

# HOTELS & RESTAURANTS INDIA

# fhrai magazine

Vol 19, Issue 10, October 2019 Pages 52 ₹50

A MONTHLY ON HOSPITALITY TRADE  
By DDP Publications



**What  
beyond GST  
REDUCTION?**

**Responsible  
DINING**

**EQUIPPING HOTEL KITCHENS**



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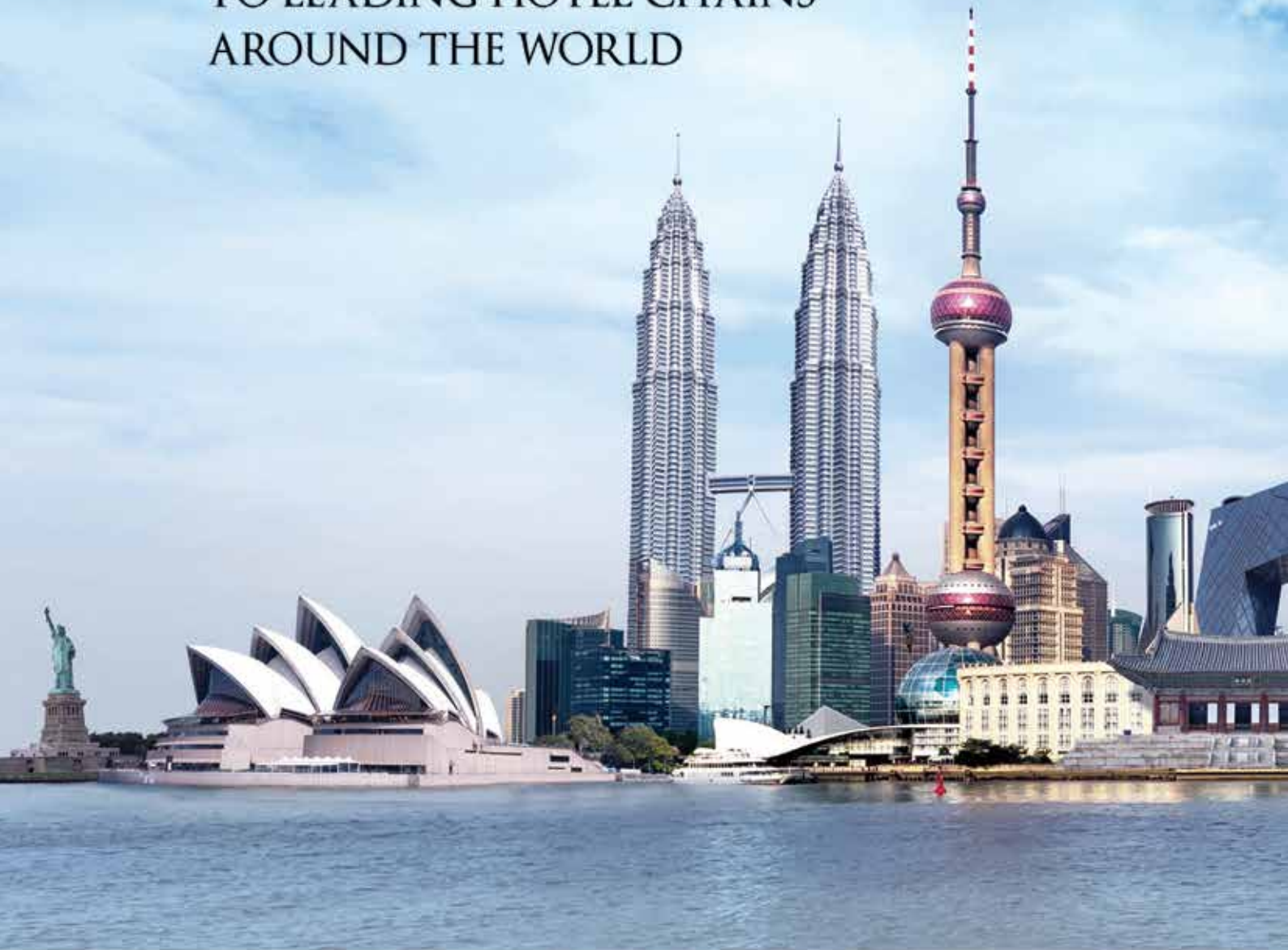
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# OCTOBER 2019

EC MEMBERS

21

## WHAT NEXT AFTER GST DECISION?

Now that GST has been revised for hotels; 12%, for tariff from ₹1000-₹7500 and 18% for above ₹7500, we find out other requirements of the hospitality industry.

Cover Image

Freepik.com



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Travel agents have floated the idea of a joint bank guarantee for an extended credit line in the hospitality sector. We ask industry spokespersons how viable the concept is.

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**GUEST COLUMN 26**

**TEAMBUILDING: THE BACKBONE OF EVERY GOOD MANAGER**

In the professional sphere of life, one almost always finds himself or herself working as part of a team. When it comes to managerial positions, a manager needs to imbibe and exhibit the skills of teambuilding.



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**COUNTERING OVERTOURISM**

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**MOT PROMOTES GANDHI CIRCUIT**

The Ministry of Tourism, Government of India, will be promoting the Gandhi Gramin Tourism Circuit to highlight and showcase the life and memories of the 'Father of the Nation'.



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**FHRAI**

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**Rahul Lall**  
Secretary General  
FHRAI

“  
The efforts made by  
FHRAI have finally  
yielded positive results  
and GST has been  
reduced from 18%  
to 12% for room tariff  
b/w ₹1000-₹7500  
”

Dear fellow members,

With the announcement to address the problem of plastic waste in India, Shri. **Narendra Modi** Ji, Hon'ble Prime Minister has once again conveyed his commitment to the sustainable and eco-friendly development of the country. Several plastic factories produce tons of plastic bags which are very popularly used by the people for shopping, in restaurants and grocery shops, which is hazardous in nature and leading to damage to the environment.

On the occasion of the 150<sup>th</sup> anniversary of Mahatma Gandhi, Prime Minister launched the initiative to eliminate single-use plastic by 2022. As an Industry Association, we are committed to the cause of reducing plastic footprint and request our members to spread awareness about the risks attached to the use of single-use plastic. A positive approach towards sustainable development is what is required to address the issue.

As members are aware, that FHRAI has always been working very closely and endlessly for the interest of the hospitality industry, with the ministries and departments and had submitted various representations, based on the inputs received from its members, with regard to the reduction in the Goods and Services Tax (GST).

The strenuous efforts made by the FHRAI have yielded fruitful results, when Smt. **Nirmala Sitharaman** Ji, Hon'ble Union Minister of Corporate Affairs and Finance announced the reduction in the GST Rates on Goods and Services during the 37<sup>th</sup> GST Council meeting held on 20th September 2019 in Goa, India.

We are thankful to the Hon'ble Minister and, to the members for submitting

their inputs and suggestions on regular intervals allowing us to take it up with the concerned authorities.

FHRAI would like to extend its profound gratitude and thanks to the Ministry of Tourism, Government of India and congratulate the Federation of Associations in Indian Tourism and Hospitality (FAITH) which includes ADTOI, ATOAI, HAI, IATO, ICPB, IHHA, ITTA, TAAI and TAFI for successfully organising the second edition of the India Tourism Mart (ITM) 2019.

Our heartfelt gratitude goes to Shri. **Prahalad Singh Patel** Ji, Hon'ble Union Minister of Culture and Tourism (Independent Charge) for gracing the occasion with his eminent presence at the inauguration function of the event. With over 240 international delegates from 51 countries and 160 exhibitors from across India, ITM's second edition was a huge success.

To conclude, I would like to mention that the tourism and hospitality sectors are the economic drivers of India's growth. It has helped boosting the economy by attracting investors and tourists, and by creating many direct and indirect jobs.

We the FHRAI are committed to the goal of sustainable tourism development in India and are on a trajectory to further increase and enhance tourist inflow in India.

With kind regards,

**Rahul Lall**  
Secretary General, FHRAI



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# HRAWI WELCOMES REDUCTION OF GOODS & SERVICES TAX

Federation of Hotel and Restaurant Associations of India (FHRAI), has welcomed the decision stating that ahead of the festive seasons, the industry anticipates the move to give boost to tourism and hospitality. The reduction of GST rate from 28 per cent to 18 per cent effectively reduces the cost borne by a guest by 10 per cent translating to significant savings with higher tariffs. "This is a welcome relief for the hospitality industry, and we applaud the move. FHRAI has consistently been voicing concerns with regards to the GST rates and its effects on the tourism and hospitality.

FHRAI and HRAWI have been constantly following up with the Government since the introduction of the GST regarding the high rates and its consequential effects not only on the industry but also the revenue earned by the Government. " says **Gurbaxish Singh Kohli**, Vice-President, FHRAI and President, HRAWI. "While the 10 per cent



**Gurbaxish Singh Kohli**  
Vice President  
FHRAI

reduction in GST rates is definitely a step in the right direction, we still need to bring in long-term policy changes for the sector. The restaurant sector is still hit with no Input Tax Credit (ITC) and GST on rent which

“  
The restaurant sector is still hit with no ITC and GST on rent which directly adds to the fixed costs”

directly adds to the fixed costs. But we feel confident that we will be able to make the Government identify with this as a problem. As always, FHRAI and its other four regional arms will continue to work inclusively with the Government to bring positive changes in hospitality and tourism," he adds.

The GST rate on room tariffs up to ₹1,000/- remains unchanged at 0 per cent. The HRAWI has pointed out that neighbouring countries pay 5 to maximum 12 per cent GST or equivalent tax on room tariffs. Even after lowering of the GST rate to 18 per cent, hotels in India continue to remain the highest taxed in the world.

"HRAWI's contention is that Hospitality and Tourism have unlimited potential for job creation and Forex and revenue earnings for the Government. So, while this reduction in the GST rates is much welcome step, with a more pragmatic taxation policy, the exchequer could stand to earn three times current earnings by increasing the base as well as open up massive employment opportunities. We are very hopeful that the Government will consider policy revisions for the sector to realise its full potential and include Hospitality and Tourism into the concurrent list, which has been our humble demand for a very long time now," concludes Kohli.

FHRAI



Corrigendum: In the article, 'gearing up for e-commerce', printed in the September 2019 issue of FHRAI magazine, the quote by Jimmy Shaw, member, FHRAI was incorrectly printed.

# GURBAXISH SINGH KOHLI RE-ELECTED HRAWI PRESIDENT



**Gurbaxish Singh Kohli**  
President  
HRAWI

**Gurbaxish Singh Kohli**, Director, Pritam Hotels has been re-elected as the President of the Hotel and Restaurant Association of Western India (HRAWI) at its 69<sup>th</sup> Annual General Meeting (AGM) held in Mumbai. Kohli has been serving in the office as its President for the year 2018–19 and will now continue to serve in the same capacity. He is also the Vice President of the Federation of Hotel & Restaurant Associations of India (FHRAI). **Sherry Bhatia** will serve as the Sr. Vice President along with **Pradeep Shetty** as the Vice President.

**Nirav Gandhi** has been appointed as the Honorary Secretary and **Chetan Mehta** will act as the Joint Honorary Secretary. **Dilip Kothari** will continue in the office as the Honorary Treasurer and **Aspi Nallaseth** as Secretary General.

