

WHAT ARE THE CONSUMER PALATE TRENDS THESE DAYS?

Progressive Indian cuisine was a buzz some time back. Nowadays, it is all about going green and local. Serving sustainable ingredients that have been cooked using traditional methods, and also have traditional taste and presentation is in trend.

These days, every new outlet has a different cuisine and concept, and customers are excited to experience food they have not experienced before, especially regional cuisines like Parsi, East Indian, northeastern, the cuisine of Telangana, etc. Chefs have started cooking healthy food by using organic produce. I am sure this traditional and healthier style of cooking with sustainable local ingredients will be in fashion for a long time and with this, we can tell the world of our diverse Indian offerings.

TELL US ABOUT PROMOTIONS AND EVENTS AT THE HOTEL THAT HELP AUGMENT F&B SALES.

At our hotel, we always work on our basics and keep innovating our product. We have a weekend buffet, where the entire family can experience our F&B offerings together. We are constantly doing promotions to create a buzz in the market. We did a special theme during the IPL as well as on special days like Mother's Day and other festivals. We also organise special nights where we invite corporates and potential guests. During this, we showcase our products so our guests can experience them, making it a topic for conversations.

FAVOURITE INGREDIENTS

- Salt
- Fresh Herbs
- Vegetables and Fruits
- Turmeric
- Black Pepper



ALL-WEATHER CRAFTS

◆ Loom Crafts has introduced its latest pastel outdoor collection to provide the most soothing, fresh, and luxurious feel to outdoor settings. The collection comprises beautiful seating design options such as sofas and bar stools that provide the utmost comfort with perfection. The use of pastel shades like aqua blue, grey, and white bring refreshment and lightness to outdoor spaces. This range of pastel outdoor furniture collection supports teakwood and synthetic fibre woven with an aluminium frame that exhibits substantial durability. The cushions are designed using premium outdoor fabrics that are comfortable and suited for all climates.



A COLLECTOR'S MUSE

◆ Meraas has launched its hand-knotted silk carpet collection that is ideal for hotels. The collection has carpets that are bursting with colours and have a story to tell. Most of the carpets have several icons woven into them, including paisleys, birds, horses, elephants, and other depictions of cultural significance or legacy. Meraas is a high-end store of luxury carpets, paper mâché products, and walnut wood furniture that represents Kashmiri craftsmanship. Allowing an unfettered expression, an artistic rendition, and territorial designs, these carpets have been curated for collectors and interior designers.



BOW TO THE TEAK

◆ Handcrafted by Bouteak from aged teak and mahogany, Chesterfield sofas and armchairs are timeless masterpieces that are supremely comfortable and luxurious. These exotic, quilted, curvaceous couches are currently enjoying a popular resurgence in Europe. The sofas and armchairs are characterised by distinctive low-curved backs that flow into two scrolled arms of the same height, with deep-buttoned, quilted, leather, or plush upholstery. Choose from the elegant leather sofa set with a foot-rest, the exquisite armchair with the intricately-carved owl armrests, or the sofa set with a wood-carved central motif.

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IBIS AND NOVOTEL HELP BEAT PLASTIC POLLUTION

Forty volunteers from the team of ibis and Novotel Bengaluru Techpark contributed to the theme of this year's World Environment Day - Beat Plastic Pollution, an initiative by the United Nations. The hotel ambassadors collected all kinds of plastic garbage in the vicinity of the hotel and distributed flyers to the general public to create awareness. Beat Plastic Pollution campaign urges governments, industry, communities, and individuals to come together and explore sustainable alternatives and urgently reduce the production and excessive use of single-use plastic polluting the oceans, damaging marine life, and threatening human health. In recent

years, millions of people have taken part in thousands of registered activities worldwide.

World Environment Day is the UN's most important day for encouraging worldwide awareness and action for the protection of the environment. Each World Environment Day is organised around a theme that focuses attention on a pressing environmental concern. Every World Environment Day has a different global host country where the official celebrations take place. The focus on the host country helps highlight the environmental challenges it faces and supports the effort to address them. This year's host is India.

