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PROCURING FOR PROFIT

Hoteliers share trends in the purchase industry, giving their take on challenges, local and green purchasing, GST impact and FSSAI regulations.

Cover Picture

Interior of a reception tent in Nubra valley, courtesy: TUTC



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FEATURES

FHRAI DESK 16 HRANI CONCLAVE CONCLUDES IN LUCKNOW

The Hotel and Restaurant Association of Northern India (HRANI) organised its conclave in Lucknow on February 16, 2019. We bring you highlights from the same.



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More and more tea estates are opening their properties to guests interested not only in their product and how it comes to be, we find out more.



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Regional presidents tell us about the airline connectivity and infrastructural developments in their regions that will result in increased tourism and help augment the hospitality business.

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At a time when everyone is talking about indulging in niche experiences for tourism, wildlife safaris form an important part of this segment. There are vast opportunities for this segment in India.



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Dilip Datwani
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FHRAI

Dear fellow members,

I would like to start by offering condolences from our fraternity to the families of the 40 CRPF soldiers who lost their lives in the Pulwama attack on February 14, 2019.

It is a very tragic event for our country and such an attack has led to increasing animosity between us and our neighbouring country. In retaliation, our government took a bold action by sending the IAF to Balakot, where it claims to have shot down the Jaish-e-Mohammed camp.

The foreign media is terming India's reaction as a "calculated bet", as it helps reduce public anger after the attack and minimises the chance of retaliation by Pakistan. This brings grave sadness to us. The cities of Mumbai and Delhi are also on high alert and this is being covered by the media all over the world.

As a fraternity, we were hoping for the good season to continue and bring more tourism to the country, while also thinking of ways in which we could expand tourism. However, the need of the hour is for us to support our nation in whatever way we can.

We have to tighten security at our properties and also make sure that our establishments are safe places for our employees as well as guests. We also need to be more cautious and aware of our surroundings.

War is not a solution for any of us and will do no good to either of the nations. FHRAI hopes for continuity of the safe season and alleviating of the situation we are in, so as to avoid any impact on the image of our country and the inflow of inbound tourists.



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While the government handles matters that are not in our control, we can look into matters like safety and security of our guests, ensuring they have a wonderful experience so that they have a positive image of our nation and feel safe enough to come back.

I request our members to contribute as and when they can and not only after such grave incidents, to the 'Army Welfare Fund Battle Casualties'.

We shall stand united and work towards making our country one of the safest tourist destinations!

With kind regards,
Dilip Datwani
Honorary Secretary, FHRAI

“
War is not a solution
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do no good to either
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On the road to HYGIENE RATING

Taking the lead in assuring better standards in hospitality FHRAI food safety wing, in alliance with FSSAI, is now promoting a hygiene rating concept, which is new in India.



Hygien rating is right now voluntary and it's a multipurpose tool for the Food Business Operators (FBOs). FSSAI Food Hygiene Rating Scheme is an online, transparent scoring and rating process which aims to allow consumers to make informed choices about the places where they eat out and through these choices, encourage businesses to improve their hygiene standards.

Many avoidable illnesses due to food and water contamination will be contained, creating great economic value due to less downtime of the workforce and reduced hospital bills. The ratings system will be implemented in 2 parts:

Hygiene ratings - which will score and rate the FBO on meeting basic requirements ensuring good hygiene practices for all processes including handling raw material, maintaining clean premises, storing food etc.

Hygiene ratings + (Also known as "Responsible place to eat") - Its compliance will enhance the FBO's scope and responsibility towards providing safe and nutritious food to a larger community. They will be motivated to taking care of their employees, the underprivileged and also serve the customer beyond the mandatory, by making them aware of healthy choices and giving them access to such options.

CURRENT MANDATORY REQUIREMENTS

Qualified FBOs need to have FSSAI License/Registration and follow Schedule 4 requirements.

This aims to provide adequate measures that are to be adopted to ensure that food being served of good quality and safe to eat. It aims to train food handlers need and certified, Food Safety Supervisors should be appointed. They are providing access to FSS training portal "FOSTAC". The aim is to have Food Safety Display Boards prominently displayed in the premises. They need to get food samples tested periodically.

SIGNIFICANCE OF HYGIENE RATING

- Hygiene rating is a transparent matrix-based score for a place of eating.
- It is purely voluntary, and a self-assessment model followed by third party verification.
- The verification date can be fixed by the hotelier. If scores after verification are not satisfactory then a re-verification can be called after three months.
- Scores can be declared as authentic and official FSSAI rating scores in promotion for hotels.

ADVANTAGES OF HYGIENE RATING

- It is official, so credibility is high.
- Guests are moving towards hygiene reviews.
- A good score gives an indication to enforcement and creates positive opinion.
- Increases staff confidence and nudges them to maintain hygiene.

FEE

- There is a fee for verification. It is left to the business agreement between the empanelled agency and the hotelier.

TIME

- The verification is one man-day. Since it is a self-assessment followed by verification, it is not a hindrance to operations. The rating is highly credible and is extremely economical.

“

Hygiene rating is right now voluntary and it's a multipurpose tool for the FBO

”

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HRANI CONCLAVE CONCLUDES IN LUCKNOW



The HRANI conclave commenced with observance of two-minute silence for the lives lost in the recent Pulwama attack.

The event witnessed the gracious presence of D.P. Singh, Former Judge, Allahabad High Court, & Chairman UPSWMMC, who was also the Chief Guest of the event; Anurag Yadav, Secretary, Urban Development, Govt. of Uttar Pradesh; I.K. Kapila, Advocate & Solicitor and Techno-Legal Environmental consultant, along with Surendra Kumar Jaiswal, President HRANI & UPHRA and Vice President FHRAI, Garish Oberoi, Treasurer HRANI



“Initiatives like waste water treatment through recycle and re-use and rain water harvesting, are being put to use by many hotels”

& General Secretary, UPHRA, and HRANI's MC Members from various districts of Uttar Pradesh.

Surendra Kumar Jaiswal, President HRANI & UPHRA and Vice President FHRAI in his speech apprised that hoteliers are putting their best efforts to successfully integrate eco-friendly practices into their operations and are finding ways to focus on careful stewardship of their resources.

He pointed out that efforts such as waste water treatment through recycle and re-use, rain water harvesting, and several other measures are being put to use by

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HIGHLIGHTS OF THE CONCLAVE

1. Launch of Guide for Waste Management in Hospitality Industry by D. P. Singh, Former Judge, Allahabad High Court, & Chairman UPSWMMC
2. Immediate punitive action being taken by UPSWMMC has been put off till March 31, 2019. Hotels have been asked to cooperate and comply with the rules
3. Knowledge drive session conducted by BioD Energy India on re-purposing used cooking oil into bio-diesel received the audiences' attention and appreciation

sighted vision rooted in the scriptures of the Vedas, the Chief Guest, **D.P. Singh**, said that the importance of preserving the environment for future generations is crucial.

The unusual rise in pollution, contamination of majority of our river bodies and various cases of pollution which result in deaths is alarming. He apprised delegates who came to attend the conclave from all over northern India, especially Uttar Pradesh, that the responsibility of preserving lies in our hands because we are accountable for the degradation of Mother Earth.

many hotels which feel that it is their onus to use natural resources sustainably.

Speaking on behalf of small-scale hotels, **Surendra Kumar Jaiswal**, President HRANI & UPHRA and Vice President FHRAI said, "The association represents the entire industry which includes big as well as small hotels. These are subjected to water charge, sewerage charge etc.,

having to install expensive machinery and treatment systems can be an added burden on them."

He further stated that the hospitality industry has been doing its bit in terms of sustainable operations in hotels.

He said that many hotels have started branding themselves as 'Green Hotels'. Sharing his far-

The department of urban development, Uttar Pradesh, has curated a guide for waste management in hospitality industry which was launched at the conclave.

The guide is a comprehensive text book that will be a ready reckoner for entire hotel sector. Hon'ble Justice also stated, "Hotels are trustees for the next generation, they need to maintain credibility

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HRANI

in their operational ethics." While addressing the gathering, he further opined that setting up STP and ETP plants should be mandatory for large scale hotels. Acknowledging a presentation made by BioD Energy India Ltd during the convention, the hon'ble Justice stated that the initiative is a commendable one.

A detailed and informative presentation on waste management was also given by Anurag Yadav, Secretary, Urban Development, UP. Knowledge drive presentation conducted by Dhruv Dhingra from

“
Hotels are trusties for the next generation, they need to maintain credibility in their operational ethics
”

BioD Energy India on re-purposing used cooking oil into bio-diesel received the audiences' attention and appreciation. The initiative's objective is to create sustainable solutions for a greener environment

and a healthier society. The knowledge drive highlighted how harmful consuming used cooking oil is to a consumer's health and how BioD Energy India offers innovative answers for managing your used cooking oil. The company supports the Central Governments idea of producing an indigenous clean Bio Fuel, along with reducing the nations dependency from imported diesel and hence improving India's energy security. The conclave ended with a vote of thanks by Garish Oberoi, Treasurer HRANI & General Secretary UPHRA and a resounding 'Vande Mataram'.



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HRANI'S REQUEST TO FSSAI BRINGS RESPITE TO HOTELS

HRANI's request to pull out the Mandatory condition of HRACC Certificate for Hotels has brought respite for unclassified hotels. FSSAI has issued a clarification on mandatory condition of enclosing HRACC Certificate for all hotels to get their licenses issued/renewed.

The request of HRANI to Food Safety and Standards Authority of India (FSSAI) to pull out the mandatory condition for all hotels to enclose classification certificate (HRACC) for acquiring or renewal of FSSAI licence has been relaxed. A clarification order from Joint Director (RCD) FSSAI was issued on February 07, 2019 that the Hotel FBO shall upload on the online Food Licensing and Registration System a declaration stating whether they are classified or unclassified (star



SK Jaiswal
President
HRANI

“
It will now be much easier
for unclassified hotel FBOs
to get their licenses issued
”

or non-star) hotels. It stated that in case of unclassified hotels the declaration will be accepted, and licensing authority will not insist for certificate of star ratings from MOT. A representation highlighting the problem was submitted to Pawan Agarwal, CEO FSSAI by the association.