"I wish to thank the members for placing their trust in me and re-electing me to the office for a second term and also welcome the newly elected members to the committee. The last year was a challenging phase for the industry with the OTAs and the FSAs infringing on hoteliers' and restaurateurs' businesses. With the support of our members and



**Sherry Bhatia**  
Sr Vice President  
HRAWI

## OFFICE BEARERS HRAWI, 2019

### Sr. Vice President

Sherry Bhatia

### Vice President

Pradeep Shetty

### Honorary Secretary

Nirav Gandhi

### Joint Honorary Secretary

Chetan Mehta

### Honorary Treasurer

Dilip Kothari

### Secretary General

Aspi Nallaseth

the HRAWI team, we not only were successful in keeping a check on their callous activities, but we also brought the entire country together for voicing out against the erring entities. We are determined about pursuing this matter to its equitable and fair conclusion. In the meanwhile, we will continue working inclusively with the Government for creating a



We will continue working to create a favorable environment for growth



**Pradeep Shetty**  
Vice President  
HRAWI

favorable environment for the growth of hospitality and tourism in the country," says Kohli.

A second-generation hotelier, Kohli is the owner of Dadar's famous Pritam restaurant, the iconic Pritam da Dhaba and the four-star Hotel Midtown Pritam in the 80s. Self admittedly, a foodie Kohli is a voracious traveller and a vintage cars enthusiast.

The Hotel and Restaurant Association (Western India) is a 68 years old Association of Hotels and Restaurants in Western India. Its members include smaller Hotels up to 5-Star Deluxe categories. The bulk of its members like any growth economy are made up of budget hotels.

HRAWI covers Maharashtra, Gujarat, Madhya Pradesh, Chhattisgarh, Goa and the Union Territories of Daman, Diu & Silvassa, and is considered to be the voice of the Hotel Industry. The association is part of the national body of the Federation of Hotel & Restaurant Associations of India (FHRAI), located in New Delhi, which was originally founded in Mumbai in 1950.



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# 68<sup>TH</sup> ANNUAL GENERAL MEETING OF SIHRA HELD IN CHENNAI



The 68<sup>th</sup> AGM of the South India Hotels and Restaurants Association (SIHRA) was held on 21<sup>st</sup> September 2019 in Chennai at Feathers Hotel.

At the Executive Committee Meeting held following the AGM, **K Syama**

**Raju** was re-elected as the President of SIHRA. **T Natarajan** was re-elected as Hony Secretary, **D Srinivasan** was re-elected as the Hony. Treasurer. The Vice Presidents re-elected for the Southern States were: Tamil Nadu and Puducherry - **K Murali Rao**; Kerala - **Suresh**

**M Pillai**, Karnataka - **K Nagaraju**, and for Andhara and Telangana **M Balakrishna Reddy** has also been relected for SIHRA. The newly elected members will try their best to strive for the betterment of the hospitality industry of the southern states.



## SIHRA DOES ITS BIT FOR KERALA

In the wake of the floods that affected Kerala this year, SIHRA donated Rs 5 lakh to the Chief Minister's Relief Fund, Kerala. The cheque was handed over to the Chief Minister of Kerala, **Pinarayi Vijayan** by a delegation led by **Suresh**

**M Pillai**, Vice President- SIHRA; **Jose Pradeep**, EC Member- SIHRA; and **Manoj Babu**, Secretary- SKHF

In the image (L to R) Manoj Babu, Suresh M Pillai, Pinarayi Vijayan and Jose Pradeep.



SIHRA



## 2<sup>ND</sup> TTM GETS A ROUSING WELCOME

Tamil Nadu Travel Mart (TTM) held the second edition of the CII Tamil Nadu Travel Mart from September 19- 22, 2019.

The event was supported by the Ministry of Tourism, Government of India and Department of Tourism, Government of Tamil Nadu. The event was inaugurated by the Hon'ble Minister of Tourism, Government

of Tamil Nadu, **Vellamandi Natarajan**. The business to business meetings at the Expo are expected to result in a total value of Rs. 3000 crore of business. The event highlighted the culture and heritage of Tamil Nadu and the four ancient kingdoms - Chera, Chola, Pandya and Pallavas. **Natarajan**, President, TTM said post familiarisations tours were



organised to places of historic significance and tourist attractions so that participants could imbibe the culture and cuisines of the region.

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# GLIMPSES FROM THE 58<sup>TH</sup> ANNUAL GENERAL MEETING OF HRAEI

The Hotel and Restaurant Association of Eastern India (HRAEI) held their 58<sup>th</sup> Annual General Meeting on August 18, 2019, at The Park Hotel, Kolkata. **Pranav Singh**, President HRAEI, continues his office for the year 2019-2020. We share with you some snapshots of the gala event.



HRAEI





## HRANI TAKES UP THE ISSUE OF NON-ISSUANCE OF T-PASS

HRANI takes up the issue of Non-Issuance of Commercial Airport Entry Permits (T-Pass) with Ministry of Tourism and Ministry of Civil Aviation. A delegation led by **Surendra Kumar Jaiswal**, President HRANI comprising of Members of Managing Committee **Vinod Gulati**, **Vineet Taing**, **Amit Jain** along with **Renu Thapliyal**, Secretary General, HRANI including **Bhupinder Singh**, Airport Operations Manager, JW Marriott New Delhi Aerocity & **Pawan Khatri** from Hilton Group met Sh. **Yogendra Tripathi**, Secretary, Ministry of Tourism, Govt. of India, New Delhi to discuss the concern of 4 star and above hotels on new AEP guidelines 2019 by BCAS under Ministry of Civil Aviation, Govt of India.

The delegation apprised the Union Secretary Tourism that The Bureau of Civil Aviation Security (BCAS) under Ministry of Civil Aviation (MoCA) has unveiled the new Airport Entry Permit (AEP) guidelines 2019 on August 2, 2019 wherein as per para 9.7 of said guidelines, the issuance/re-issuance of the commercial Airport Entry Permits have been abolished. As a result, all commercial AEP issuance/re-issuance have been stopped. The Commercial AEP Terminal Pass (T-pass) is issued to 4 star and above hotels on chargeable basis which

gives access to Terminal Building other than Security Hold, Customs and immigration but includes baggage claim area of Domestic terminal. The issuance/re-issuance of commercial AEP is not a security concern as the hotels follow the following strict SOP to obtain the Commercial AEP from the Airport Authority of India (AAI) which comprises BCAS Verification and AVSEC Certification including apart from approval/classification from Ministry of Tourism, Government of India and certification of FHRAI and its four regional associations. Surendra Kumar Jaiswal, said to the Secretary Tourism that abolishing issuance of commercial AEPs is highly arbitrary and not an industry centric decision. It will result in consequences such as security risk for tourist, increase in touts and will also affect livelihood of many people in travel trade.

“  
Abolishing issuance of commercial AEPs is highly arbitrary  
”

## HRANI MEETS ANURAG THAKUR, ON RATIONALISATION OF GST

Hotel and Restaurant Association of Northern India (HRANI) thanked the Central and state government for the reduction in GST rates on hotel room tariffs in a bid to give a boost to the hospitality sector. “HRANI is thankful to the Ministry of Finance, Ministry of Tourism and all members of GST council including all Chief Ministers and Finance Ministers

of States of India for their support extended to the hospitality industry,” said **Surendra Kumar Jaiswal**, Vice President, FHRAI. Recently, HRANI met Sh **Anurag Singh Thakur**, Hon'ble Minister of State for Finance. A delegation led by Surendra Kumar Jaiswal, President, HRANI comprising of MC Members Vineet Taing, Pradeep Narayan Singh, Vinod Gulati, Amit Jain

along with Renu Thapliyal, Secretary General met the Hon'ble Minister. The delegation had submitted a detailed representation on Rationalisation of GST. HRANI had requested for one tax for hospitality at the rate of 12% with full ITC irrespective of the room tariff as a lower rate of GST will increase the influx of Tourist inducing more employment, across each state.

## OPENING

## CLARKS INN ENTERS RAEBARELI, UTTAR PRADESH, WITH 32-KEY PROPERTY

Clarks Inn Group of Hotels has entered Raebareli in Uttar Pradesh with the opening of 32 key Om Clarks Inn. An upscale hotel, the property boasts of city-centre location in close proximity of Raebareli Railway Station and is located in the city's commercial hub along the Civil Lines. The hotel opened door yesterday, September 30, with a grand ceremony, attended by city's who's who and corporates, announcing the launch of the property.

As a Clarks Inn property, the hotel offers the latest in amenities and world class guest services along with spacious and well-appointed rooms. There are 30 Deluxe category rooms along with 2 Executive suites to cater to the demands of discerning guests. The property also boasts of well-planned event space for corporates and for social occasions, along with F&B outlet and more.



Commenting on the latest addition, **S N Srivastava**, President & Co-founder, Clarks Inn Group of Hotels, said, "We are absolutely thrilled at the launch of Om Clarks Inn at Raebareli, our newest addition to the fast growing portfolio of properties in our chain. Raebareli is a growing town with a growing demand of travel and business opportunities. Besides, the town also is today more prosperous than what it used to be and is looking for quality hospitality experience, a void that we are keen to fill in this historical town. We are confident that this property will be the most sought-after hospitality address of Raebareli in no time."

Furthermore, he informed that Clarks Inn Group of Hotels has made giant strides as a hospitality chain and has emerged as one of the most admired and fastest growing hotel companies in the South Asia region.

## LUXURY

## MARRIOTT TO DEBUT RITZ-CARLTON IN PUNE

The Ritz-Carlton Hotel Company, L.L.C., part of Marriott International, recently announced that the Ritz-Carlton, Pune is primed to open in October 2019. One of the country's most anticipated hotel openings, The Ritz-Carlton, Pune will deliver personalized service, timeless design and immersive experiences. Owned by Panchshil Corporate Park, the hotel's unique location at the downtown precinct and adjacent to the prestigious Poona Club Golf Course, will create a business and lifestyle destination for the city. The hotel will elevate luxury by connecting guests to the destination's rich way of life through a contemporary take on

local culture, history and cuisine. The Ritz-Carlton, Pune will offer an inspiring juxtaposition of classic grandeur and modern sophistication with its 198 guest rooms, including 35 elegant suites, with stunning views of the Golf Course, iconic art prints and Asprey amenities in the heart of the downtown business district. A distinctive proposition of the brand's offering lies in its curated range of signature offerings and rituals such as its signature Afternoon Tea ritual that promises to redefine Pune's social scene.

"We are very excited to launch the second Ritz-Carlton in India. The Ritz-Carlton, Pune underlines Marriott International's commitment to India market and serving its growing affluent tribe. The hotel promises to offer a truly enriching experience with distinct experiences and the legendary service to create indelible memories", said **Neeraj Govil**, Senior Vice President - South Asia at Marriott International. The hotel will have crafted culinary offerings with five signature dining options - A three-kitchen dining experience featuring Pan-Asian, Regional Indian and European cuisine, a modern Japanese restaurant, a signature Afternoon tea lounge, poolside bar and grills and a rooftop lounge and Indian dining offering overlooking the verdant golf course. The Ritz-Carlton, Pune will offer exquisitely appointed venues for weddings, social events and meetings in the city. Seamless in – room check in, complimentary high speed internet, The Ritz-Carlton spa, 24-hour fitness, among other amenities.