THE IMPERIAL CHOOSES PLANET OVER PLASTIC



The Imperial, New Delhi, partnered with WWF India to celebrate World Environment Day on June 5, 2018. As part of the campaign, which India is hosting this year to save the planet, The Imperial chose to recycle and responsibly dispose of plastic while giving up on plastic cutlery, crockery, packaging material, straws, as well as single-use plastic. **Vijay Wanchoo**, Senior Executive VP and General Manager, The Imperial, New Delhi, expressing his views on the occasion, said, "We believe in changing for a better tomorrow and it all starts with us. The no-plastic campaign will help all of us to segregate waste, take action in responsibly disposing plastic whether it's single-use or regular-use plastic, create awareness of our day-to-day plastic usage, and eventually reduce its impact in our lives."



In lieu of the #giveup partnership with WWF India, the hotel has made associates and guests learn about the importance of giving up on plastic. As part of the initiative, a number of activities were undertaken, such as a floral art installation in the lobby, and posters focusing on spreading the word were prepared by hotel associates.



COOL OFF AT SHANGRI-LA'S AQUA GYM

This summer, Shangri-La's - Eros Hotel, New Delhi, is adding fun to fitness with all-new gym workouts and swimming lessons with exclusive offerings such as deep-water running, aqua combat, boot camp, and aqua zumba. The hotel launched the Aqua Gym on June 9, adding to the Global Wellness Day celebrations at Shangri-La's - Eros Hotel, New Delhi. At Aqua Gym, guests can experience some exciting workout sessions in the water, designed to keep them in good shape. They can choose from fun group classes or personal sessions. The workout session focuses on intense cardio workout, enhanced fat burning exercises, and greater flexibility. This new workout at Shangri-La's - Eros Hotel, New Delhi, will take

guests away from mundane exercises and create a fun, rejuvenated experience. The team of experts under the guidance of fitness professional **Susan Hunt** offers a range of aqua workouts. Hunt is an aqua fitness and swim coach, and has been associated with some revered names like Sydney Olympics and Commonwealth Games, and has won various accolades in swimming and running.

The complete list of offerings at Aqua Gym, apart from swimming, include HIIT deep water running, aqua combat, boot camp, and aqua yoga that provides even greater flexibility and range of motion than regular yoga classes.

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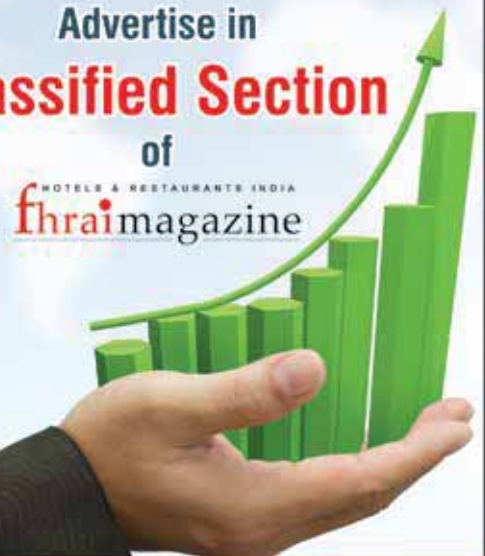
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RANJU ALEX

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

★ Ranju Alex has been appointed as the Multi-Property Vice President, Bengaluru & Kochi and General Manager for Bengaluru Marriott Hotel Whitefield. Prior to this role, she served as the General Manager of JW Marriott Kolkata and Multi-Property Vice President for East India, Bhutan, and Bangladesh. Alex is a true champion of the values and commitment towards service excellence which encompasses taking care of associates and their career development plans. She enjoys the diversity of dealing with guests, meeting individually with department heads, exploring opportunities for improvement, solving concerns, and moving forward together as a team.



GAURAV SINGH

Cluster General Manager, Bangladesh and General Manager, JW Marriott Hotel Kolkata

★ Gaurav Singh has been appointed as the General Manager of JW Marriott Hotel Kolkata and Cluster General Manager, Bangladesh. In his current role, he will oversee all aspects of operational management, will be responsible for enhancing productivity and guest satisfaction, as well as implement strategic initiatives for the hotel. Additionally, he will also administer the portfolio of hotels in Bangladesh. Having gained substantial experience in a career span of close to two decades, Singh brings with him a wealth of knowledge in hotel management, administration, and operations. He completed his graduation in Hotel Management from WGHS, Manipal.