Surendra Kumar Jaiswal, President HRANI & Vice President FHRAI met Dr. Anita Bhatnagar Jain, Additional Chief Secretary, Food Safety and Drug Administration Dept., Govt. of Uttar Pradesh to put forth the concern faced by the industry. He apprised the Additional Chief Secretary that the concern was taken up by HRANI and a detailed representation has been submitted to CEO FSSAI on the same.

HRANI



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TEA TOURISM—AN OPPORTUNITY FOR THE HOSPITALITY INDUSTRY

From Siliguri in North Bengal to Dibrugarh in Upper Assam, all along the stretch of National Highway lies the tea country—a view that offers a therapeutic balm to weary eyes of urban souls.

In the initial stretch of the highway lies tea estates of Dooars in West Bengal and in the later stretch you'll spot verdant green of Assamese tea gardens. Darjeeling, Sikkim, Tripura and several other nook and crannies of North East India too offer a rich legacy of vast tea estates and timber bungalows of the British colonial era.

"In what has become a trend in the last decade, tea companies are taking a relook at some of these bungalows, in order to make them income-generating ventures, while also promoting the cause of the industry and helping local people," says **Pranav Singh**, President, HRAEI. "It's slowly developing into well-organised pocket of the tourism industry," he adds. More and more tea estates, also called gardens, are opening their properties to guests interested not only in their product and how it comes to be, but in the unique world of tea planters, the "burra sahibs," and their domain. "Those taking to the



Pranav Singh
President
HRAEI



Sudesh Poddar
Chairman-Administrative
Committee, HRAEI

tea trails in these areas include domestic travellers and foreigners," says **Sudesh Poddar**, Chairman-Administrative Committee, HRAEI. Surprisingly, not just Britishers or Europeans, increasing number of Americans are taking interest in tea tours, apparently because of a percolating interest in the United States in the art and taste of quality teas.

These tea gardens have been playing pivotal role behind the growth of tea tourism in many states of North East. A number of tour operators offer diverse tea tour packages for tourists exploring tea gardens, heritage bungalows, authentic local cuisine, sightseeing, adventure sports activities, glimpse into tribal life and culture and more.

Welcome Heritage Banyan Grove (Jorhat, Assam), Glenburn Tea Estate (Darjeeling, West Bengal), Temi Tea Estate (Sikkim) etc are some of the tea tourism destinations in the area. "With better connectivity and support from governments of respective states and the centre, hospitality industry can further develop the potential goldmine of tourism," concludes Poddar.

HRAEI





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LAUNCH

THE FERN OPENS 40-ROOM VIOLA BEACON RESORT

The Fern Hotels & Resorts has added another hotel to its portfolio with the launch of Viola Beacon Resort, Lonavla, Maharashtra. This is the 56th hotel which is managed by the company. The other Beacon properties are located in Ajmer, Amritsar, Bhopal, Jodhpur, Mumbai,

New Delhi, Rajkot and Udaipur. Beacon Hotels (a brand owned by The Fern Hotels & Resorts) are positioned as “Smart & Efficient” hotels in the economy segment, providing value-for-money accommodations and offering limited services with all the essential amenities for a comfortable stay.



Located amidst sylvan green surroundings off the Old Mumbai-Pune Highway in the Waksai-Maval area of Lonavala, the 40 room hotel is just 6.5 km from the Lonavala Market. The popular weekend getaway (two hours drive from Mumbai) offers guests a relaxed holiday blended with style, comfort and privacy.

The rooms are designed with care and offer all essential amenities and services. The bright coffee shop and pillar less banquet hall for conferences, parties and events, complete the stay experience.

Conversation Café is an all-day dining multi-cuisine restaurant, offering a wide range of local and global food and beverage selections. Located on the 1st floor, the 40 cover cafe serves breakfast, lunch, dinner and all-day snacks and savories. The COO of the group, **Suhail Kannampilly** said, “This is the first hotel opened by the company this year. We plan to open more than 20 properties this year.”

LAUNCH

QUALITY INN OCEAN PALMS OPENS IN GOA



Choice Hotels has added yet another fascinating property Quality Inn Ocean Palms, GOA, near Calangute Road, to its portfolio. Previously called Ocean Palms Goa, the hotel has been operating for last 7 years. Quality Inn Ocean Palms is set amongst peaceful native settlements, just off the main Calangute Road and is a stone's throw away from the Calangute Beach. The resort features a blend of ethnic Goan hospitality and ultra-modern facilities. The old-world charm of resort and the commitment of excellent staff to guest satisfaction make Quality Inn Ocean Palms Goa, one of the best resorts on Calangute Beach. **Vilas Pawar**, CEO, Choice Hotels India, said, “We are committed to offer international experience with world class services at best value proposition. Quality Inn Goa’s warmth of international hospitality will help redefining the service standards offered to the traveler.”



The hotel offers 73 spacious and stylish guest rooms, featuring modern bathrooms. All the rooms are tastefully designed and come with attached breezy sit-outs, offering great vistas of the tropical surroundings and gardens around.

The dining options include The Beachcomber’s Grill & Lounge - Artfully executed, the Beachcomber’s Grill & Lounge exudes the signature touch of Quality Inn Ocean Palms Goa in its décor, and menu, as the idea is to provide a one-of-a-kind gourmet experience.

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LAUNCH

FOUR POINTS BY SHERATON KOCHI INFOPARK OPENS

Marriott International opens Four Points by Sheraton Kochi Infopark, expanding the brand into Kerala, India. With uncomplicated, comfortable spaces designed for independent travellers seeking balance while on the road, the new hotel offers a chance to kick back and relax for a greater travel experience. The

addition of this property strengthens the Four Points brand presence in India to 12 hotels across key gateway cities and upcoming destinations across the country. Nestled in one of Kochi's largest IT hubs, and located within close proximity to several corporate parks, Four Points by Sheraton Kochi Infopark is the ideal destination for any business traveller, while being accessible to nearby attractions as well for those spending a leisure holiday in Kochi. 218 spacious and well-appointed guestrooms including 23 suites, reflect the brand's promise of integrating timeless classics with modern details. The rooms feature the brand's signature comfortable bed for a deep and restful sleep.

Commenting on the launch, **Neeraj Govil**- Area Vice President, South Asia, Marriott International said, "We are delighted to announce the opening of Four Points by Sheraton Kochi Infopark, the twelfth hotel in the Four Points by Sheraton's India portfolio. Business travellers to Kochi are assured of a seamless stay, the hotel's spaces and facilities are smart and flexible, ensuring every aspect of the guest experience reflects the brand's emphasis on uncomplicated comfort and simple sophistication". Situated approximately 27km from the Cochin International Airport, the hotel is close to numerous attractions including the Fort Kochi, Kerala Kathakali Centre, Hill Palace Museum, and Mattancherry Palace.





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Gurbaxish Singh Kohli
President
HRAWI

CONNECTIVITY ESSENTIAL

Infrastructure is the lifeline for driving tourism anywhere. What is the point of having scenic locales if one cannot reach there? With development of metro stations, connecting the cities to the airports, building freeways and expressways is helping to drive hospitality and tourism. India is blessed with everything a traveller desires. Countries with negligible attractions, manage to invite travellers due to buildup of connectivity and infrastructure. That must be our prime focus. New airlines

“Countries with negligible attractions manage to invite travellers due to connectivity”

and derivatives of the existing ones are encouraged with smaller fuel-efficient aircrafts with more frequency to be deployed in certain routes which do not invite large number of travellers at one time. With new service routes, new airline companies are connecting the Delhi-Kolkata-Durgapur-Delhi sector via a 50-seater CRJ-200LR Jet.

GRAND PLANS

The government is moving ahead with plans to develop 200 low-cost airports in Tier-II Tier-III towns across country in the next years and has already identified 50 such cities under the first phase of this development including plans for the development of no-frill airports in several states and greenfield airports which are in the pipeline for Navi Mumbai, Juhu, Goa, Kannur, Pune, Sriperumbudur, Bellary and Raigarh. With the idea to connect Tier II and Tier III cities and enhance air traffic beyond. As a part of the strategy to encourage airlines to fly to smaller towns, the government plans to offer financial incentives to Indian carriers including waiving of landing charges for aircrafts with a maximum certified capacity of less than 80 seats operating from non-metro airports. Even night parking charges for airlines will be waived off. Government is also considering upgrading some airports in Tier-II cities.



Pranav Singh
President
HRAEI

PAKYONG AND PASIGHAT

Several new airports were promised by UDAN (Ude Desh Ka Aam Nagaram) scheme of the central government. The Ministry of Civil Aviation had announced the opening of as many as 92 air routes in the region. Many of these new airports were planned to connect small cities and towns of North East India, notorious for its poor connectivity. Sikkim's Pakyong and Arunachal Pradesh's Pasighat were the most notable ones inaugurated with an aim to connect tier-3 cities like Gangtok and Itanagar to bigger cities. Apart from these new airports were supposed to operate in remote places like Rupsi and Tezu. But unfortunately, even though Pakyong and Pasighat began operating, the operators couldn't continue with regular flights. In addition to these, operators withdrew flights

from some of the old airports, such as Shillong, Tezpur and Dimapur owing to "technical issues." The real issue is that many of the flights have not been viable.

There are many air strips in AP and its neighbouring areas which are militarily strategic. These can be further developed for charter flights to boost tourism. Pasighat in the state is a prime example of such a development.

KOLKATA, GATEWAY TO EAST ASIA

Guwahati, the hub of North East India, has been developed into an International Airport.

“Kolkata is the gateway to East Asia with many international flights”

Substantial progress has been made to start direct flight services between Guwahati and Dhaka and Bangkok. And later, to Singapore, Kuala Lumpur, Kathmandu and Yangon. The increased connectivity has resulted in developing Kaziranga and Majuli. Moreover, Kolkata, is now the gateway to East Asia with many international flights to the region. Room occupancy and RevPar is on constant rise in the city.