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## EXPANSION

## LORDS HOTELS TO OPEN 'MICE-W' HOTELS ACROSS FIVE LOCATIONS IN INDIA BY THE END OF THIS YEAR

In a recent interview, **Rishi Puri**, Senior Vice President – Operations & Development, Lords Hotels & Resorts, says, "We are looking at 'MICE-W' segment for our expansion. Lords will be opening properties in Goa, Morbi, Kurnool, Rajkot and Bharuch in the same category. All these properties are expected to open by end of this year." Lords Hotels and Resorts will be aggressively looking at 'MICE-W' Hotels and has chosen a few locations in the country that it would like to tap as the segment is bound to do well and the great Indian Wedding continues to be a major source of revenue for Tier 2 and Tier 3 cities.

Elaborating on the wedding industry, he said, "We see an increase in volumes of this segment though it is not what was expected and what other countries are achieving. Now most hotels and chains which could cater to this segment have started budgeting for this segment and keep a hawk's eye on numbers as this can substantially increase the sales of any hotel. MICE tourism helps to motivate the staff (team members of a corporate) to improve productivity of the company and is also seen as a team building exercise which is gaining popularity in the corporate world. To further substantiate the point there was a study conducted in Bengaluru and the purpose



of undertaking the study on MICE tourism in Bangalore was to understand the present scenario of MICE tourism and to bring out its scope in city and country in general.

There are number of companies which are in the MICE market segment like IT companies, Banking, Retail, Pharmaceuticals, Hospitality, Food production companies, etc. It has been found that New Delhi, Mumbai, Chennai, Bangalore, Hyderabad, Cochin and Kolkatta are the progressive business centres in the country."

## LAUNCH

## WELCOMHERITAGE TADOBA VANYA VILLAS OPENS

WelcomHeritage Tadoba Vanya Villas Resort & Spa is spread across 65 acres amidst a private lake. The beautiful property is in 1.5 KMs radius of the Tadoba forest, which is the home of the highest numbers of tigers in India, making it an ideal getaway for nature and wildlife lovers. Currently there are 2 room categories are: Premium Cottages (18) and Deluxe Cottages (08). We plan to add 10 tents at a later date.

The resort features two in-house restaurants and a bar near the swimming pool. The indoor restaurant Royal Oak is a multi-cuisine restaurant that can accommodate around 70 pax. The Jungle Grill Restaurant which is partly open is surrounded by a beautiful and

illuminated swimming pool. The property also has a 2300 Sq. Ft. conference hall that can house up to 300 people in floating style

Talking about the new property, **Sanjeev K Nayar**, GM, WelcomHeritage shared, "This is our 1<sup>st</sup> property in the state of Maharashtra and 5th venture into Jungle properties. At WelcomHeritage we believe in promoting the rich flair and fauna of our country which lies in the interiors of the country. Although Tadoba is known for its wildlife sanctuary and untamed beauty, it is still not very popular in Northern and Eastern India. It has great potential for tourism and we look forward to welcoming tourists not only from India but internationally as well."



# What next after GST decision?

Kanchan Nath

Now that GST has been revised for hotels; 12% for tariff from ₹1000-₹7500 and 18% for above ₹7500, we find out other issues that are plaguing the hospitality business and need attention.



**Sudesh Poddar**  
EC member  
FHRAI

## A WELCOME MOVE BY GOVT

GST rate revision for hotels is certainly a welcome move. GST revision for hotels at 12 per cent tariff from ₹1000-7500 and 18per cent for above ₹7500 has been our demand for a long time. This will benefit the hospitality industry as well as consumers or customers. Adequate support to the hospitality, travel and tourism sector can help India strengthen its economy. The recent incentives from the Government in terms of corporate tax relief coupled with the GST cut rates have been an important step in the direction. But there are still some teething problems that need to be edged out:

a) The highest slab of GST should not exceed 12 per cent in hotels and restaurants keeping in alignment with GST rates in the hospitality industry in the neighbouring countries as well as countries in South East Asia. This will help India's hospitality industry compete with these countries and attract more foreign tourists so that more foreign exchange is earned by the country.

## SIMPLIFY GST COMPLIANCE

b) GST compliance procedure should be more simplified and be made more user friendly. The current system is not friendly for a lot of members of the hospitality sector, especially those in small towns and areas with poor internet connectivity.

## ITC SHOULD BE ALLOWED

c) For budding entrepreneurs in the hospitality sector, input tax credit should be allowed when they buy the construction materials and other essentials required for the building of a hotel or a restaurant. This will encourage more investments and more employment in the sector.



**Sudesh Poddar**



The highest slab of Goods & Services Tax (GST) should not exceed 12 per cent in hotels





Vineet Taing

**Vineet Taing**  
EC Member  
FHRAI

Post lowering of the GST there still exist a lot many pain points which are causing hindrance in the growth of hospitality and tourism sector. These points should be taken into consideration for making this industry more globally competitive and to enhance its attractiveness as a key driver to the Indian Economy.

**RE-INTRODUCE INPUT TAX CREDIT FOR RESTAURANTS**

The elimination of the benefit of Input Tax Credit (ITC) for restaurants and food service industry has left the restaurant members distressed. GST has helped in driving consumer confidence but has inadvertently added more to the overall cost of running the business.

After lowering the tax slab down to 5per cent, the goods and services tax council removed the benefits of Input Tax Credit (ITC) for food business operators.

This is quite distressing for the restaurant operators who cannot avail of any ITC benefits on their expenses like raw material purchase from vendors, rents paid for the lease of space (especially the ones operating in airports, malls and other commercial places in metro cities) other fixed costs, services and capital expenditure.

Denial of ITC to restaurant sector has affected the restaurant business in following manner –

- a) Growth of restaurant sector has decreased, and several have been shut down.
- b) ITC is becoming additional cost to the tune of five per cent of turnover.
- c) Expansion has halted, as the ITC on capital expense is denied. It is directly impacting investment in the sector and employment in the sector.



It is pertinent to mention that ITC is a key part of the government's effort to connect across the supply chain with buyers to be able to better track transactions and the tax payable thereon, thereby bringing transparency into the entire system and the



Expansion has halted, as the Input Tax Credit (ITC) on capital expense is denied



elimination of ITC is not serving the said purpose. The increased cost of operations is putting a lot of financial stress on business owners who are unable to pass it on to the customers. The restaurant business is not as profitable, so margins are taking a hit.

**REDUCE GST ON BANQUETING TO FIVE PER CENT**

The Indian wedding industry is a one lakh crore industry in the un-organised sector. This industry does not pay any taxes. It is an area where there is maximum pilferage/non-payment of tax which gives a stiff competition to the organised sector banquets.

Guests prefer these units due to handsome price difference. The GST rate of 18 percent for organised sector is very high and people avoid going for a regular bill.

It is suggested for a five per cent flat tax on bundled Banqueting services/Mandap keeper services. Lowering down of tax will definitely encourage people to come in the mainstream. Lower rate of GST will increase the influx of tourists, inducing more employment, across each state and nationally.

It will encourage the MICE segment to grow and flourish in the country resulting into increase in the Government exchequer also. Both wedding and MICE will get a boost viz a viz tax compliance and collection would also be better.

**EXTREMELY HIGH PROPERTY TAXES**

The authorities have been levying extremely high property taxes which should be lowered to ease out the burden.



**Dr M Venkadasubbu**  
Jt. Hony, Secretary  
FHRAI

### REDUCE GST ON GAS

An important issue that remains is that the tax on gas for domestic use is five per cent, while for commercial use it is 18 per cent. We have requested that the same should be reduced to five per cent. Tax rate for bakeries needs to be rationalised

**TS Walia**  
EC Member  
FHRAI

### BOLDER CHANGE REQUIRED

To be competitive with our neighbouring countries, the maximum indirect tax (GST) that we levy on hotel rooms must be capped at a maximum of 12%. Though the drop from 18% on more expensive rooms may seem like a drop in government revenue at face value, the quantum gain will actually far outstrip this number.

### INPUT TAX CREDIT

Another aspect is input charge. Measures should be taken to deduct from the payable tax amount money that has been already levied as tax. When we calculate National Income, we take into account only the prices of the final goods and services produced in an economy in a given year. Intermediate products used as inputs for sale at a later stage are not included. Going by that same approach, it is essential, to maintain systemic uniformity, that hospitality businesses are provided with either only taxation at the final stage, or the amount already paid as tax is deducted from the payable amount.

the problem with taxes in the bakeries is the slab of a different GST for various products as 0 per cent, five per cent, 12 per cent, 28 per cent. Bakery products are also food items tax rates to be rationalised.

### SAVOURIES

For savouries there are two different rates five per cent for unbranded, 12.5 per cent for branded, which need to be rationalised. There are no such differential rates in sweets.

### COMPOSITION SCHEMES

Restaurants should be treated at par with manufacturers and traders. Manufacturers and traders enjoy threshold exemption upto forty lakhs per annum for turnover 1.5 crores, GST is just one per cent only whereas for restaurants exemption only up to 20 lakhs composite levy five per cent limited to annual turnover. For restaurants collectable tax rate also 5 per cent irrespective of turn over. Another problem we are facing is if we let out our Hall alone then we have to pay 18 per cent GST.



Bakery products are also food items, tax rates for them also need to be rationalised



**Dr M Venkadasubbu**



**TS Walia**

### GST FILLING

As far as the filing of the GST goes, companies have to provide in their GST returns the HSN number of each input they used in the process. Now, food and beverages are different from other industries in the sense that every single food item sold used innumerable inputs, and taken as a whole a restaurant has simply too many raw materials etc going into the food preparation for them to possibly be able to accurately provide the required details without it turning into an account nightmare. If there could be a categorisation or different raw foods, or perhaps an exceptional condition for a few industries, it would certainly decrease the filing burden by multiple orders of magnitude.



The maximum indirect tax (GST) that we levy on hotel rooms must be capped at 12%





# Is Joint Bank Guarantee viable?

Travel agents have floated the idea of a joint bank guarantee (taken by the travel associations) for an extended credit line in the hospitality sector. We ask industry spokespersons how viable the concept is and how it can be addressed.

**Anupriya Bishnoi**



**Davinder Juj**

**Davinder Juj**  
General Manager  
Eros Hotel New Delhi Nehru Place

## **BUSINESS IT IS**

Currently, we have approx. 20 per cent of business coming from leisure travel. This can further be split into individual travellers and a series of groups. Apart from this, five to seven per cent of business travellers are also moving through travel agents.

## **OPTION GALORE**

As soon as we get a clarity on the nature/details of parties required to be involved in the joint bank guarantees, there will be a number of factors that will need to be taken into consideration, such as credibility of companies in the market, relationship

of the companies with the hotels as well as banks and the banks providing the guarantees etc.

## **REQUIREMENTS**

Some of the important requirements before implementing the Joint Bank Guarantee will be to understand the nature of liability among the guarantors; how the money is going to be paid back; and in case there's any default or if one of the guarantors backs out, how the hotels' interests will be safeguarded; and what will be the responsibility of the other guarantors to pay the money.

## **VIABILITY**

Every project that starts with a good intent to increase the business is always a viable option. The parties should have good credibility in the market and have a cordial relationship with the industry which will give an ease to the industry to accept.