APOORVA MAHESHWARI

Director of Marketing AccorHotels India

★ AccorHotels has appointed Apoorva Maheshwari as the Director of Marketing for AccorHotels India. In this role, Maheshwari will be responsible for leading the marketing activities of the growing portfolio of brands in the country. Her strengths are building effective teams, driving brand strategy and innovation, and creating compelling marketing communication. Maheshwari holds close to a decade of diverse consumer and brand marketing experience across industries.



RAHUL RAJ

General Manager Courtyard by Marriott Ahmedabad

★ Rahul Raj has been appointed as the General Manager at Courtyard by Marriott Ahmedabad. He brings with him over 15 years of experience in driving hotel business operations with in-depth sensitisation to the challenges of growth in revenue and customer satisfaction. Raj excels in formulating strategies to facilitate attainment of business targets. Before moving to Courtyard by Marriott Ahmedabad, he was the Director of Operations at Kochi Marriott Hotel.



SRIDHAR THOTA

General Manager Jaisalmer Marriott Resort & Spa

★ Sridhar Thota, an 18-year veteran of the hotel industry, has been appointed as General Manager of Jaisalmer Marriott Resort & Spa. During his career, Thota has held positions with Oberoi hotels for 12 years and Fairmont hotels for three years. Most recently he worked with Devigarh Palace under Lebua and RAAS brands. As General Manager of Jaisalmer Marriott Resort & Spa, he will oversee the hotel's day-to-day operations and ensure the hotel welcomes guests with brilliant hospitality.

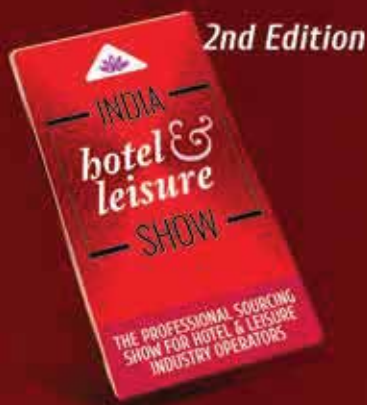
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RMS eyes India potential

Accommodation technology company, RMS – The Hospitality Cloud, is growing at a record rate with more than 800 new properties having switched to its industry-leading Property Management System (PMS) in the past 12 months.



Gerry Comminos

RMS – The Hospitality Cloud now provides cloud-based booking, property management and distribution technology to 6000-plus hotels, serviced apartments, holiday parks, and work camps in 30 countries. India is playing an increasingly significant role in the growth of RMS, with 140 clients and fresh commitments from a range of local hoteliers that include Vincca Hotels & Resorts and Tuma Hotels.

“We see a lot of potential in India, especially for our enterprise system which is ideally suited to multi-property chains of between 10 and 40 properties. It’s a dynamic market and we’re finding that customers value the fact that we’re not a

one-trick pony and offer end-to-end technology solutions,” says **Gerry Comminos**, CEO, RMS.

Features of the fully-integrated RMS system include property management, channel management, point of sale, dynamic pricing, housekeeping, accounting, tour desk, event management, and sales. Comminos says that RMS is “continually innovating, always expanding not only our own functionality but also integrations to other key software platforms.”

Security is another area where RMS has an edge, with the company becoming the first (and only) accommodation technology company to gain US government FedRAMP security certification. Meanwhile, RMS is well-advanced on a pilot programme with one of the world’s leading serviced apartment operators ahead of planned network-wide rollout across the brand’s 250 properties over the next 12 months.

“

We see potential in India, especially for our enterprise system that is ideal for multi-property chains

”

Take your business ahead

IHE 2018 (India International Hospitality Expo) will be held from August 8-11 at India Expo Centre & Mart, Greater Noida. It is set to be a conglomeration of celebrated influencers and key stakeholders of the hospitality industry.