K. Syama Raju
President
SIHRA

SALEM TO CHENNAI

Domestic aviation is on the rise and as more and more Indian are travelling within India today, it will only continue to grow. More than 50 per cent of India's population today is below 25 years. Millennials are always on the lookout for new places to see and with a rise in disposable income, domestic travel has increased like never before. The introduction of the UDAN scheme in 2017 to promote regional connectivity has taken off. Today it is possible to plan a trip to remote places of interest and travel by air at a reasonable cost to get there or to the closest point.

In Tamil Nadu the first flight under the UDAN scheme was from Salem to Chennai in March 2018. This was the first flight from the airport in Salem in seven years and it was thanks to the UDAN scheme.

Since its inception UDAN flights have carried close to 5 lakh air travellers from Tier-1 and Tier-2 cities. In the South the most popular routes are the Hyderabad – Puducherry sector, followed by Salem –Chennai. The Chennai – Mysuru route is also gaining in popularity as is Hubballi in Karnataka.

DEVELOPING MALPE, MARAVANTHE

With the advent of cruise tourism in India, with the support of the Government, there is a huge potential for development. India has a large coastline and some of the best beaches in the world. Beaches like Malpe near Udipi are waiting to be discovered. Another is Maravanthe, one of the cleanest beaches, near Kundapura in Karnataka. Mangalore is one of the ports where infrastructure development has been scheduled. This is one place where hotels and resorts can be developed, and it will act as the staging point for these destinations.

However, a word of caution, any development must be done keeping the environment in mind. We must ensure that the preservation of the environment of these pristine places is given importance. Other lesser known places like Gandikota in Andhra Pradesh, also known as the

“**In the South the most popular routes are the Hyderabad – Puducherry sector**”

“Grand Canyon of India” is for the more adventurous traveller and development of places of stay for such travellers is required.

India has many unique destinations waiting to be discovered and the opportunities for hospitality industry are manifold.



Surendra Kumar Jaiswal
President
HRANI

INCREASING DEMAND

A considerable percent of growth was documented in 2018 in the domestic aviation sector. The growth was due to the increasing demands being generated from tier-2 and tier-3 cities. The UDAN-RCS scheme of the Government of India has provided a much-needed impetus to air connectivity, upgradation of airports, and airstrips in these cities. Minister of State for Civil Aviation, Sh. Jayant Sinha had highlighted the government's plans to establish about 100 airports in the next 15 years. Among them, 70 airports will be at new locations while the rest will be second airports or expansion of existing airstrips to handle commercial flights. In Northern part of India, Allahabad, Dharamshala, Dehradun, Jaipur, Amritsar, Ludhiana, Udaipur,aisalmer, Shimla, Varanasi, Gorakhpur, and many other cities have been connected via charter flights.

“**The government plans to establish about 100 airports in the next 15 years**”

CONNECTING TIER 3

Continuation of the Swadesh Darshan Scheme during 14th Finance Commission period and beyond will be beneficial in connecting regions. In the same manner, we can hope for connectivity around the Buddhist Circuit in Uttar Pradesh's Srawasti, Kushinagar & Kapilvastu. The flight schedules can be structured in a manner which enables easy connections to and from smaller cities via the hubs like Delhi, Kolkata, Mumbai, Bengaluru, Hyderabad & Chennai.

It is pertinent to mention that the Jewar International Airport in Gautam Budh Nagar district of Uttar Pradesh is proposed to be connected to Delhi Metro via Noida Metro route and via the Delhi-Faridabad-Balramgarh–Palwal-Jewar route. This is surely a positive step towards connecting tier 2 and tier 3 cities directly with international tourists. The augmentation of Hospitality sector in tier 2 and tier 3 cities can be attributed to Religious and Heritage tourist circuits in Uttar Pradesh, Punjab, Rajasthan and Uttarakhand. Keeping hospitality in purview newer destinations such as Tehri in Uttarakhand and Lahaul & Spiti valley in Himachal Pradesh can be further developed. Tehri is rapidly developing into a major tourist destination as the ideal adventure tourism spot with great potential for tourism and hospitality industry. Similarly the beautiful scenery and Buddhist monasteries are the major tourist attractions in Lahaul and Spiti district. There are a limited number of hotels in Lahaul and Spiti, the scope for augmentation of hotels is vast in these places.



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PROCURING

Hoteliers share trends in the purchase industry, giving their take on challenges, local and green purchasing, GST impact and FSSAI regulations. They also tell us about what they will be on the lookout for at Aahar 2019.

Kanchan Nath

for ROFIT



Vinith Kumar

Vinith Kumar
Purchase Manager
Renaissance Bengaluru Race
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CHALLENGES IN PURCHASE

The challenges ideally faced are maintaining the prices on a year-on-year basis. Fluctuating prices make it extremely difficult to budget. However, with the onset of the digital age, all purchases related processes are now automated making the entire work flow process smooth and uncomplicated. With a centralised purchase system in place garnering rate advantage from our vendors in all channels and streams is a much easier task than performing the same at an individual level.

FARM TO FORK

The concept of 'Farm to Fork' is gaining immense popularity as an F&B concept. Procuring organic seasonal produce is definitely high on demand. Microgreens is another ingredient that is increasingly being incorporated by culinarians across the country. In terms of beverages, bottled IPAs (Indian Pale Ales) and upcoming domestic craft beers are trending along with the regular orders of spirits and wines from across the country and globe.

LOCAL AND GREEN PURCHASING

At Renaissance Bengaluru Race Course Hotel, we specially source micro greens which are

“

We specially source micro greens which are extensively used for garnishes and fresh salads

”



extensively used for garnishes and fresh salads at the restaurants. A local agriculturist on the outskirts of the city who specialises in seasonal microgreen cultivation is our primary source of green purchasing. We are in touch with them directly to get updates on what's fresh and what's new on the farms.

THE GST IMPACTS

GST has definitely impacted the purchase forum in a big and positive way by simplifying the taxation process and making it lesser complicated as a whole.

FSSAI REGULATIONS IMPACT

FSSAI improves and streamlines the process of verifying our vendor's hygiene and sanitation standards and does a major chunk of vendor filtration bit for us. We couldn't have asked for a simpler process.

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Sanjay Verghese

Sanjay Verghese
 Director Materials
 The Imperial New Delhi

CHALLENGES IN PURCHASING

The major challenge that came up in 2018 was to ensure procurement with sustainability principles in mind, especially wherein the much aware corporate customers have started demanding evidence of compliance in this area. Of course, the purchase guy is caught between the devil and the deep, striking the balance is the trick, which is seldom achieved. Now that the market orientation and govt compliances are also getting aligned it's been slowly falling in place.

Technology disruption also has a big influence on the inner operations. One trend for 2018 is the adoption of platforms that allow a new work paradigm — more agile, integrated and supported by technology to enhance communication between the staff.

“

Adoption of blockchain technology in F&B and the resultant fidelity of data & process will benefit all

”



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TRENDS IN PURCHASE

Implementation and adoption of blockchain technology in the F&B worldwide and the resultant fidelity of data and the process will benefit the entire spectrum of business. So, in real terms, produce inventory and supply chain data can be submitted, stored, tracked and evaluated, from farm to table, across multiple parties and jurisdictions. Data provenance, or the origin of that data, is also securely stored. In the case of a produce ingredient, all information from original grower, processor, transporter, manufacturer and so forth is entered across the consensus network distributed ledger, all parts having submission access, but with no central authority. This decentralised approach allows for greater system utilisation, increased maintenance efficiencies and faster response times, for instance, during a product recall. With blockchain, the offending source ingredient is identified quickly, often before the product reaches the retailer, stopping or lessening the recall's overall impact.

LOCAL GREEN SOURCING

My current focus is on sourcing vegetables being grown with hydroponics, and some percentage of our salad greens and tomatoes and cucumbers are being sourced directly from farmers. Eco-friendly: micro-biological and bio-degradable products, that enable achievement of world-class levels of machine maintenance, shop-floor cleaning, sanitation and



disinfection, thereby providing safe, environments and extraordinary user comfort, to replace the present acidic, chemicals are another area to focus.

FSSAI REGULATIONS IMPACT

The food regulations being implemented in India are world class and the trade will definitely take some time to implement and come compliant 100 per cent. The trade too is slowly realising that as and when the FSSAI vigilance units will start to be active the compliance levels too will have to realistically be implemented in the respective units as only a certificate from the government will not help but the ground reality too has to come realistically close to what the law wants it to be.



Mayank Batra

Mayank Batra
Purchase Manager
JW Marriott Mussoorie Walnut
Grove Resort & Spa

LOCAL AND GREEN PURCHASING

We have joined hands with a local NGO - Bakri Chaap and the local farmers to procure local veggies, fruits, dairy and much more. We receive pure, natural and organic, (where possible) ingredients. This aligns with our larger goals and gives us immense satisfaction and fulfilment. We are also focusing on ordering quantities that fit our operational requirements to ensure there is minimum wastage of resources.

GST IMPACT ON PURCHASING

Under the Goods and Service Tax, the hospitality sector stands to acquire the benefits of standardised and uniform tax rates, and easy, better utilisation of input tax credit. Also, previously under import purchase we were required to pay 35 per cent as the customs but now we are able to set off 50 per cent customs duty under IGST. So overall, GST has certainly benefitted us as a hotel.

“

Previously we paid 35% as customs but now we are able to set off 50% customs duty under IGST

”



INTRA STATE PURCHASES

- Intra State Purchases is the process wherein goods or services are shipped or delivered and received in the same state. The taxes, CGST and SGST, are applicable on the supply of goods or services. The taxes are levied on the order line amount or the assessable value.

INTER STATE PURCHASES

- Inter State Purchases is the process wherein, goods or services are shipped from one state and are received or delivered in another state. The tax, IGST of the destination state, is applicable on the goods. The tax is levied on the order line amount or the assessable value.