“

The parties should have good credibility in the market and a cordial relationship with industry”



**Gurbaxish Singh Kohli**  
Vice President  
Federation of Hotel & Restaurant Associations of India (FHRAI)

**BUSINESS IT IS**

Business from TAs today is almost insignificant, due to the shift and the convenience of OTAs as well as the hotel's own website offering best rate guarantee. However, business generated depends on the location and segments, the hotel is catering to. One can't take an average figure in this. For instance, if the hotel is catering to group/charter bookings or individuals, they will prefer to use traditional travel agents, while the bookings made by individuals themselves are through OTAs. Keeping in mind how the industry is being hit by the OTAs, the traditional TA and Hotel partnership would be an interesting option to explore. Based on the above, the range is around five per cent for individual bookings to 15 per cent for larger group specific hotels.

**OPTIONS GALORE**

The way we are being hit by the OTAs, traditional approach with TAs would be a worthwhile option to explore. Even their BSS has been affected with most people taking the online mode. We would be

open to consider Joint Bank Guarantee option, but it would require a prior and complete scrutiny and understanding of the JBG terms and conditions. For instance, the JBG should be given by either the TA or a renowned association on behalf of the agent so that there is a guarantee for payments for the hotels and the TA can enjoy extended credit.

**REQUIREMENTS**

The cost of the JBG and interest clauses, pre-purchase option could be explored. TAs would have to exercise all their efforts to get better rates for all properties. We can't afford another deep discounting scheme. Proper documentation of the JCB clearly defining the process and procedure, credit detailing default recovery is required.



**Gurbaxish Singh Kohli**



Joint Bank Guarantee option would require a prior and complete scrutiny and understanding



**Rishi Puri**  
Senior Vice President - Operations & Development  
Lords Hotels & Resorts

**BUSINESS IT IS**

Travel Agents(TAs) will never lose their paramount importance in any stand alone or chain hotel. The business from TA could be different depending on city and its location and target segment example our Lords Plaza hotel at Surat or Ankleshwar would be getting minimalistic business from TA primarily being a business city hotel dominated by corporate but here too we have business coming from TA implants at various corporate houses. These implants facilitate the travel and hotel stay when the company executive travels to many locations. To maintain a percentage, I would say that 7-10 per cent business would be coming from TA in city hotels. In places like Goa, which is Charter and TA driven, the figures could be very different and for few hotels be in range of 25-40 per cent business coming from TA and rest is domestic and OTAs.

**OPTIONS GALORE**

TA formed a very integral part of business and till few years back were the focus of every hotel. Now part of business has been taken over by OTAs. With the best of travel trade partners there are times

when one erring member could spoil name of entire fraternity. Hence, in view of same the Joint Bank Guarantee could be a way forward and ensure that while TA continue to enjoy seamless credit, the hoteliers are also relaxed with the credit extended and assured that their money is safe.

**VIABILITY**

It surely is a herculean task, but it is possible. If the travel trade fraternity decides to roll this, I am positive it would serve the interest of the community in the best possible way. Initial hiccups are nothing new and we did witness the same when GST and other such ambitious schemes were rolled out but today, they are successfully adopted by the industry and I am sure this would also tide over the initial storm, if any caused.



**Rishi Puri**



JBG could be a way forward and ensure that while TA enjoy credit, the hoteliers are also relaxed





# TEAMBUILD

## The backbone of every good Manager

In the professional sphere of life, one almost always finds himself or herself working as part of a team. When it comes to managerial positions, a manager needs to imbibe and exhibit the skills of teambuilding.



Himanshu Talwar

**T**eam building refers to the various events and activities that are taken up to motivate the team members and increase the effectiveness and overall performance of the team. One just can't expect their team to perform on their own.

A motivating factor is a must. Team Building activities consist of various tasks undertaken to groom a team member, motivate him or her and make him or her perform to his or her best. Here are a few reasons why team building is very crucial in the professional world.

### BETTER COMMUNICATION

Everybody wants a friendly work environment, where people are comfortable and happy to talk to and work with anyone. One of the best reasons for team building is that the activities actually work to accomplish improved communication and thereby, better cooperative performance.

### COLLABORATION AND PROMOTION OF INNOVATION AND CREATIVITY

People tend to have a larger imagination when they are around people, they are comfortable with. Successful team building activities not only bring



### ACTIVE LISTENING AND ATTENTIVENESS

Listening skills are absolutely necessary in order to undertake team building. To build a team you have to understand other team member's needs, beliefs, problems, expectations etc. This can be achieved only by actively listening, playing attention and caring for the other team members.

### COLLABORATIVE SKILLS

To collaborate with many people is a really difficult task but is highly required to achieve successful teamwork. That is why collaborative skills are key team building skills on our list. Effective team means a great team who can collaborate on any terms.

### BUILDING CONFIDENCE

This is an absolutely critical ability among the team building and team leader skills. Confidence keeps a team together. It promotes support and reliability. No matter whether you are a team manager, leader or an employee, you have to be confident. To be confident means that people can rely on you and can trust you.

“

Teambuilding motivates individuals to perform to his or her best abilities in their workspace

”

people closer together, but they also contribute to a more successful and creative workplace.

### TEAMWORK AND ENHANCING TEAM PERFORMANCE

Team building activities also work to improve workplace projects that involve teamwork because it helps the teams understand each other better. After completing team building activities together, employees better understand each other's strengths, weaknesses, and interests.

This understanding helps them work even better together in the future. Here are a few team building skills that every manager should possess to ensure success in their endeavours.

### GOOD COMMUNICATION SKILLS

Without communication, a team is non-existent. Good communication skills are absolutely crucial for effective teamwork and a stronger team. Examples of good communication skills are verbal and non-verbal communication skills, patience, care, etc.

### CREATIVITY AND IDEA EXCHANGE

Creativity is a characteristic of every good and effective team. Creative thinking is the most important factor for future success. Every team should have a suitable environment for idea exchange. Members have to share and develop ideas.

### BEING RELIABLE AND SUPPORTIVE

There is no team without support. Team members have to support each other and have to rely on each other. These are the main building elements of a team. So being supportive also has a key place in the team building skills list.

### PROBLEM-SOLVING SKILLS

In every team there are problems. No matter whether you are a team manager or an employee, you have to learn to deal with conflicts in the most effective way without causing any damage.

*(The article has been written by Himanshu Talwar, ASG, FHRAI, the view's expressed are the author's personal views.)*

# Countering overtourism

Presidents from each region share how hoteliers can ensure that known tourism destinations do not get destroyed by overtourism. They also talk about developing lesser-known destinations with the right infrastructure for tourism.

Kanchan Nath



**Pradeep Shetty**  
Vice President  
HRAWI

## COPING WITH SUCCESS

Mckinsey and World Travel Tourism Council prepared a report in 2017 on Coping with success: Managing overcrowding in tourism destinations. The report suggests, that to manage overcrowding five approaches could be of help: Smooth visitors over time by encouraging them to visit during nonpeak times of day, season, and year through actions such as arrival limits and ticketing systems.

Spread visitors across sites, for example, by developing

“Smooth visitors over time by encouraging them to visit during nonpeak times of day, season, and year”

new attractions and promoting less-popular sites and areas. Adjust pricing to balance supply and demand by, for example, introducing variable or tiered pricing. Regulate accommodation supply through regulations on home-sharing and additional hotel rooms. In dire situations, limit access and activities to protect natural and cultural integrity.

## DEVELOPING LESSER KNOWN TOWNS

As suggested in the report, India has many lesser known destinations which could be developed to mitigate the risk of overcrowding at the popular sites, for instance: Shivanasundaram Falls, Karnataka – Town is famous for its waterfalls. Tawang, Arunachal Pradesh – Birthplace of Dalai Lama. Mandu, Madhya Pradesh – Town with marvellous architectural ruins. Tadoba Tiger Reserve, Maharashtra.

Tamenglong, Manipur – Famous for its Flora and Fauna. National Chambal Wildlife Sanctuary, Uttar Pradesh. Vattakanal, Kodaikanal – Lush green hills. Trackers paradise. With a population of around 1.3 billion, out of which around 30 per cent is the middle class, ample amount of opportunities lies with the inhabitants of towns and cities which are lesser-known to the world and can be developed to mitigate the risk of overcrowding.



**Pranav Singh**  
President  
HRAEI

## PROTECTING DESTINATIONS

Known tourism destinations must be protected from three things.

1. **Excessive pollution** from too many vehicles: The best example is the recent restriction imposed on number of vehicles at the sunrise spot

“Astaranga, Ramchandi, Takdah, Pedong Pobitora and Manas can be developed for tourism”

Tiger Hill near Darjeeling. Too many vehicles had been emitting extra carbon damaging the environment in the hills.

2. **Use of plastics:** Many states, including Sikkim and West Bengal, have totally

banned the use of plastics. Plastic pollution and littering has adversely affected environment of many popular tourist destinations.

3. **Preservation of nature:** Nature should not be tampered with. For instance, in Andaman & Nicobar Islands tourists are strictly prohibited from collecting corals or any other flora or fauna from the seas.

## DEVELOPING NEW DESTINATIONS

There are plenty of such destinations that can be developed into top destinations in eastern India. The state of Arunachal Pradesh has such natural beauty that it can be turned into Switzerland of India with proper air, rail and road connectivity. It has pristine natural beauty, unexplored wildlife and also some quaint monasteries.

Puri and Gopalpur are well known beaches, but Astaranga and Ramchandi could be developed into new destinations; Darjeeling and Kalimpong are well known hill stations, but Takdah and Pedong can be developed into new hotspots;

Shillong is a big destination in Meghalaya, but Cherapunji and Dawki could be developed; Kaziranga is a wildlife hotspot in Assam, but Pobitora and Manas are no less attractive.



**K. Syama Raju**  
President  
SIHRA

**OVERCROWDING AND LONG QUEUES**

Over tourism is a word coined a few years ago by a tourist operator. In India, places like Mussoorie, Shimla, Goa, Alleppey and now even Ladakh are facing the consequences of over tourism. The stress on the infrastructure especially sanitation is immediately felt. The other stress factors are the overcrowding at places of interest which result in long queues. Due to the crowds at such places of interest many tourists do not get a chance to view the monument or spend as much as they intended to at the place of interest. Traffic jams are another result of over tourism. Hill stations are popular places to visit especially in summer months, however the resultant traffic jams to these towns have taken, in some cases, upto eight hours to clear. The negative impact on the environment is evident from the garbage and disposables strewn around, since the system cannot cope with huge influxes of tourists. Sometime it also results in conflict between the locals and the tourists. Regulating the inflow of tourists to places of interest could help ease the situation. It would also help to brief tourists

before the entry into such places so that they are also aware of the do's and don't's.

**DEVELOP DESTINATIONS RESPONSIBLY**

The solution to such issues is to develop lesser known destinations using the experience that one has gained from seeing the results in popular destinations. A good infrastructure is key to the development of such places, involving the local population in the development efforts is important.

There are many destinations in India that are lesser known but have the potential and can offer the experiences that tourists look for. In the South, Karwar in Karnataka, Tranquebar in Tamil Nadu and Paradise Beach in Puduchery have pristine beaches and other places of interest to see.

“  
The stress on the infrastructure especially sanitation is immediately felt”

Chikmagalur in Karnataka is where coffee was first grown in India, it has forests and greenery. Yercaud in Tamil Nadu is a lesser known hill station, it has good connectivity with Salem the nearest town which has an airport and also rail connectivity. Araku Valley in Andhra Pradesh is near Vishakapatnam, is a pristine hill station with small rivers. Telengana has the Kuntala Waterfalls near Adilabad. The hills of Nelliampathy near Palakkad in Kerala is another offbeat destination.