With over 400 exhibitors and 10,000 decision makers, IHE 18 is the country’s largest and most comprehensive sourcing hub for the hospitality, housekeeping, and F&B industry. With a vision of being the biggest hospitality show in India, the exhibition also hosted high-powered and successful curtain-raisers in Delhi on May 26 and in Mumbai on June 16.

“We will be bringing the entire world of hospitality, retail, and F&B under one roof at India Expo Centre & Mart. The exposition has



been planned after due understanding of business goals of the hospitality industry and our team is working very hard to maximise returns,” says **Sunil Sethi**, Chairman, Steering Committee IHE 18.

IHE 18 has integrated top industry bodies (EPCH, FHRAI, IFCA, ICF, NRAI, SIB, PHA, IPCA, SIHRA, FIFI, HOTREMAI, ARCHII, HPMF, PPFI and PIP2020) along with support from Ministry of MSME and NSIC. The programme this year will include IHE Conference, sustainability in hospitality presented by Hi Aim, and a conference for purchase managers by HPMF. Other activities will be an exclusive Banaras Evening curated by **Chef Manjit Singh Gill** and Sethi, Culinary Theatre conducted by **Chef Davinder Kumar**, the IHE Lifestyle Show, as well as exclusive mockup rooms for design experts.

“

We will bring the entire world of hospitality and F&B under one roof at India Expo Centre & Mart

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Non Member / Spouse	₹ 15,000.00 (Per Person) / ₹ 28,000.00 (Non Member + Spouse)
Children (4 to 12 years)	₹ 6,000.00 (Per Child)

DELEGATE REGISTRATION FORM

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- **Hotel Accommodation:** Required Not Required • **Pick up and Drop:** Required Not Required

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S. No.	Name	Designation	Mobile	Age	Gender (M/F)	Relation	Photograph
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2							
3							
4							

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Please make cheque/DD favouring 'FHRAI CONVENTION ACCOUNT' payable at New Delhi

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Dated: _____ drawn on: _____ (Bank & Branch)

*Please Note: Registration will not be confirmed until payment is received and realized.

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3	Renaissance Lucknow Hotel	₹ 5,500.00	₹ 6,000.00	
4	Hyatt Regency	₹ 4,500.00	₹ 5,000.00	
5	Novotel Lucknow Gomti Nagar	₹ 4,500.00	₹ 5,000.00	
6	The Piccadilly	₹ 4,500.00	₹ 5,000.00	
7	Fairfield by Marriott	₹ 4,000.00	₹ 4,500.00	
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Note: In the event your preferred choice of hotel accommodation is not available; the next available hotel will be allotted. Early Check in and late checkout charges will apply as per respective hotel's policy.

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Cancellation Fee

50% of the delegate fee will be refunded upon cancellation received till 31st July, 2018 up to 1600 hrs. by means of Letter, or E-mail, to the Convention Office, New Delhi. No refund will be given after the above mentioned date and time.

Hotel Accommodation

Registration fee doesn't include hotel room charges, breakfast, any extra consumption of F&B and services such as spa, laundry, room service, personal transportation etc.

Please confirm your booking with the hotel within 15 days after receipt of Delegate Registration Number. Otherwise tentative reservation with the hotel will be automatically cancelled.

Transport

Courtesy Transfers will be provided for the delegates from the Airport /Railway Station to their respective convention hotels on 20th and 23rd September, 2018 as per our schedule. Delegates will also be provided transport by coach, from their Convention Hotels to Convention Venue and vice-a-versa, as per designated time schedule only.

Delegate Badge

Please collect the delegate badge from registration desk. Badge must be worn at all times during the convention. It is mandatory to present the badge while availing lunch/dinner.

Spouse Activity

Local sightseeing & other engagement activities are planned for spouse. Details will be available at the delegate registration desk at Lucknow.

Declaration

I/We will be settling all hotel bills including all extra room-night charges, extra services consumed, if any, directly with the hotel. I/We also agree to pay Hotel Retention Charges in the event of 'No Show' or any cancellation done as per the hotel's policy.

Signature _____

Delegate Name _____

The Federation of Hotel & Restaurant Associations of India

CIN-U55100DL1955NPL002587

Regd. Office: B 82, 8th Floor, Himalaya House, 23 K.G. Marg, New Delhi - 110 001

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