IHE19 USHERS IN THE FUTURE OF HOSPITALITY AT TWO EXTREMELY SUCCESSFUL CURTAIN RAISERS

After the tremendous success of IHE18, India Expo Centre & Mart (IEML) hosted two hugely successful curtain raisers to the second edition of **India International Hospitality Expo (IHE19)** @ Taj Lands Mumbai, 30th January 2019 & @ The Gateway Hotel, Bengaluru, 6th February, 2019



The India International Hospitality Expo (to be held between 7-10 August' 2019 at India Expo Centre and Mart, Greater Noida) has been curated in tandem with the vision of becoming the largest and most comprehensive hospitality show in Asia. In an effort to spread the word about the mega event, the team at India Expo Centre & Mart (IEML) hosted two curtain raisers to the grand event.

The huge success of both these curtain raisers was a reflection of how successful the first edition of India International Hospitality Expo (held between 8-11 August' 2018) was. IHE 18 involved over 200+ Exhibitors and 6000+ top decision makers from the hospitality industry.

Mr. Rakesh Kumar (Chairman, India Exposition Mart Limited) said, "We're working with a vision to make IHE not just the largest show in India, but the whole of Asia. Our team is working hard to bring this vision to reality and we're getting a very positive response from the industry." Echoing his thoughts, Mr. Hari Dadoo (Fair President, India International Hospitality Expo) commented during the Mumbai curtain raiser, "IHE 18 was a success with over 200 exhibitors getting to network with select B2B decision makers. Going forth we're planning to take IHE 19 to an even bigger level with 650 exhibitors and increasing the scale of the show to 20,000 sqm."

Carrying forward the gusto and enthusiasm at the Bengaluru edition, Nirmal Khandelwal (MD, FCML) stated, "IHE18 was organised last year in a mere span of 3 months and the final outcome of the show was such that the participants were left astounded. Following the same path, this year's show is going to be recognized world over as a show of international stature. It's time that we bring the world to visit Indian hospitality shows!" Anil Malhotra (Board Member, India International Hospitality Expo) further added, "I would like to make a short and powerful statement: starting from 2019, IHE is going to be an international show that India and the world looks up to."

Both curtain raisers were virtual trailers of the mammoth success that IHE 2019 is set to achieve and this reverberated in the sentiments of the notable personalities present - from top hoteliers, CEOs, GMs, Executive Chefs, known architects and designers to top hospitality product exhibitors and suppliers.



"OUR VISION NOW IS TO MAKE INDIA INTERNATIONAL HOSPITALITY EXPO ASIA'S BIGGEST HOSPITALITY SHOW."

Rakesh Kumar
CHAIRMAN, IEML AND EXECUTIVE DIRECTOR, EPCH

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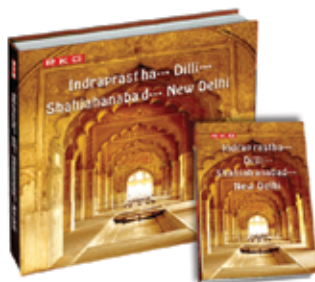
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Historical Map of Walled City – Relives the Charm of Glorious Delhi !

INDRAPRASTHA - DILLI - SHAHJAHANABAD - NEW DELHI (A PORTRAYAL)

The capital city of Delhi has a long history, and has been an important political centre of India. Its earliest appearance is in the second millennium BCE, as magnificent and opulent **Indraprastha**, the capital of the Pandavas whose story was narrated in the *Mahabharata*. Delhi was ruled by several dynasties, many centuries later, the Tomars and Chauhan had a Fort here, **Qila Rai Pithora**. Then followed seven cities – **Lal Kot, Siri, Tughlaqabad, Jahanpanah, Firozabad, Dinpanah, and Shahjahanabad (Walled City)**. From 1912 was built the eighth city, the capital of British India and then of Independent India, **New Delhi**, designed by the British architect Edwin Landseer Lutyens who was responsible for much of the architectural design and building New Delhi.

This unique and creative representation of Delhi gives us a detailed view of Shahjahanabad at the time of 1857 Uprising. It also takes us back and forward in a fascinating journey through two millennia.



Visualized, Conceptualized and Created by **RRG (Ravindra Kumar Gupta)**
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1. Yamuna River
2. Red Fort (Lal Qila) (1648)
3. Palms and Gardens (1648)
4. Pinnac-Aam (1648)
5. Old Yamuna Bridge (built with stones brought no longer in use) (1868)
6. Jama Masjid (1656)
7. Jodha Masjid (1658)
8. Great Shankar Mandir (1700)
9. Charlied Chowk (main street of Shahjahanabad, had a canal) (1600)
10. Gurkhas St. Ganga Sthal (1783)
11. Mirza Ghalib Ki Haveli (Ghalib) (1707-1800)
12. Gali Paranthe Wali (1870)
13. Ghanta Ghar (1790-2010)
14. Fatehpuri Masjid (1650)
15. Iron, no longer exists (1908-1903)
16. Chaurmohli (1648)
17. Clock Tower (Shahjahanabad) (1870-1931)
18. Jha Jha's Chowk (former Khasi Chowk, 1650)
19. Old Delhi Railway Station (1844)
20. Central Baptist Church (1814)
21. Begum Samru's Palace (Rani Begum's Palace) (1800)
22. Krishna Gali (1648)
23. Mori Gali (1648 - 1807)
24. Jodha Gali (1648 - 1807)
25. Lalori Gali (1648 - 1807)
26. Ajmeri Gali (1648)
27. Turkman Gali (1648)
28. Delhi Gate (1648)
29. Khora Darwaza (1540)
30. Chaurmohli Masjid & Mosque (1600)
31. Jantar Mantar (1726)
32. Saundh Bhawan (1931)
33. Bahadur Shahani (1920)
34. Qutub Masjid (1192)
35. India Gate (W. Memorial Arch) (1931)
36. Lotus Temple (Buddhist House of Worship) (1986)
37. Ramayana Torii (1566)
38. Supreme Court (1961)
39. Pinnac Qila (1530, built on the site of Indraprastha)
40. Fort South Kola (1524)
41. Akshayam Temple (1995)

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Pramod Gupta

Pramod Gupta
Joint President – Materials
Jaypee Hotels & Resorts

CHALLENGES IN PURCHASING

The advent of GST in 2017 led to havoc in 2018 amongst traders, which in turn affected the hotel chains regular supply.

Small traders who were capable to supply regularly but, never gave any importance to documentation were compelled to follow protocols and file returns.

“

A simpler procedure to file returns and transparency has paved the way for a fast-paced procurement process”

This led to minor disturbance in the cycle of receiving goods. Procedural changes, reversal of tax credit in case of delay in payment of goods, self-invoicing for non-registered businesses are some of the additional challenges, which are now a prerequisite for every business to give due importance to.

TRENDS IN PURCHASE

Everyone today is aggressively working towards maintaining a healthy lifestyle. The idea is to achieve this not only by eating right or working out but also, giving due importance to where and how one chooses to reside i.e. the overall lifestyle needs are to be considered.

Customers are conscious about the environment and the ecological balance and work towards maintaining the same.

Keeping in mind the mindset of the clientele ensuring best practices in the daily operations of the hotel is vital. Jaypee Hotels & Resorts are one of the first few hotel chains that got Platinum - LEED certified. Our practices have always been centered on ensuring carbon release being minimal to negligible.

Green Purchasing is a very crucial part of our decision-making process where utilising clean energy sources and technology, improving the recycling ability, ensuring biodegradable and organic purchasing, working towards absence of toxic substances, an efficient way of ensuring disposal of waste and e-waste and monitoring of our effluents and gases is done on a regular basis.

GST IMPACT

Also, with a simpler procedure to file returns and transparency in norms has paved way for a fast-paced procurement process. Overall, we can observe a major decrease in the purchase cost but an increase in the cost of freight and tax.

The choice of vendors had to be reworked upon because preferences to receiving excise benefits, VAT credit or avoiding paying local VAT by purchasing from CST vendors could not be taken into consideration anymore.

AAHAR 2019

The flagship fair focuses on improving food standards in India. We have always wanted to be able to deliver the best services possible to our customers.

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Jithesh Babu



Jithesh Babu
Assistant Manager, Purchase
Novotel Kochi Infopark

CHALLENGES IN PURCHASING

Being in the southern part of the country, there were initial challenges in getting desired customizations, as vendors and choices were very limited. However,

with influx of international hotel brands, the market is also eventually adapting and catering to these requirements. Many popular and bigger brands are also serving in the region now. Also, international chains with multiple properties within the city have chosen to pursue cluster purchasing, to have better and more efficient requisitions.

TRENDS IN PURCHASE IN 2019

Local sourcing has not only added more local flavour but has also cut down the carbon footprint tremendously. Alternatives to single use plastic was also intensely persuaded ever since, giving birth to the concept of edible cutlery and packaging. The plastic straws have given way to options like paper, bamboo, steel straws and stirrers made of wood.

LOCAL AND GREEN PURCHASING

In terms of purchasing, most produce, especially vegetables and fish are procured organically from the nearby areas. Owing to smaller consumptions, connecting directly to agriculturalist might be a little difficult, but we are trying to source from the consolidators like FFZ – Farmers Fresh Zone where they support farmers connect with the industry. Meanwhile we are also at constant lookout for SMEs



“

International chains with multiple properties within the city have chosen to pursue cluster purchasing

”



(Small and Medium-sized Enterprises) for purchase of semi furnished or fully furnished goods.

GST IMPACT ON PURCHASING

Now with GST (Goods and Services Tax), purchasing department can finally avoid multiple taxes, and get integrated into one tax. Also, the provision to avail input on the taxes paid makes things much easier.

FSSAI REGULATIONS

FSSAI (Food Safety and Standards Authority of India) is a stamp of quality and authenticity. For a hotelier, who complies utmost to FSSAI, the purchase decisions are much easier, as FSSAI creates a preferred circle within the product range that is compliant to the safety and standards, making perfect choice easier.