**Surendra Kumar Jaiswal**  
President  
HRANI

**PRESERVE THE BEST**

Tourism is an important sector in every country's economy, creating jobs and bringing income into the country.

Although, it can be a double-edged sword with some of our favourite destinations actually being destroyed by overtourism. It may never have even been on our radar that some of the amazing locations would be under so much stress, just by our very presence.

Each country is tackling these issues in different ways to preserve some of the most beautiful places in the world. Without checks and balances though, unregulated tourism growth can sound a death knell for some destinations.

**THEMATIC DEVELOPMENT**

Managed well, tourism can be a positive game-changer for destinations. Economic growth, price competitive offerings,

“  
New detinations can be Auli, Munisiyari, Binsar, Almora & Tehri; Spiti, and Kaza in HP”

infrastructure development and the emergence of new destinations besides niche tourism products will continue to drive the growth of the industry in future.

Strong marketing and promotion of lesser known destination including culture and cuisine should be highlighted and promoted by the industry. There is a need for the government and private sector to collaborate towards thematic development of these unexplored or lesser known destinations.

In North India, history blends beautifully with culture and religion and there are many lesser known tourism destinations which a traveller would love to visit.

Some of them are Auli, Munisiyari, Binsar, Almora & Tehri in Uttarakhand; Spiti, Kasol and Kaza in Himachal Pradesh; Kumbalgarh & Shekhawati in Rajasthan, Nubra valley; Hemis, leh and ladakh in J &K; Ayoodhya, Sarnath and Orchha in Uttar Pradesh; Anandpur Sahab & Faridkot in Punjab.





# Tasting times at the **Kitchen**

Even the most-talented chef needs to be backed by the right equipment to help prepare that perfect meal, day after day. Kitchen equipment providers share information on how their offerings help rustle up a storm.

**Sanjay Jain**  
Director  
Elanpro

### USP@ELANPRO

Elanpro provides energy efficient, convenient, safe and reliable products equipped with revolutionary features. No matter the foodservice application, we aim at delivering a variety of new solutions to fit operators' needs. As a brand we have been witnessing positive growth over the past five years and we grew almost 25% as compared to 2017. Our target for 2019-20 and 2020-21 is to continue with the same growth momentum of 25%.

We want to be at pace with new age dynamics. Towards the end of 2018, we started expansion in international markets like Nepal, Bhutan and Sri Lanka. We plan to enhance our presence in these markets in the coming year.

Also, as a brand, we are aggressively working towards bringing in eco sensitive products to the country apart from bringing technological innovations. In 2020, we will be focusing towards moving to an entirely green product portfolio.

### MARKETING AND PROMOTION STRATEGY PAN INDIA

Marketing and promotion is the key to sustained growth of your business in an organic and cost-effective manner. Indian hospitality market is varied due to cultural and regional diversity. We work very closely with our regional dealers to understand the market demand. Our strategies are more regional than national.

Every year we try to reach all the four regions particularly through exhibitions where we showcase the regional specialty apart from our regular product portfolio.

This year we also started with regional seminars to create awareness. With the aim of providing insights into the various regulations and foster greater innovations by addressing key challenges, we organised a one day seminar on 'FSSAI & HACCP Compliances: Food Safety norms in India' in Goa. We plan to replicate it in other regions as well.

### TRENDS IN KITCHEN EQUIPMENT

The F&b industry in India is evolving. Innovation is on every menu. Considering that, it is natural for global trends to make a place in the Indian industry.

A conscious move towards eco-friendly products is visible. The advent of polyurethane protection permitted environment-friendly refrigeration solutions



to be bought to the business market. Apart from that powerful, user-friendly, noiseless products are in demand.

### IN THE PIPELINE

Modernisation is in our DNA. We have launched an array of technologically advanced products that can help our customers optimise—whether they're looking to improve energy efficiency, reduce their environmental footprint, or simply reach new levels of performance.

We introduced an effective solution to dispense variety of beverages such as sherbet, lemonade, iced tea, slush apart from fruit juice. The new product,



**Sanjay Jain**



**Our target for 2019-20 and 2020-21 is to continue with the same growth momentum of 25%**



Elanpro Beverage Dispenser blends expertise, quality and fine craftsmanship. Addressing the increasing need for doorstep delivery of cold items, Elanpro has introduced Mobile Freezer for the delivery platforms and cloud kitchens. This product can be mounted onto a two-wheeler and can be run on a battery or a solar panel.

The company also introduced an exclusive addition to Display Cabinet Series for patisseries, a hi-tech range of Countertop Displays and an innovative range of countertop Chillers amongst the others.

These products are equipped with the latest advancements cooling and refrigeration technologies.

We plan to continue providing comprehensive and customisable solutions that utilises connected technologies to envelop an entire operation and ensure optimal performance and protection.



**Ashish Kumar Shukla**

**Ashish Kumar Shukla**  
Key Account Director  
Rational India

**OVEN SOLUTIONS FROM RATIONAL**

Rational approaches the clients not to sell their product but to understand their day-to-day challenges, which they face in their kitchen and provide them with the most suitable solutions for their benefit. Shukla says, "People in the market today are looking mainly for the new clients and sales. For Rational 30-40 per cent sale is repeat sale, customers know about our quality and after sales service. Therefore, we are organising one academy/workshop, every month in every region. In North, South and West India we are organising an academy where we call all the existing clients and conduct a revision training on the product.

They come and share experiences with the product, difficulties and challenges and we help them out." On their expansion in the East of India, he adds, "In the East we have this academy once in a quarter. Imported equipment in this market still needs some time. We have several existing customers in Kolkata and Guwahati. We have our chef team, pan India and they visit our existing customers on a monthly basis. I have given them the target to visit 30 to 35 existing clients every month. This is to find out what they are doing in the market and what kind of support they are looking to from us. Then we will go and explain about the product once more to them. So, every month we are meeting almost 70 to 80 existing clients."

**GROWTH AND MORE**

Sharing the growth of the company, he adds, "We hired our first employee in India in 2007, so we have

been here now for around 12 years and we opened our office here in 2010, so it's the 10<sup>th</sup> year of our office here in India. Worldwide we have 54 per cent market share, but in the Indian market we have approx. 68-70 per cent market share. To sustain the same, we have been participating in numerous exhibitions. We are a one product company and we are totally focused for Rational. We have more than 45 freelancer chefs."

On expansion and growth, he says, "We are hoping to increase new markets, already tapping a lot of potential in South India. Hyderabad, we have already covered, we are planning to cover Kerala this year. Next year we are planning for the North East market, focusing on Guwahati. For Kolkata market we are going to participate in the food tech exhibition. We are developing new dealers in Kolkata market; Guwahati is coming up with a lot of new projects. And is a more promising market for us. North India is our biggest market. We are working on a three plus one strategy, for example we focus on a main city like Delhi and then Lucknow, Jaipur or Chandigarh. So, each chef works with one main city and one tier-3 or Tier-2 city. For us the biggest competition is from traditional equipment. Many people are still rigid and a bit hesitant to use high end equipment like the combi oven."

**IN THE PIPELINE**

"Connected cooking is the new concept in Rational, whereby everything can be planned through Wi-Fi or a LAN connection. We can use my unit through Wi-Fi from anywhere in the world. 2017, our growth was around 35-36 per cent. Last year it was 46 per cent. This year we are targeting more than 40 per cent. In the first 8 months of 2018 we are at around approx. 41 per cent growth. The most important quarter for Indian business is the last quarter," concludes Shukla.

“  
Last year the growth was 46%. In the first 8 months of 2018 we are at around approx. 41%”



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# MOT promotes Gandhi Circuit

The Ministry of Tourism, Government of India, will be promoting the Gandhi Gramin Tourism Circuit to highlight and showcase the life and memories of the Father of the Nation.

**Manas Dwivedi**

**A**s a part of celebrating 150<sup>th</sup> Birth Anniversary of Mahatma Gandhi, The Ministry is actively working to promote the Gandhi Gramin Circuit among the foreign and domestic tourists. Sharing more details, **Meenakshi Sharma**, Director General (Tourism), Ministry of Tourism, Government of India said that Mahatma Gandhi was one of the world leaders who encouraged people to travel and find out what different cultures and societies are about.

“With a vision to promote his ideas, we are working to promote the rural circuits and destinations related to the Father of the nation, through which the tourists can know and learn more about him via tourism. We are planning to identify such destinations around the country,





and IATO is culling out different itineraries to help people coming to India know about Gandhi. They can learn about his lifestyle and what he wanted India to become. Hence, the Ministry is actively promoting these circuits with IATO and will continue to do that throughout the year, as part of the yearlong celebrations," Sharma briefed.

On the same lines, the Ministry also organised and celebrated the annual 'Paryatan Parv' starting from Gandhi's birth anniversary, i.e. October 2 to October 6 at Rajpath lawns, New Delhi and from October 2-13 Pan-India with an objective to promote the idea of 'Dekho Apna Desh' and 'Tourism for All'.

With India hosting the UNWTO World Tourism Day celebrations this year for the first time, Sharma calls it another milestone for the country in promoting tourism. "This year's theme was 'Tourism and Jobs: a better future for all'. As we all understand, unless, tourism create jobs, it not good for the community. It was indeed a very good experience working with UNWTO and we will continue to do so for nurturing tourism globally," she said. Calling the current environment very positive for the tourism industry, the Sharma said that the recent steps taken by the government are aimed to boost tourism business in the country.

"The current environment is very positive in the industry with the reduction of e-Tourist visa fee, GST rates on hotels and corporate tax. Moreover, the new

“

We are working to promote the rural circuits and destinations related to the 'Father of the Nation' ”

”

one-month validity visa for \$10 during lean season, as well as the one-year and five-year visa for foreign visitors will further act a catalyst to make India a favourable and attractive destination. This seems to be a very good time for the tourism fraternity in the country as far as infrastructure, global promotion and facilitation is concerned. I hope that, this will bring good news for the tourism industry as well as economic growth and employment opportunities for India," she said.

The Ministry is also engaging in a lot of activities to boost the number of visitor arrivals in the country, which include a global promotional plan and strategies to attract Indian diaspora to the country. On GST, she added, "We are in a very positive environment. The GST rate for hotels has been reduced, corporate tax rates have been reduced, there is a huge reduction in visa fee, and new e-Tourist visas for one month at \$25 and at \$10 for the lean period have been introduced. This is a very good time as far as infrastructure, promotion, and facilitation is concerned. We are hoping this will create economic growth and employment opportunities for India."

# The 'missing' link

We dig deep to find out what goes inside a hotel's operational chain when they find that an item within the room has gone missing.

Anupriya Bishnoi



Dhiman Mazumdar

**Dhiman Mazumdar**  
Asst. Vice President Operations  
MAYFAIR Hotels

## LENIENCY IN PROCEDURE

The items kept in our guestrooms, such as bathroom supplies/toiletries, minibar stocked with soft beverages, snacks packets, tea/coffee, wine bottle etc. are offered to the guests on complimentary basis. Therefore, the hotel has no issues if any of these listed items are missing or taken away by the guests. However, at the time of departure, we do check the room for bathroom linen, bathrobes, room linen, artefacts, paintings, ash trays, various leather folders and stands, crockery, cutlery, glassware



The hotel has no issues if listed items are missing or taken away by the guests



and remote controls. If any items are missing, our assigned Executive Housekeeper and Duty Manager are informed who keeping the profile of the guest in mind politely and privately ask them if they have packed the reported items by mistake. If the guest denies, we let the guest go without seeking any further clarification.