AAHAR 2019

The Aahar, 2019 will be a perfect platform to explore and adapt trends and ideas for the year. The lookout will be to identify new start-ups offering unique flavour and great quality. We are also looking forth to latest advents in kitchen and restaurant technologies. It is a great opportunity to network and share fresh ideas and best practices.

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FREEZING it RIGHT

In an interview **Sanjay Jain**, Director, Elanpro, tells us more about the plans of the brand.



Sanjay Jain

KINDLY EXPLAIN THE PORTFOLIO OF YOUR BRAND?

Elanpro as a company has been committed to progressive and dynamic offerings. Equipped with top-of-the-line features, Elanpro caters to HoReCa, Bar, Retail and Pharma segment providing products that are energy efficient, convenient, safe and reliable for optimal storage and display. The brand has been augmenting the culture of compact and highly efficient professional kitchens spaces with performance-pumping refrigeration equipment. No matter the foodservice application, we aim at delivering a variety of new solutions to fit operators' needs.

WHICH ARE YOUR NEW PRODUCTS?

Reiterating its commitment to technologically advanced products, the company plans to showcase a slew of new products at AAHAR 2019. With the state of art technology, the new innovative products by

“

We entered foreign markets like Bhutan, Nepal and Sri Lanka. Business was better than previous years”

Elanpro will be equipped with revolutionary features. Our state-of-art Mobile Freezer is an energy-efficient, light-weight, multi-utility solution for retail industry and door step delivery. The product operates without external power source and thus has zero energy costs. ELANPRO Mobile Freezer harnesses the power of the sun via panel to cool products. Once charged, the energy-efficient product runs for 10 hours making it a reliable unit even for the markets wherein electricity is a problem. Designed in a way to result in maximum power conservation and better durability, it is a reliable and easy to maintain product.

WHAT TRENDS HAVE YOU NOTICED IN THE FREEZER SEGMENT?

The recent trends and statistics of the industry as well as improving domestic macroeconomic data suggest the road ahead will bring higher room revenues and profit margins for the hotels industry in the country. With the growing number of hotel chains, we are witnessing an increased demand for kitchen and bar refrigeration range. Apart from that ice machines, frozen yogurt and ice cream vending machines are also expected to see the promising growth with changing food consumption habits

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

Elanpro is one of the most visible brand across all top hotels, restaurants and bars. We have been supplying to Taj, Hilton, Holiday Inn, Hyatt, Inter Continental Group, ITC Hotels, Club Mahindra, Crowne Plaza, Marriott, Radisson Hotels, Sheraton, Westin, Ginger hotels, Barbeque Nation, Haldiram's, Vaango, Smoke House Deli and Pizza Hut amongst the others. We are now focusing on consultants and fabricators to reach out to hotel chains for their upcoming projects. New displays are being created across India to ensure that customers can have the real feel of the product and their features before even they buy the product.

HOW HAS BUSINESS BEEN FOR YOU IN THE LAST YEAR?

To be at pace with the new age dynamics Elanpro forayed at various fronts. While we launched an array of products, the company also entered foreign markets like Bhutan, Nepal and Sri Lanka. Business was better as compared to previous years. We witnessed a 25per cent growth as compared to last year.



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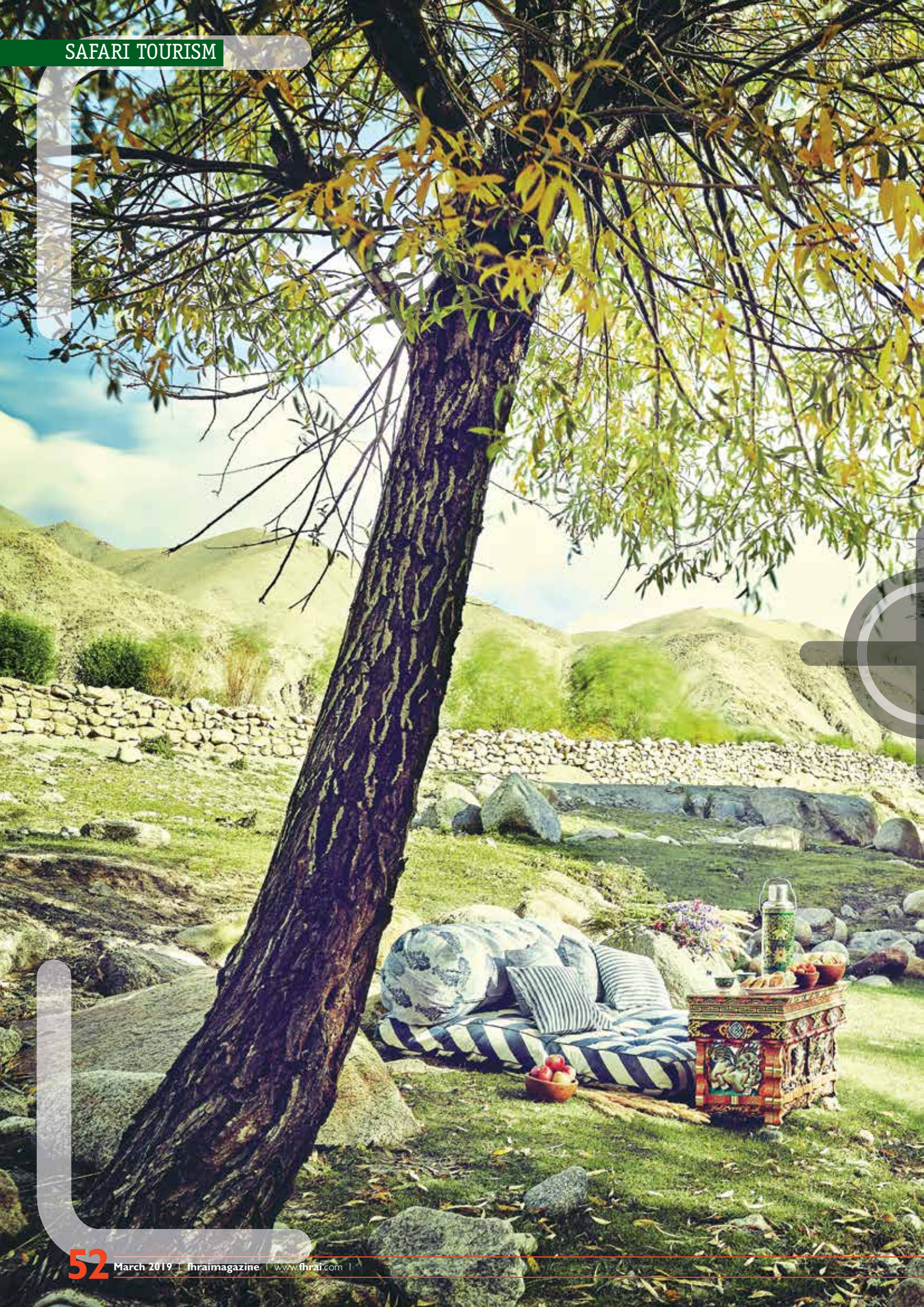
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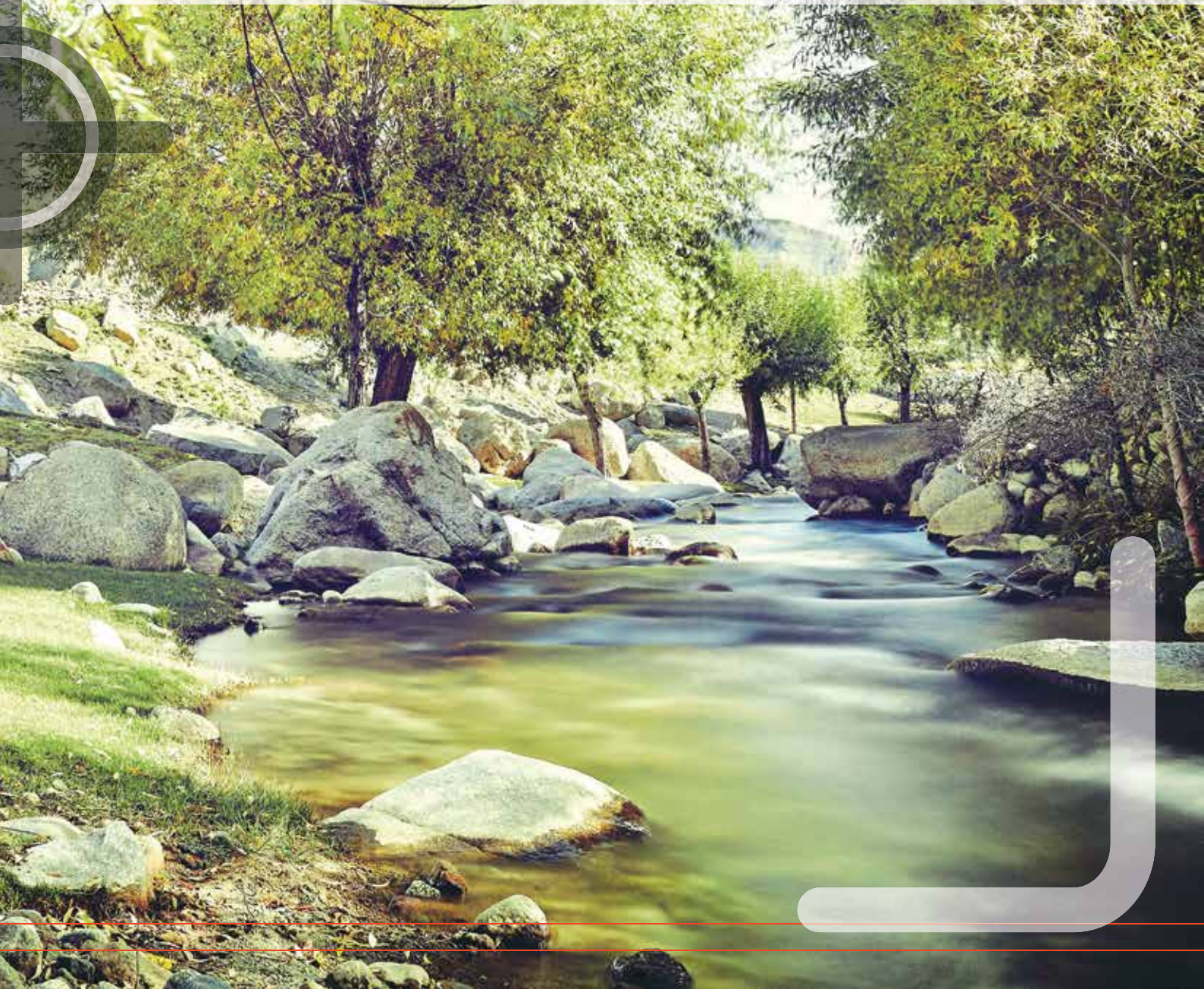
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WILD & LOVING IT...

At a time when everyone is talking about indulging in niche experiences for tourism, wildlife safaris form an important part of this segment. There are vast opportunities for this segment in India.

Kanchan Nath





Rajnish Sabharwal

Rajnish Sabharwal
Chief Operating Officer
TUTC

TRENDS IN WILDLIFE TOURISM

With the outcome of many hotels, guest houses and eco-tourism villages, wildlife tourism is growing exponentially. Conservation drives and promotion of wildlife is encouraging people to appreciate the unique and diverse wildlife of India. Better hotel infrastructure, improved connectivity to remote wildlife reserves, luxury camps, jeep safaris and customer-focused facilities provided by various travel operators has changed the perception of wildlife holidays for the discerning traveller.

SEASONAL TOURISM

Our Lodge is open only for seven months (Nov to June) with Feb to June considered to be the best sighting time. The weather is quite challenging with maintenance work post heavy post-monsoon moisture, heavy fog during winters, and humid summers. Dudhwa in spite of its exceedingly diverse wildlife remains largely unexplored by tourists. Only very recently has Dudhwa occupied the mainstream

tourism map. Prior to this, it existed but only to a few ardent wildlife enthusiasts. A wide gamut of visiting tourists (both domestic and international) come to our lodge in Dudhwa, mostly wildlife enthusiasts who spend 7-10 days, professional wildlife photography groups, researchers, biologists, film makers, ornithologists etc..

GUIDED NATURE TRAILS

TUTC facilitates guided nature trails with the resident expert naturalists, jeep safaris deep into the forest ensuring the freedom and space of the wildlife is not compromised. Among the unmissable are walks along the many nature trails, which can be customised and combined with birding along the River Suheli and natural lakes and streams. For those looking for more human experiences, Jaagir Lodge offers special visits to the villages of the famous Tharu Tribe, with deep insights into their ancient traditions, customs and artistic skills.

CHALLENGES OF A LODGE

Maintaining a balance between tourism and conservation is a challenge we face every day and something we are most conscious about. Our efforts are to drive more travellers to unique and inaccessible sites in India in a sustainable and responsible way.

“Maintaining a balance between tourism and conservation is a challenge we face every day”

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Vibhas Prasad

Vibhas Prasad
 Director
 Leisure Hotels

LOCATIONAL ADVANTAGE

The Riverview Retreat - Corbett Resort is located just 7 Km's from the two most famous gates Brijrani and Dhikala. River View can be reached by road (five hrs) and by overnight train. The Resort has a frontage on the river across which the forest range is also located.

SUSTAINABLE HOTELS

We adopt complete norms of Eco and Friendly lodge - no plastic usage at the resort, garbage disposal, maximum usage of electricity for cooking and not coal, Sound proof DG sets, STP plants operated efficiently and treated water used for gardening, use only electricity saving LED bulbs that too warm white and follow all rules laid by forest department.



“
 Holidays are being looked at as a getaway to peaceful environs rather than hectic travel schedules
 ”



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TRENDS IN WILDLIFE TOURISM

We feel this aspect of tourism is building up well. With the cities getting choked on traffic and pollution, people are turning to the forests and green belts. Holidays are being looked at as a getaway to peaceful environs rather than hectic travel schedules for sightseeing in city destinations. Hence forest zones are the new getaways. The younger generation are keen to explore parallel tourism destinations.

SEASONS COME AND GO

October till June is peak season and weeks during the winter months. The monsoons bring out the beauty in the Corbett range and conferences are more common during this period. The year 2018 has been a good one seeing healthy growth for our resort both on individual travellers as well as groups. Profitability for a safari resort is relative to how efficiently one operates. To keep a reasonably healthy bottom line we manage operations consciously but the focus remains on our guest's experiences

AN UNFORGETTABLE MEMORY

We have registered guides who escort the guests during all wildlife and nature activities. Proper briefing is done prior to jungle trip so that travellers are aware of what they will see in the forest. There are many historical things in the park which are shown. There

are certain mark's / proofs left behind by animals in the park which are shown and briefed during safari. Corbett is more than tigers. There is an abundance of flora and fauna on display with species unique to the region. It has beautiful undulating topography, ranging from rivers forest-pains to hills and mountains, this can be explored by our customised tours and itineraries for the region.

CHALLENGES

The largest challenge in this location is that of seasonality. Winters are cooler, summers warmer while the monsoon is humid. This affects fluctuation of traffic on the whole. The park closes during the monsoons. Connectivity from cities like Delhi is improving and shortly the travel time will come down even further.

PROMOTE YET PRESERVE TOURISM

Developing a stronger education infrastructure in the region would go a long way in uplifting the populace and provide a more environment friendly generation which will aid sustainable tourism and the forest. In the nearby towns water conservation and harvesting should be an increased so as to maintain ground water in the summer season. Consistency of power supply is important so that lesser fossil fuels are burnt for energy in the region. A no plastic policy needs to be mandated for all forest areas across the country.



S R Vijaymohan

Sowmya Rao Vijaymohan
Partner, RARE India
Reni Pani Jungle Lodge

LOCATION

For the Jehan Numa retreat, the nearest Airport is Bhopal 130 KM, Itarsi is a major rail junction around 50 KM away. Best is by road from either of these places. We are regularly certified by PUG. We follow all ecofriendly practices.

PEAK SEASON

November to mid-December and February to mid-April can be considered as peak. In the breakup between segments, domestic tourists are around 70 per cent and we have around 30 per cent of foreigners visiting. Profitability is a long-

term process. The trends remain positive and people are keen on the non-motorised activities Satpura National Park has to offer.

GUIDED BY NATURALISTS

We have a team of five in-house naturalist. Sightings of leopard, sloth bear, wild dog, variety of herbivores and the tiger are good in Satpura Park. Birding is also good. Non- motorised activities can be a rewarding experience.

THE WAY FORWARD

One of the main challenges remains the need for positive cooperation from the local authorities. It is important to create awareness amongst the local community and facilitate their alternate means of livelihood so that the forest is not adversely affected, and man animal conflict is minimised. The revenue earned should be utilised for the improvement of the local community.

“ We have around 70% domestic tourists and 30% of foreigners. Profitability is a long-term process ”





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Shobha Mohan

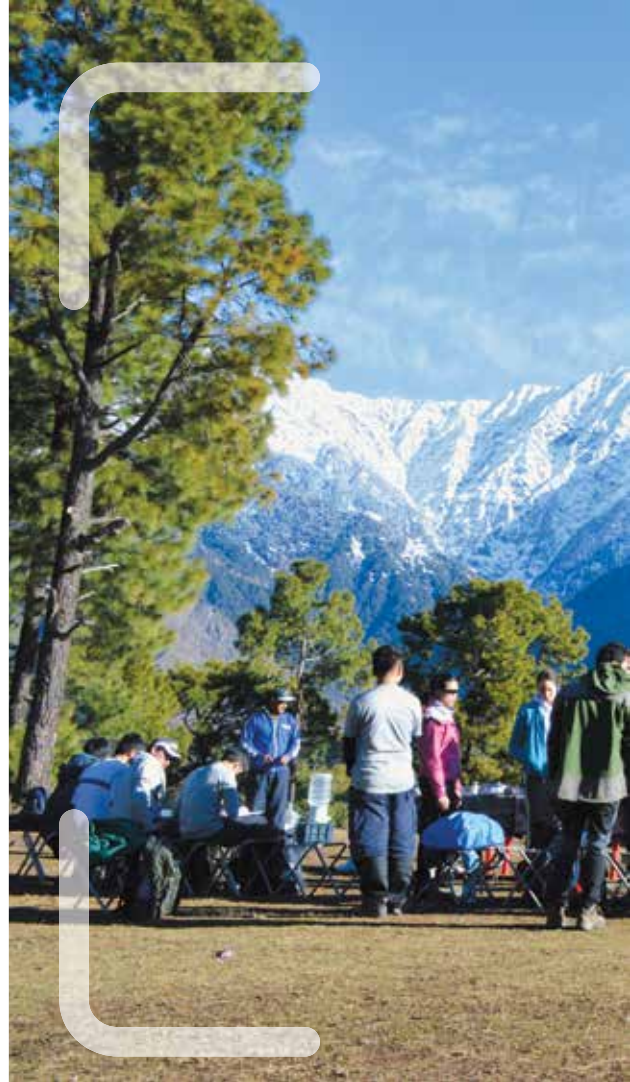
Shobha Mohan
Partner, RARE India
Snow Leopard Lodge

NICHE MARKET

Snow Leopard Lodge has road access and the guests would not have to trek to the lodge as is the case in other places. For accessibility the guests would have to fly into Ladakh and from there it is a two-hour drive to Uley. Snow Leopard Lodge is an eco-friendly and sustainable lodge.

We control the kind of clientele coming in and hence reducing the carbon footprint left behind. We also work very closely with the Snow Leopard Conservancy towards sustainable tourism.

We provide work and employment opportunities to the local community and train them accordingly. We are into the niche market, there has been a significant



Mass tourism should not be promoted for pristine places like these, sustainability should be a priority

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increase in the number of people who are coming from the offbeat wildlife market.