Sachin Maheshwary

**Sachin Maheshwary**  
General Manager  
Novotel Kochi Infopark

In our hotel such scenarios are few. I think the amount of pilferage changes from hotel to hotel depending on the guest type, occupancy and length of stay. Generally, hotels catering to MICE and Leisure segments tend to have much more pilferage than business hotels.

## REACHING OUT TO GUESTS

Normally, upon guest's departure, the room is checked for any belongings the guests may have left behind, simultaneously checking for minibar/engineering related points and preparing for the next guests' arrival.



As a standard, we have hotel products available for purchase at a nominal price



While we do all this if an item is missing or damaged, we record it and reach out to the guest.

## MISSING THINGS

The most used items are in-room amenities, toiletries and stationery that are of single use in nature is entitled for the guest occupying the room whether they decide to use it during the stay or take it along with them. In certain cases, we have had missing linen, which the guest may have used for packing something.

## PROTOCOL FOLLOWED

In the event of an item being missing or damaged, a senior member of the politely informs the guest about the same and in most cases the guest is willing to compensate or purchase the item. As a standard, we have hotel products available for purchase at a nominal price.



Anuj Chaudhry

## Anuj Chaudhry General Manager ibis Gurgaon Golf Course Road

### COMMUNIQUE FOR GUESTS

At ibis Gurgaon Golf Course Road, we have clear safety and security guidelines mentioned in the in-room directory as well as a quirky communique in the room for our guests. As such, there is no defined procedure, however, team members, especially, from housekeeping are trained to identify the list of items in a room as a standard. They thereby, alert the authorities if anything goes missing or damaged.

### CALL OF ACTION

The team members (primarily Housekeeping Team in this case) raise an alarm to the Head of Department which in is then communicated to the Security Manager as well as Chief Engineer (in case of any damage). The team comprising of Security Manager,

Housekeeping Manager and Chief Engineer investigate the missing item or assess the extent of the damage based on which a further call to action is defined. In most cases, it becomes very difficult to ascertain if the item has been damaged or is missing by the guest since it leads to accusing them which then leads to a hampering the relationship.

“

We have clear safety and security guidelines mentioned in the in-room directory

”

## Subhadip Basu General Manager Ibiza The Fern Resort & Spa Kolkata

### CHARGING THE MISSING ITEMS

There is a proper SOP for everything. As soon as the guest asks to bring his luggage down, the Housekeeping attendant goes to the room and check various items which are kept in the room as part of the room amenities.

In case, any item missing or damaged gets reported, the same is informed to the Front Office. We politely inform the guest about the things which are missing or damaged. We charge the guest as per our rate chart that has been given to Front Office team.

### TOP THINGS THAT GO MISSING

The Hand Towels are the ones which goes missing the most. Some guest informs us that they have taken one towel and we generally don't charge for that. However, if the number of is more we do charge them. Bath towel also goes missing at a lot of

times and sometimes guests try to take bath robes and hangers as well.

### TAKE CHARGE

In case certain items like hair dryers are damaged we show the item to guests and take the damage charge. If any guest wants to take any damaged item with them after paying, we do allow the same. In case of missing, we charge the guest straight away. Till date, no guest has argued for missing items as they usually know what we are talking about.



Subhadip Basu

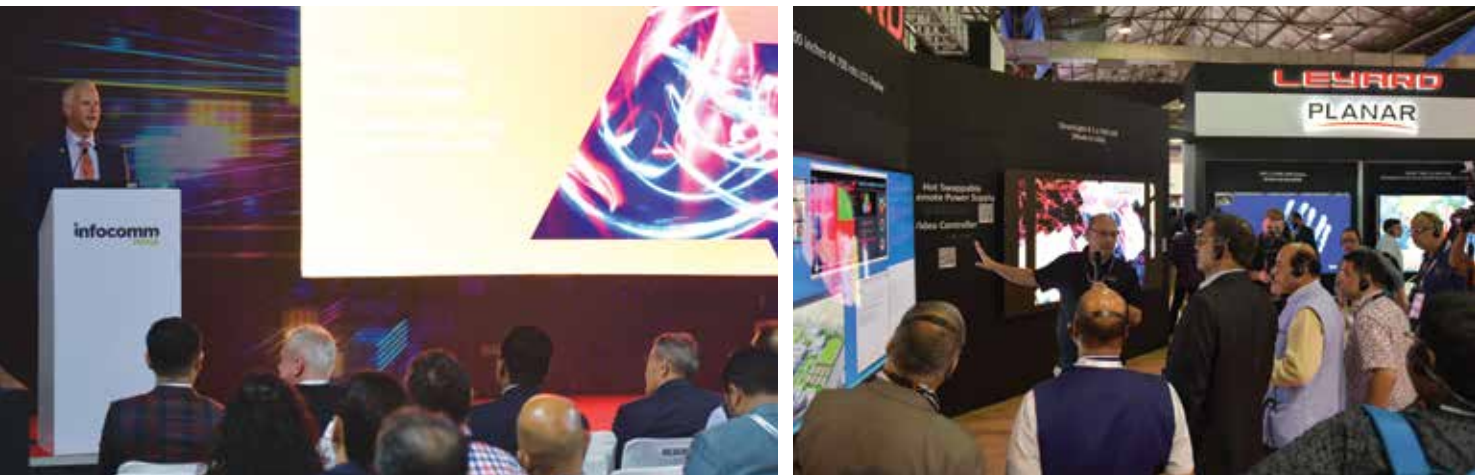
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If any guest wants to take any damaged item with them after paying, we do allow the same

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# InfoComm India scores a lucky 7

The just-concluded edition of InfoComm India was the most successful in its seven-year history, registering a 17 percent increase in visitors over last year's show.



**M**umbai, 24 September 2019 – Since its inception in 2013, every edition of InfoComm India has surpassed the one before and 2019 was no exception. The premier Professional AudioVisual (Pro-AV) and Integrated Experience technologies exhibition smashed last year's visitor attendance record, registering a 17 percent increase to 11,532 visitors.

Of these visitors, 2512 attended the Summit, which comprised 74 knowledge-sharing sessions running the gamut from high-level conferences to industry seminars and technical discussions. Richard Tan, the Executive Director of event organiser InfoCommAsia, said, "In tandem with the growth of India as one of the most exciting emerging economies in the world, InfoComm India has soared in seven years.

We are now well-known in India as the platform of choice amongst exhibitors who want to tap into the promising Indian market, and amongst business and organisations which want to plug into the latest experiential technologies from the best companies in the world."

“

InfoComm India will return to Mumbai for another successful show from 2-4 September 2020

”

Fifty percent of InfoComm India's diverse spectrum of visitors hailed from a wide spectrum of end-user verticals, while the rest comprised AV and IT channel representatives. They were delighted with the quality of technologies showcased, especially as 86 new-to-India products were unveiled at the show. Many pro-actively sought out new technologies, and were curious about the latest innovations in areas like AV over IT technologies, and projection mapping.

Reflecting India's nation-wide push toward digital technologies, numerous government representatives attended the exhibition with huge projects in pocket, to hunt for the latest in experiential communications. For instance, the Public Works Department of the Government of Madhya Pradesh, Bhopal, is supporting the development of a smart city and were searching for smart displays and LED walls for command and control centers, including for traffic management. **Chandra Prakash Agrawal**, the Chief Technical Examiner from the department, added, "What also impressed me was smart classrooms featuring interactive video conference that allow teachers to teach in remote locations where accessibility is an issue and there is a lack of good teachers available. "Such technology can also be used in the medical field and allow better access for doctors to diagnose and treat patients remotely. showcase. I saw many new technologies for the first time." Many deals were inked.



# Turnkey Interior Solutions

With over 30 years of experience, H. S. Ahuja & Associates (HSAA) has brought the best in the industry designs for their clients.



They started with one room renovations, based out of Delhi, India, HSAA has developed faith of esteemed clients PAN India. Clarks Inn, Ramada, Sagar Ratna, Oxford Public School, Graphisads, Embassy of Bahrain and the list goes on.

They have demonstrated their competence in luxurious residential interiors, restaurant & hotel designs, villas, schools, architectural consulting and commercial concepts. Their exceptional work can be explored at [www.hsaa.co.in](http://www.hsaa.co.in). In addition of being awarded with some of the most iconic awards like MAMR India's Most Prominent Architect & Design Awards and National Icons Award, HSAA has won a million hearts with their craftsmanship.

With end to end solution including civil, 3D, interior, custom paintings, custom furniture, custom lighting and almost everything that is needed to turnaround your imagination into reality; HSAA achieves it with their two massive in-house production facilities at the heart of Asia's largest hub. **Hema**, who is the Principal interior designer at HSAA, revealed her latest creation. "We are currently working on a new

Hotel Project in Rishikesh, which is one of its kinds, where we were given imagination independence. This hotel has multiple floors and every floor is different from the other. The idea is to create diverse experiences under one roof." Hema is a dynamic and thoughtful designer whose work is contemporary and emotionally expressive. "After weeks and months of creative brain storming and hard work, it really pays off when we see that "Surprising Smile" on the face of our esteemed clients" she added.

"We at HSAA believe that empires are built with people. Our vision is to astonish humans with absolute creativity and to cultivate best places to work for our teams" says **Subhash Ahuja**, CEO, H.S. Ahuja and Associates.



**Hema**

“After months of hard work, it really pays off when we see that 'Surprising Smile' on our clients”



# A meal fit for Kings

**Chef Sidharth Sharma**, Corporate Chef, Saints N Sinners in an interview shares his journey with food. He elaborates on the challenges of catering to state dinners as well as the growing consumer food trend of responsible dining.

## How far do you use packed ingredients?

Using fresh ingredients has always been preferred, it not only ensures freshness but also the flavors and taste is better. This holds true also for masala or spice mixes that are used in my kitchen. Unless we have to use some of the patented sauces, we try and prepare the mixes and sauces in house. Research in various hospitality magazines or on

the internet, helps me to understand various new processed sauces or ingredients that are coming up in the market; and when there is a need for one, I work closely with our vendors to source them at competitive prices. Sometimes our vendor comes over to me with new arrivals in the market for trials.

“

We represent the state and there are zero margins for errors while catering for state dinners

”

## How different is it catering for state dinners from regular events?

Regular events are important as they are good source of revenue; they also ensure that your organisation becomes popular and favorite in the market. Most of these events have to be done



keeping in mind the budget of the event organiser. Reputation is most important in state events. We represent the state and there are zero margins for errors. Besides ensuring that the menu, taste and quality of the food served is best of the best, certain protocols have to be followed and then there is security, other restrictions that one has to work around. Most regular events are organised in a very short time of span while, state events need intensive planning, well in advance, most of which has to be documented shared with the concerned authorities, nothing can be left for the last moment.

### Are all ingredients for different cuisines now easily available?

With the transporting and trade development, it has become very convenient and most of the ingredients are readily available. Then being in the NCR region has its own advantages, almost all the ingredients, domestic and international can be easily sourced.

There was a time when finding a product like silken tofu in Delhi was difficult, and then we had to source it from Thailand. Today it is rare that an ingredient is not available; just in case if there is one, on-line market comes in handy for such ingredient, we then take help of our vendor to source it on regular basis.