The resort offers a unique and immersive wildlife experience in one of Ladakh's finest snow leopard habitats. The cold desert of Ladakh, is much more than a barren land with hot summers, frigid winters, enlightened monks and peaceful people. The blue Indus and her tributaries meandering through mountains, glaciers, high passes, and plateaus have wonders to showcase and stories to tell.

PEAK SEASONS

The peak seasons for the lodge are from November to April. The major movement to their lodge is 90 per cent from the international market and 10 per cent from the domestic market. 2018 has been a great year for Snow Leopard Lodge and looking at a better 2019. The profitability is not just for the lodge but is also for the entire community working with them.

MEMORIES FOR A LIFETIME

The lodge does offer guides and have their own spotters for the snow leopards. The experience that is given to the guests is a once in a life time moment when they get to witness the majestic snow leopards in the depths of the Himalayas. Wildlife and birds that one gets to view are snow leopards, wolves, ibex, urial, fox, golden eagle, solitary snipe, lammergeier etc. The major challenges faced are the extreme temperatures during their peak season periods, water and also providing heating in the Lodge.

THE WAY FORWARD

The support that is needed by the government is that they need to put some regulations in place in order to restrict the volume of people coming into an area. Tour operators also need to respect the environment and bring in the right kind of tourism in the location. Mass tourism should not be promoted for places like these.

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KERALA TOURISM GOES BEYOND LANDSCAPES

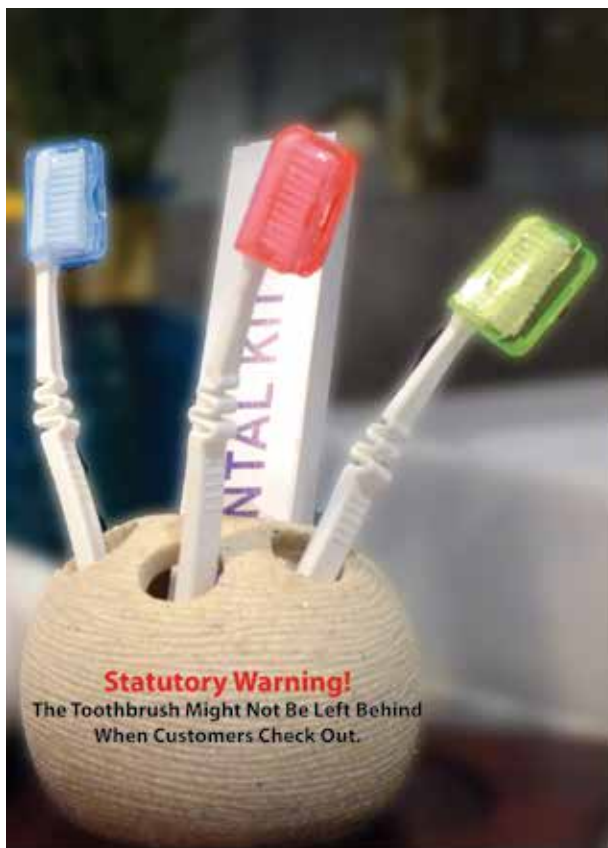


Kerala Tourism has held the global premier of a new brand campaign, *Human by Nature*, which encapsulates the state's enticing charm in dramatic visuals and offers refreshing insights into the land where people and the bountiful nature are seamlessly fused in an enchanting spectacle. The three-minute destination campaign film, part of a marketing blitzkrieg to refurbish Kerala's touristy appeal beyond the Indian shores, not only showcases the state's signature assets, but also celebrates local people as heroes as it returns to the

real in its new campaign that is drawn from warm, authentic human stories that travellers rummage through this land for a liberating experience.

The global brand campaign was launched by Kerala Tourism Minister **Kadakampally Surendran** in the presence of Tourism Secretary, **Rani George** and Tourism Director **P Bala Kiran** at a function at The Lalit hotel. The film was unveiled by famed classical danseuse and actress Shobana. The sleek film, premiered at a gathering of prominent stakeholders of travel and hospitality industry, packs soul-stirring images of the state where life moves at a leisurely pace in tranquil environs, where culture flourishes in syncretic traditions, where tradition complements modernity in the context of everyday life, all strung together in a visual tapestry. Alongside, it offers a spectacular snapshot of the state – tranquil backwaters, beaches, houseboats, catamarans, Theyyam artistes, hill stations, exotic wildlife, magical festivals, and scrumptious cuisines.

In essence, *Human by Nature* presents Kerala as 'the courtyard of the world', where no one is an outsider, not even the traveller; where the land and the people create a fabric of tolerance and interconnectedness; where you speak with no words and listen from the heart; where you can explore Magic in Everyday and Eternity in the Ordinary—all of which can make us human, all over again.



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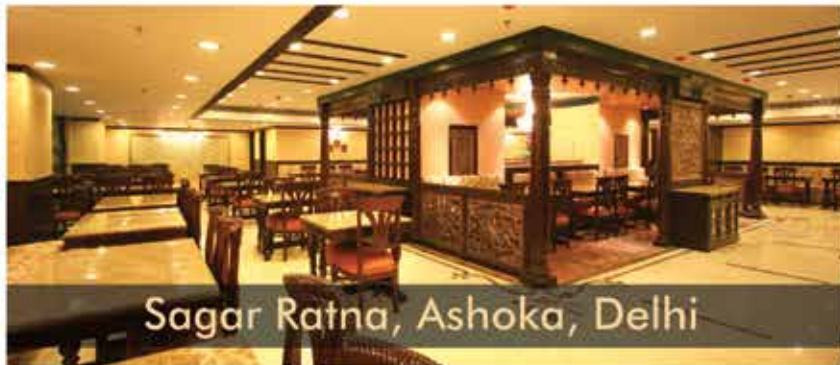
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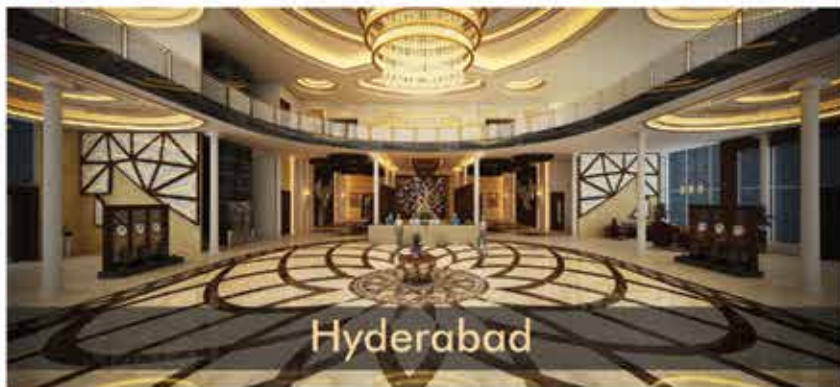
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◆ The WhiteTeak Company, the destination for luxury and designer table lamps, floor lamps, hanging lights and luxury and rustic décor have recently launched splendid collection of book end stand collection at their nationwide stores. The collection comprises of book end stands in different styles, designs and patterns. Each stand has an exclusive concept.

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Wonder Gel 50	+++	+++	50-80	Jams and Marmalades, Sugar-only jam, Ketchup, Sherbet and Sorbet, Rolled Fondant, etc.
Wonder Gel 100	++	++	100-150	Set Yoghurt
Wonder Gel 150	+	+	150-200	Jams and Marmalades, Sugar-only jam, Ketchup, Sherbet and Sorbet, Rolled Fondant, etc.
Wonder Gel 200			200-250	



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Designed to IMPRESS

With a vision to transform spaces into characters and personalise them to cater to various individual tastes, H.S. Ahuja and Associates creates designs to bring to life their clients dreams.



Time has played a crucial role in evolution of design. It has changed perceptions and circumstances. Design is nothing but a response to a requirement which is put forth by society or posed by a client. If the requirement changes, so does the design. And it is rightly said, "If we flow with the river, we stay afloat and if we resist, we perish." Hotel Ramhan here in Mahipalpur, New Delhi says a lot about HSAA's approach. The design is classic, cleanly executed and arranged to make the best use of light, but there are many imprints there of what the client wanted as an art deco influence. It gives the place a homely, approachable feel while retaining a contemporary edge.

In order to create a truly individual look, designed and created bespoke furniture, joinery and upholstery pieces to complement the scheme. These furniture pieces make the space vibrant and joyful. Bespoke furniture and choicest of fabrics creates a vivid

“

Tell us what you have in mind and we will create it for you, right from concept to design and installation”



color palette bound by neutral colored flooring and walls. Warm lighting accentuates the colors making them attractive and appealing. Carpet flooring has been used in the luxury rooms and lobby area & wooden flooring is in ordinary rooms as per clients taste. "There is nothing I like more than an empty room and a head full of ideas. From the concept and design to fabrication and installation, we can tailor-make lighting and furniture as per your brief, experimenting with style, size and material. Tell us what you have in mind, and we will create it for you," says Hema, Senior Interior Designer, HSSA.





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BRIOCHE DORÉE COMES TO INDIA

Internationally acclaimed, Parisian French Bakery, Brioche Dorée launched its first exclusive store in India with HR Bakers at Connaught Place, New Delhi. Brioche Dorée is known to be the second largest bakery/café chain in the world. The stores of the brand in India has been curated in the 100 per cent vegetarian avatar.

Spread over 3200 sq ft, the store has a perfect French style setting with interiors playing around the brand logo colors, Red and White.

The front display is quite large and detailed which has been very finely crafted to please to the eyes of the customers. Besides, the café welcomes you with an intoxicating aroma of coffee and the smell of the fresh baked bread which can give one gastronomical delight anytime. A perfect blend of French cuisine meets the Indian palette, Brioche Dorée serves a delectable range of traditional authentic French products of exceptional quality including breads, soups, sandwiches, salads, pastries and more. The brand has been launched in India with **Ashish Agarwal**, Founder & Director of HR Bakers. Agarwal is well known for being one of the promoters of Haldiram's, a brand



name acclaimed by millions of Indian households for its distinguished range of mouth-watering delicacies. He said, "I'm very excited with bringing in this global brand to the Indian market. We have especially curated 100 per cent vegetarian offerings maintaining the authentic French flavors to ensure that our food preference doesn't bind us from enjoying internationally acclaimed brand offerings. The response so far has been very positive and I hope that the store receives a warm response from the Indian consumers." The food menu has detailed offerings ranging from an array of options from patisserie, viennoiserie and café like croissants, quick bites, shakes, smoothies, etc.