### Are you directly in touch with any farmers/ agriculturists?

With our guests becoming more aware of the benefits of eating healthy, it is our responsibility to fulfill their desires. While today most of the fresh produces are sourced from distant areas, we keep a track, as to when and where these things are produced, how and when they are processed and transported, once the season is right we work with certain local agriculturists, share our requirements on day to day basis and ensure that our perishables are as fresh as possible. Seasonal menu changes are done, alternatively especially curated menus are created to promote farm to fork.

### What kind of footfalls are you receiving for your restaurants? Which are the most popular dishes?

Saints and Sinners or SnS as we popularly call it, caters to a healthy mix of guests who walk-in to have an experience of good food, special cocktails with live band performances. Guests flock in great numbers to enjoy all this under one roof and we try our best to better their expectations by having a compact yet diverse menu. Our specialties vary from bar bites (Tex-mex onion rings, Osaka chicken with wasabi) to healthy roasts and grills (Khumb



galouti crostini, Kung Pao Chicken, Fish vepudu), to exotic main courses (Persian berry pulao, Kandhari lamb shank, Herb crusted salmon steak), not to forget super food salad (Barley and spinach salad with tofu, Asian chicken salad with wasabi dressing) and shakes (Detox green smoothie with chia, apple pie oatmeal glutting free shake) for the waistline conscious.

### What kind of retention problems is the industry facing? Do you have problems as far as skilled workers are concerned?

There was a time when people would stick to an organisation for years, with new units opening up every now and then and a limited number of well trained skilled workers, the trend has changed. People frequently switch jobs for better prospects and packages. A lot also depends upon how the staff is being handled, what kind of learning, development and growth opportunities are being offered by organisations.

There are issues in finding people with the right attitude, once that is done retention is not an issue in our organisation. We are continuously training our staff, updating them with the correct practices of the industry and always encourage and reward good performers, thus there is scope of growth and hence better retention.

### What are the Indian food consumer trends that you are noticing at the moment?

I believe it's all about being responsible diners these days, besides consuming food healthy for body and soul, it's also about using services and products that are environment and society friendly.

## STYLISH SURFACE DESIGN

◆ The hansgrohe brand now offers its two of the most popular faucet lines in new surface finishes. The hansgrohe FinishPlus allows you to embrace style across the board and create a bathroom or kitchen ambience that reflects the desired character in a unique way. The two faucet lines, Metropol and Talis E, are each available in five new colours. The metallic surfaces – Brushed Black Chrome, Brushed Bronze, and Polished Gold Optic – are the perfect alternative for those not happy with chrome.



## EXCLUSIVE WALL ART

◆ IDUS has come up with its exclusive Wall Art Collection by Artisan House (USA). The collection comprises of 3D design wall art, transitional wine wall art, sculpture wall art and different theme based designs like last summer, mama owl, and baby owl sit on the branch, wine tasting wall art etc that are perfectly suited for the interiors of your homes that gives the feeling one is looking for.



It designed with hand painted steel, ground steel, antiqued steel and is purely handcrafted. The 3D wall art and wine tasting wall art designed with painted steel, ground brass, copper and brass plated elements that make your home impressive one.

## PERFECT SYMMETRY

◆ CJ Living, the brand renowned for bringing to India avant-garde interior design ideas and solutions from across the globe, launches the Manhattan collection by Henry Glass, an Italian company renowned for the production of designer doors and tailor-made closing systems. Henry Glass creates products where ancient handcrafted techniques and the industrial manufacturing processes come together resulting in a contemporary language that makes this company an outstanding voice in the production of glass doors. The several patented solutions and products are the result of constant research.





## INTERIOR SOLUTIONS

◆ Renowned for their stunning, bespoke furniture and interior products and solutions, Nitin Kohli Home has launched three new unique projects that democratise design. Titled NKH Condo, NKH Conversations and NKH Pillow Talk, each of them offers uber luxurious, stylish designs and impeccable functionality at an economical price.

## SIP OF GOOD HEALTH



◆ Typhoo, Britain's iconic tea brand since 1903, steps up its Green Tea range and offers 'ORGANIC' green tea. The brand is known for its unique and consumer-focused tea offerings that are high on the authentic taste of tea, as well as additional health benefits. Keeping in sync with the growing consumer preference and creating a sustainable global environment the brand has converted its wide range of Green teas into all pure Organic variants. Organic Green Teas from the brand are selected and blended from the finest estates.

## A FLOWER FOR EVERY CEILING

◆ Usha International, one of India's leading consumer durables companies, has launched its complete range of Usha Bloom series fans inspired by flowers aptly named Daffodil, Primrose, Magnolia, Dahlia, and Lily, further strengthening its Goodbye Dust fans portfolio this festive season. Available in attractive colour combinations ranging from a sparkle grey and blue, sparkle golden and cherry, sparkle red and black, greys and blacks. The sweep size ranges from 1250 mm to 1300 mm with air delivery 230 m<sup>3</sup>/min and 250 m<sup>3</sup>/min at a speeds of 260 rpm to 380 rpm.



## THE SMART LIGHT

◆ The WhiteTeak Company, the true destination for Luxury and Designer Table Lamps, Floor Lamps, Hanging Lights and Luxury and Rustic Décor have recently launched Smart LED Table Lamp Collection at their stores all over India. The collection comprises of Table lamps in different designs, shapes & material. These table lamps come with LED bulbs that have a unique feature to change the colours from a wide selection of 16 million colour combinations to give an instant change in the look and mood of the room.



# PARYATAN PARV 2019 INAUGURATED ON 150<sup>TH</sup> BIRTH ANNIVERSARY OF MAHATMA GANDHI



Organised by the Ministry of Tourism, Paryatan Parv 2019 will be held from October 2-13, 2019 across the country. The Minister of Environment, Forest & Climate Change and Information & Broadcasting **Prakash Javadekar**; Minister of Petroleum & Natural Gas and Minister of Steel, **Dharmendra Pradhan** inaugurated the nationwide "Paryatan Parv 2019" in the presence of the Minister of State (I/C) for Tourism and Culture, **Prahlad Singh Patel** in New Delhi. The Festival was inaugurated with fanfare amongst the beating of drums and cultural performances. Yogendra Tripathi, Secretary, M/o Tourism and Amit Khare, Secretary, M/o I&B and senior officers were also present during the occasion.

Speaking on the occasion Prahlad Singh Patel expressed his happiness that the inauguration of the Paryatan Parv is coinciding with the 150<sup>th</sup> Birth Anniversary of Mahatma Gandhi. To understand soul of the country, the 'Father of the Nation' toured throughout the country and we can come close to our culture and people by the medium of tourism, the Tourism Minister elaborated.

Prime Minister is Brand Ambassador of the country and due to his effort's tourism has shown a tremendous growth over the five years.

In fact, the world tourism ranking of the country has jumped from 65 in 2013 to 34 in 2019, he explained. Shri Prahlad Singh Patel assured that as outlined by the Prime Minister, the doubling of number of tourists will be achieved much before the set target of 2022. Prahlad Singh Patel further stated that in the line of Mahatma Gandhi's thoughts regarding sustainable and clean tourism, efforts are being made to phase out single use plastics in various organisations of ASI and Ministry of Tourism. Single Use Plastics will no longer be permitted within ASI protected Monuments and within 100 m of these Monuments, the Tourism Minister announced.

Paryatan Parv 2019 is dedicated to 150<sup>th</sup> Birth Anniversary of Mahatma Gandhi. Paryatan Parv is being organised with the objective of drawing focus on the benefits of tourism, showcasing the cultural diversity of the country and reinforcing the principle of "Tourism for All".

## THE THREE COMPONENTS OF PARYATAN PARV:

**Dekho Apna Desh:** To encourage Indians to visit their own country. In the run up to the Parv, several activities have been organised across the country like photography contest covering tourism attractions and experiences, promotion on social media, tourism related quiz, essay, debate and painting competitions for students. General public engagement for the event will be promoted through the MyGov platform.

**Tourism for All:** Tourism Events at sites across all states in the country are being organised. The activities at these sites will include illumination in and around the sites, cultural programmes of dance, music, etc.

**Tourism & Governance:** Interactive sessions & workshops with stakeholders on varied themes have been organised across the country as a part of the Paryatan Parv activities.

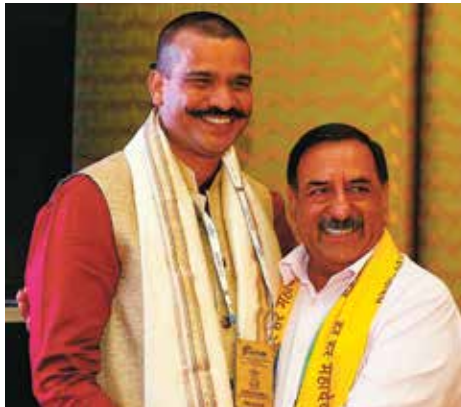


# HPMF CONVENTION IN KOCHI, KERALA

The theme of the event is the unique concept of "Vasudhaiva Kutumbakam" which means "The World Is One Family". The Convention will be held from October 10-13.

HPMF(Hospitality Purchasing Manager's Forum) is a consortium of purchasing managers from the hospitality industry representing star hotels, catering companies, stand-alone restaurant chains, retail chains and airlines. HPMF will be celebrating its 9<sup>th</sup> Anniversary along with the Convention and Awards from 10-13 of October at Grand Hyatt, Kochi, Kerala. Earlier, Varanasi, Jodhpur, Bhubaneswar etc. were the venues of these three-day gala events.

Besides the spectacular shows, intense discussions, presentation from industry experts and highly acclaimed corporate speakers will address the gathering. Eminent hospitality honchos, sports persons and well-known corporate leaders have been invited to the event as Chief Guests and Guests of Honor. As always, well organised B2B meets will be the highlight of the convention too, with over 40 vendors attending the event.



## Highlights of the Convention:

**Intensive Two-Day Conference:** The delegates mingle with the brightest minds that are constantly disrupting the status quo in the hospitality, airlines and F&B industry. They are exposed to success stories and prepare the groundwork for their and their organisation's growth. They get industry Intelligence, the latest trends in hospitality procurement, buyer preferences and path-breaking innovations from market leaders.

**Worldwide 250+ Delegate Participation:** Countries participating will be India, Nepal, Bhutan, Sri Lanka, Bangladesh and UAE.

**High Profile Speakers:** Will be present to talk about topics such as sustainability, organic produce and its contribution to the reduction of carbon footprints, digitalisation of procurement etc.

**Awards & Performances:** A glittering evening that sees exceptional performances being recognised on an industry platform.

**Strategic B2B meetings:** With emerging and well-known vendors in India who showcase their latest products and services.

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 <small>Food Warmer 555 SS</small>	 <small>Deep Fryer Double</small>	 <small>Electrical Salamander</small>	 <small>Waffle Cone Machine</small>	 <small>Rotary Waffle Machine Digital</small>	 <small>Griddle Plate</small>	 <small>Stone Pizza Oven</small>	 <small>Conveyor Toaster</small>	 <small>Mixer Blender MS 20</small>
 <small>Food Warmer 704</small>	 <small>Deep Fryer Digital</small>	 <small>Electrical Adjustable Salamander</small>	 <small>Waffle Machine</small>	 <small>Rotary Waffle Machine Digital Changeable Plates</small>	 <small>Crepe Machine</small>	 <small>Stone Pizza Oven Digital</small>	 <small>Popcorn Machine</small>	 <small>Induction Cook Top</small>

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## HVS LAUNCHES CONFERENCE PLATFORM, HOPE

Hospitality Overview Presentation & Exchange, HOPE, recently held its first Conference titled HOPE Bengaluru, at Four Seasons Hotel. Mandeep S. Lamba, President (South Asia) HVS ANAROCK, while welcoming the delegates said, "With HOPE we have created a platform that we intend to take across key cities leading to a HOPE, India national event next year". The conference witnessed a packed house of hospitality celebrities during a daylong event.

In a fire side chat with Mandeep Lamba, Mr Puneet Chhatwal, MD & CEO Taj Hotels spoke about his 18 month journey so far at IHCL and the amazing vibrancy the company has seen besides sharing

some anecdotes from his remarkable career spanning over 30 years. There was a panel discussion on 'From Legacy and Tradition to Innovation & Disruption' moderated by Dilip Puri, Founder & Chief Executive Officer, Indian School of Hospitality, with Industry stalwarts including: Neeraj Govil, Senior Vice President – South Asia Marriott International, Sanjay Sethi, Chief Executive Officer & Managing Director Chalet Hotels, Chander Baljee, Chairman & Managing Director Royal Orchid Hotels, Prabhat Verma, Executive Vice President – Operations, South India, International & Ancillary Businesses IHCL, Sartaj Singh, President - Hospitality Business, Embassy Property Developments Pvt Ltd.

## THE FERN HOTELS & RESORTS CELEBRATES 'TEACHERS DAY'



The Fern Hotels & Resorts, India's leading environmentally sensitive hotel chain celebrated teachers' day at IHM Mumbai on Sep 5<sup>th</sup> by felicitating and honoring the principal of IHM, Mumbai, **A.K.Singh** and other senior faculties. Other highlights

of the function included a presentation by the team of the Fern Hotels on the ten-year celebrations of the brand and a cake cutting ceremony. The entire function happened at the campus which saw various teachers and students share their experiences. The team from the Fern Hotels gave a presentation which talked about the environment friendly ethos adopted by the company and the progress company has made since its inception.

Highlighting the importance of teachers, **Punish B Sharma**, VP Operations, The Fern Hotels and Resorts said, 'Teachers play an extremely important role in our lives. Whatever we are today is because of the values inculcated by our teachers'. For years IHM has been nurturing talent for the hotel industry, so we thought of expressing our gratitude towards them by honoring them, the VP added. The principal of IHM Mumbai, **AK Singh** thanked The Fern hotels for making it a memorable day for the staff as well as him. "It is a very pleasant feeling when the industry comes to our door and make us feel important in front of the students and the staff", he said. The principal also lauded the Fern group's efforts in conserving the environment.



## 'ZONE PALACE' LAUNCHED IN JAIPUR



of Mughals and Rajputs, Zone Palace perfectly pays tribute to the royal capital of Rajasthan. It seamlessly blends traditional Rajasthani décor with contemporary amenities. Zone Palace will have 93 well-appointed rooms with top-notch tech-enabled amenities including electronic safe/locks for enhanced safety, easily accessible mini-bar, telecom lines with direct dialling for instant room service, best quality tea/coffee maker and steady TV cable connection.

Commenting on the launch, **Vikas Ahluwalia**, General Manager and National Head, Zone by The Park Hotels said, "We are extremely excited to launch Zone Palace in in the royal city Jaipur. The hotel is huge and seeks to cater to the ever-increasing demand of luxury vacation destinations and leisure in India. We have strategically launched the luxury hotel to provide a seamless blend of social yet grand stay experience to our guests.

Apeejay Surrendra Park Hotels Ltd's upscale social catalyst brand, Zone by The Park has launched its newest property - Zone Palace in Jaipur, Rajasthan. This is the brand's second hotel in Jaipur, and the tenth in India.

Popularly known as the 'Pink City', Jaipur is a popular tourist destination, known for its magnificent heritage and rich 'Rajputana' culture. With state-of-the-art architecture inspired by the golden era

This city also attracts immense traffic because of its historic monuments and majestic forts. Zone Palace will not only be a representation of the royal tradition of the Pink City, MICE events will also form a prominent part of the hotel. Drawing from THE Park's design spirit, Zone by The Park envisions an interactive series of buzzing spaces using the best of contemporary design, with magnificent interiors and vibrant nightlife."

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# appointments



**SUDHIR SINHA**

Chief Operating Officer  
G6 Hotels, India

★ Auromatrix Hotels has appointed Sudhir Sinha as Chief Operating Officer, India, for the development of G6 Hospitality Inc, known for its iconic Hotel brands, Motel6 (M6), Hotel6 (H6) & Studio6 (S6) in the U.S., Canada, and Latin America. G6 has over 1400 hotels worldwide. Sudhir Sinha is a known personality in service and hospitality industry and has been in this business for over three decades. He was earlier President & Chief Operating Officer Best Western Hotels India, where he spearheaded the unprecedented development by signing 62 properties for the Chain. Prior to Best Western India, he was Vice-President of Development and Franchise Services at Choice Hotels



**NIKHIL SHARMA**

Area Director, Eurasia Region  
Wyndham Hotels & Resorts

★ Wyndham Hotels & Resorts has appointed Nikhil Sharma in the role of Area Director for the Eurasia region. Nikhil Sharma brings almost two decades of experience in the hospitality industry, having worked for major players in the region across strategy and planning, business development, revenue management and distribution. Sharma will have a full management remit encompassing franchise operations support, regional sales, revenue management services, while also steering the marketing strategy for the region. Supported by a strong regional team, he will be responsible for growth of the brand.



**K MOHANCHANDRAN**

Area Director – Udaipur & Jodhpur  
General Manager of Taj Lake Palace

★ K Mohanchandran has been appointed as the Area Director – Udaipur & Jodhpur and General Manager of Taj Lake Palace. In his new role as an Area Director, Mohanchandran's responsibilities would entail overseeing operations and business of all Taj Hotels across Udaipur and Jodhpur. With close to 30 years of experience in the hospitality industry, Mohanchandran's strength lies in his thorough knowledge of the industry. His approach to work has always been praiseworthy.



**ASHISH KUMAR RAI**

General Manager  
The Leela Ambience Convention Hotel,  
Delhi

★ The Leela Palaces, Hotels and Resorts has appointed Ashish Kumar Rai as the General Manager of The Leela Ambience Convention Hotel, Delhi. With more than 20 years of experience in the luxury hospitality industry, he holds an impressive track record in managing successful and diverse hotel operations. Rai began his career with The Leela Palaces, Hotels and Resorts as a Management Trainee and thereafter served as General Manager at various award winning hotels such as The Taj Umaid Bhawan Palace Jodhpur, among others



**SAURABH BHARARA**

General Manager  
Marriott Suites Pune

★ Saurabh Bharara has been appointed as the General Manager of Marriott Suites Pune, a five-star all-suite hotel in Koregaon Park, Pune. Bharara has an extensive experience of more than twenty years in the hospitality industry. His experience encompasses project management, strategic planning, resource utilisation, revenue growth and guest experience enhancement. During his last assignment, as Director of Sales & Marketing at The Ritz-Carlton Bangalore, he played a key role in growth.



**SASCHA LENZ**

General Manager  
Park Hyatt Chennai

★ Sascha Lenz has been appointed as General Manager at Park Hyatt Chennai. Born in Germany, Sascha started his career in 1999 with Starwood Hotels and Resorts in Germany. He then joined the Mandarin Oriental Hotel Group in 2004 at the Kahala Mandarin Oriental in Honolulu, Hawaii. He was soon transferred to Hong Kong as part of the opening team of the newly opened Landmark Mandarin Oriental, Hong Kong in 2005. Lenz's career with Hyatt started in 2007 at Grand Hyatt Berlin as the Assistant Director of Food and Beverage. He subsequently moved to Russia to assist with the opening of Hyatt Regency Ekaterinburg in 2009 and later transferred to Hyatt's first Andaz brand hotel at Liverpool Street in London.

**HARSHAD NALAWADE**

Director of Operations, Courtyard & Fairfield by Marriott Bengaluru ORR

★ Harshad Nalawade has been designated by Courtyard and Fairfield by Marriott Bengaluru Outer Ring Road as the Director of Operations. A seasoned professional, Nalawade has over 17 years of experience in spearheading restaurants, lounges, catering, events, administration, training and guest relations. Starting his career in 2001 at the Taj Mahal Hotel Mumbai, he went on to join Marriott in 2003. Before joining Courtyard and Fairfield by Marriott Bengaluru Outer Ring Road, Nalawade was working as the Director of Food & Beverage at JW Marriott Hotel Pune. He not only has a wide experience across all functional domains of the business, but has a keen eye for anticipating trends in the industry.

**GANESHAN MANIYAN**

Director of Food and Beverage  
JW Marriott Pune

★ JW Marriott Pune has further added to its dedicated and experienced team with the appointment of Ganeshan Maniyan as the Director of Food and Beverage. In his new role, Maniyan will oversee the operations of all food and beverage at the property. With a vast experience and a deep understanding of the hospitality sector, he joins the hotel from Courtyard by Marriott Hebbal, where in his capacity as Director of Food and Beverage. He was responsible for heading and managing the Food and Beverage operations and maintaining high standards of guest satisfaction. He brings to the table his unmatched expertise after a long-spanning career.

**JAZIB HUSAIN**

Food & Beverage Manager  
The Westin Pune Koregaon Park

★ The Westin Pune Koregaon Park has designated Jazib Husain as the Food & Beverage Manager. With over 11 years of experience in Food & Beverage Operations, Customer Service and Guest Relationship Management, he brings with him unwavering commitment to customer service, with the ability to ensure high quality and timely expedition of customer requests, build productive relationships, resolve complex issues and win customer loyalty. His last assignment was with Grand Hyatt Mumbai where he was appointed as the Restaurant Operations Manager. He encompasses a strong background in restaurant operations, food & beverage management, infrastructure & training, to general administration and customer relations.

**ABHISHEK ROY**

Director of Food & Beverage  
Sheraton Grand Bengaluru Whitefield  
Hotel and Convention Center

★ Abhishek Roy has been appointed as Director of Food & Beverage, Sheraton Grand Bengaluru Whitefield Hotel and Convention Center. In his role, he is responsible for managing and overseeing the operations of the food and beverage department. He takes pride in ensuring that guests indulge in bespoke dining experiences. Roy is in charge of spearheading F&B operations and Convention Center of the 360-room hotel, with four food and beverage outlets along with a banqueting space of 76,000 sqft. With over 15 years of experience across a spectrum of luxury, convention & resort portfolios, he has demonstrated superlative hospitality skills; including the creation & execution of F&B strategies.



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### Notable Speakers

- Christopher J Nassetta, President and CEO, Hilton
- Dimitris Manikis, President and MD-EMEA, Wyndham Hotels and Resorts
- JB Singh, President and CEO, InterGlobe Hotels
- Jean-Michel Cassé, Chief Operating Officer-India and SA, AccorHotels
- Lakshyaraj Singh Mewar, Executive Director, Historic Resort Hotels
- Puneet Chhatwal, Managing Director and CEO, Indian Hotels Company



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