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PRADIPTA N. BISWAS

General Manager
The Grand New Delhi

★ The Grand New Delhi has appointed Pradipta N. Biswas as the new General Manager. An industry veteran with over 24 years in the hospitality industry, Biswas brings with him holistic experience including pre-opening and expertise in revenue analysis, yield management and sales & marketing. An alumnus of Presidency College, Bangalore, he possesses an in depth understanding of the Delhi NCR market coupled with sound knowledge of hotel operations. Prior to joining The Grand, New Delhi Biswas has held position of General Manager with leading hotels chains: Accor Hotels, Jaypee Hotels and Resorts and Galaxy Hotels. He is also the Managing Director for Eye Fish Hospitality, his own entrepreneurial venture.



RAJESH MALLIYA

General Manager
Hyatt Centric Candolim Goa

★ Rajesh Malliya has been designated as General Manager of Hyatt Centric Candolim Goa. He began his career with Taj Hotels and worked in different positions with the organisation for 11 years. In his current role, Malliya will be responsible to drive Hyatt Centric Candolim Goa to new heights and deliver the Hyatt Centric brand experience. His first assignment as General Manager was at Four Points by Sheraton, Bengaluru in 2013. He has worked in various locations in India and has also held General Manager responsibilities in Dhaka, Bangladesh. Prior to joining Hyatt Hotels, Malliya was GM of the Royal Orchid Bengaluru.



ABDUL WAHAB

Deputy General Manager—Sales
Lords Hotels & Resorts

★ Abdul Wahab has joined Lords Hotels & Resorts' corporate office as Deputy General Manager—Sales. Armed with a bachelor's degree in Arts from Mumbai University and a diploma in Travel and Tourism, he embarked on the journey working with Rath Tours and Travels, Meruka Tours and Travels, and Concord Holidays in the sales department. His assignment with the hospitality sector began with the Sarovar group of hotels as Corporate Sales Manager, from where he moved on to join the Carlson Rezidor.



SABRINA POOJA DEY

Director of Operations
JW Marriott Kolkata

★ In her current role as Director of Operation at JW Marriott Kolkata, Sabrina will be seen effectuating strategies to support business growth, revenue generation through up selling of products and services and creation of value through designing new products. Ensuring strict compliance with quality, safety, environment and health standards, her focus will demonstrate creativity conceptualising and executing unique guest experiences. She brings with her an experience of over 12 years.



AMIT KULKARNI

Director of Sales and Marketing
Renaissance Bengaluru Race Course Hotel

★ Renaissance Bengaluru Race Course Hotel has appointed Amit Kulkarni as the Director of Sales and Marketing. A driven, gifted and experienced professional, he will be spearheading the sales and marketing operations at the hotel. In his new role, he will be leading the management staff in planning and strategising sales objectives, marketing communications and direct sales-force activities to increase profits and achieve targets. He comes with an array of experience and has always actively participated in forecasting and sales strategy meetings.



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RITU RANA

Director of Sales, Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet Mumbai

★ Ritu Rana has been appointed as the Director of Sales for Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet, Mumbai - Marriott Executive Apartments. Prior to this, Rana was heading the corporate segment at The Westin Mumbai Garden City. She has over eight years of experience in the hospitality industry, involving business planning and leadership development. She was actively involved in strategy formulation, management acquisition and retention management along with aspects of client management and budgeting. She has pursued a Bachelor of Science along with an MBA in International Business. She will be spearheading the sales functions of both the hotels, Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet, Mumbai - Marriott Executive Apartments.



RASHMI KAMBOJ

Director of Convention Sales Grand Hyatt Kochi Bolgatty

★ Grand Hyatt Kochi Bolgatty has appointed Rashmi Kamboj as its Director of Convention Sales. She will provide leadership, strategise and drive the convention business of Lulu Bolgatty International Convention Centre, adjacent to Grand Hyatt Kochi Bolgatty. With over two decades of experience in the convention and hotel industry, Kamboj has been part of leading brands such as Taj, Marriott and the Hyderabad International Convention Centre managed by Accor. A Hotel Management graduate and experienced sales and marketing professional, Kamboj's last assignment was with KW Conferences, one of the leading professional conference organisers in India. She says, "I am excited to be part of the Hyatt sales and marketing team in one of India's key properties. It is fabulous that the convention centre already has a strong pipeline of significant national and international conventions for the next 3 years"



SHWETA HINDUJA

Director of HR Sheraton Hyderabad Gachibowli

★ Shweta Hinduja has recently been appointed as the Director of Human Resources, at Sheraton Hyderabad Gachibowli. In her new role, she will be heading the HR department of the hotel and will be responsible for taking care of talent acquisition, succession and workforce planning, performance management, training and development for hotel associates. A creative thinker, problem solver and decision maker, she effectively balances the needs of employees in line with the mission of the organisation. Her key strengths include strong communication, interpersonal mentoring and organisational development skills, which will aid in ensuring smooth operations of the HR and efficient performance for optimal guest satisfaction. She brings with her over 14 years of adept experience in the industry.



CHEF GAURAV ANAND

Executive Chef Sheraton Grand Bangalore Hotel at Brigade Gateway

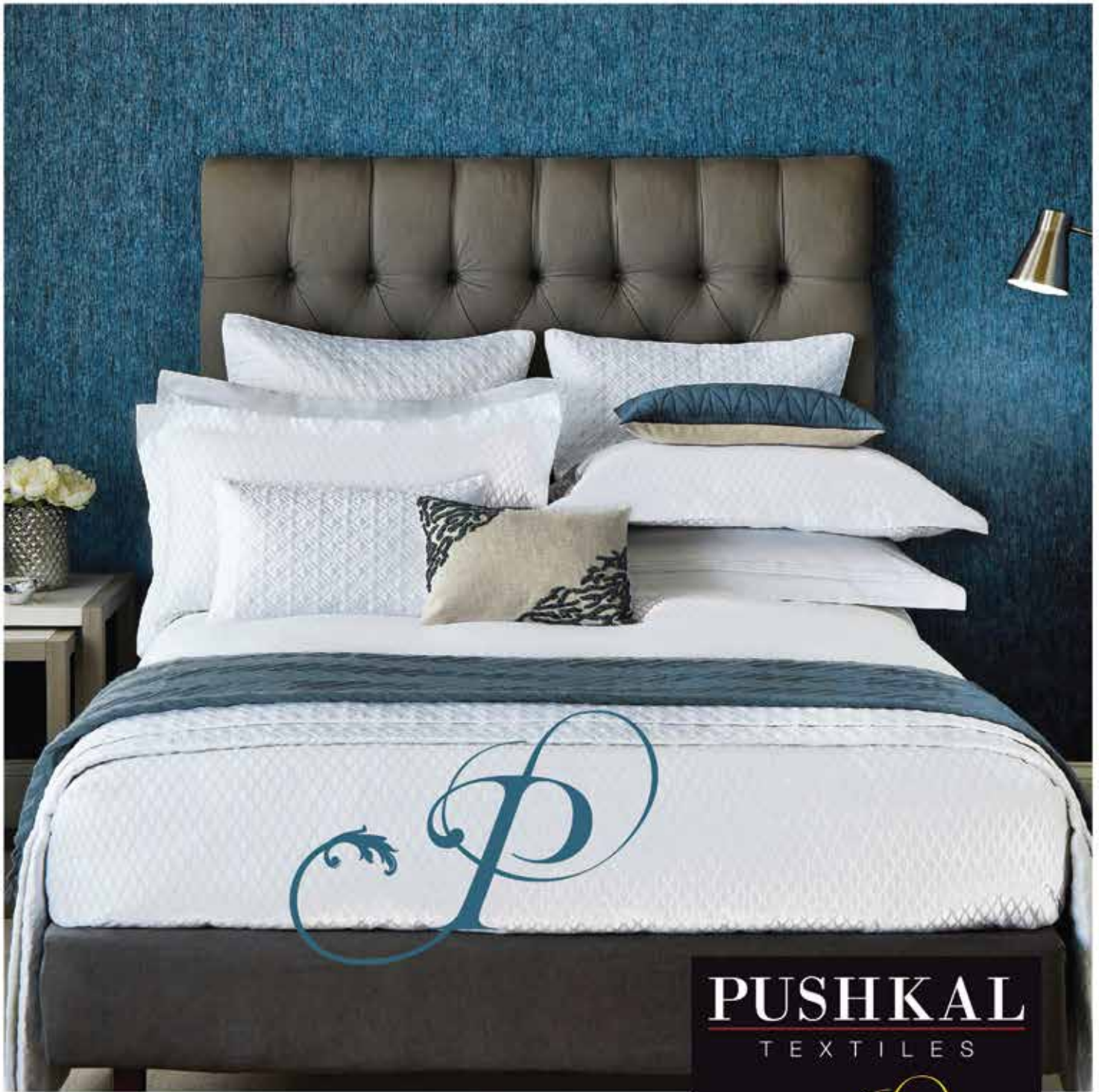
★ Sheraton Grand Bangalore Hotel at Brigade Gateway has appointed Chef Gaurav Anand as Executive Chef. A veteran in the culinary space, Chef Anand has consistently set industry benchmarks to high standards of fine dining in India. A maverick in the space, he has closely watched the food and beverage industry turn into a culinary paradise. From the day he took up hotel management, he was poised to bring in a change in the hospitality industry. His fascination for creating delicious food and presenting it in simple yet authentic style, gained him enduring popularity. He started his career in year 2002 and ever since he witnessed the evolution of food globally.

Form - IV

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