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# fhrai magazine

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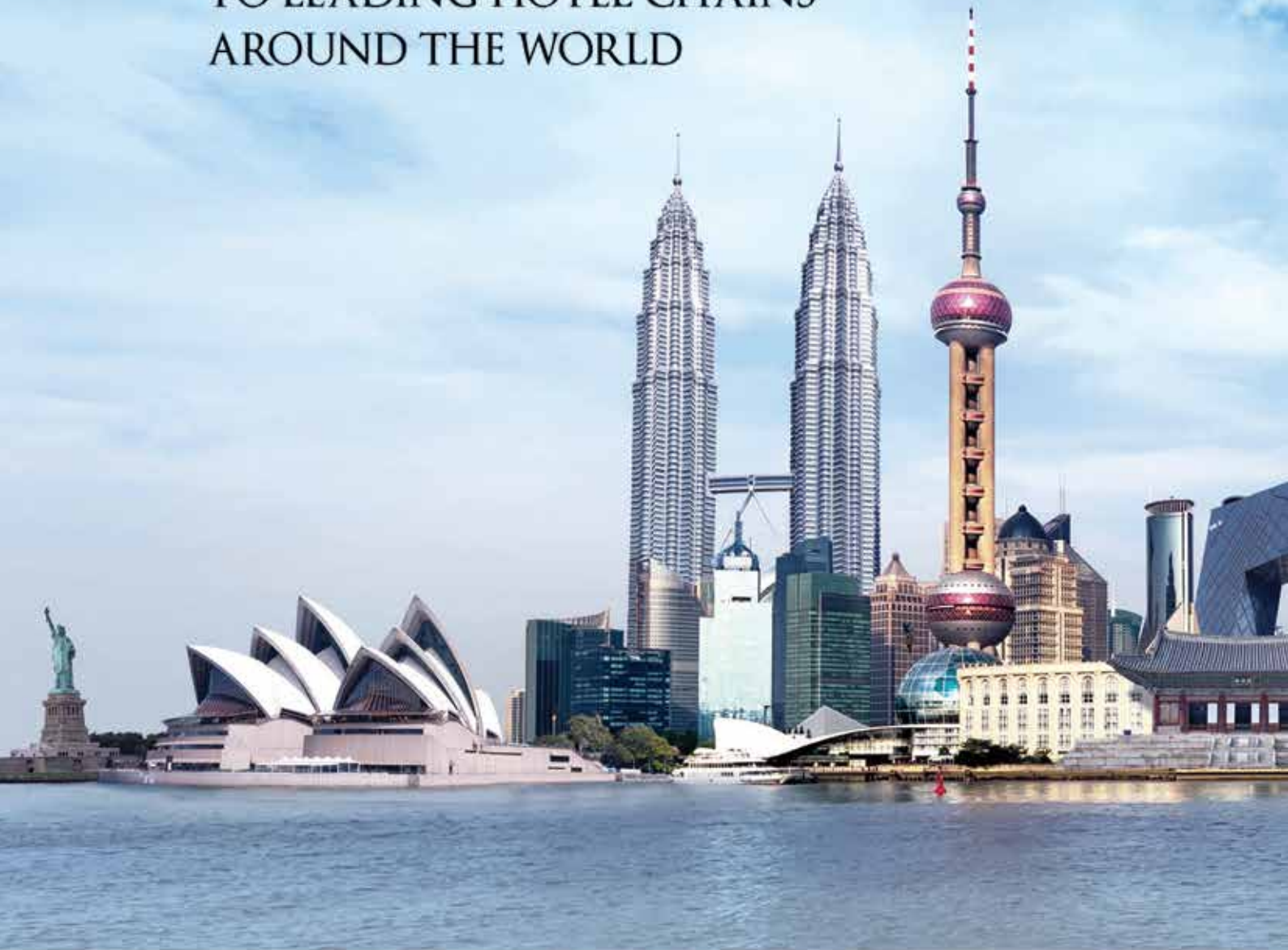
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FHRAI DESK

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## FHRAI WELCOMES E-TOURIST VISA FEE REDUCTION

Members have appreciated the Government's plan to introduce a five-year electronic tourist visa, against a fee of \$80 along with easing several e-Visa regulations. We share news on the same.

### Cover Image

Courtesy: Deco-Arte



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**FHRAI**

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**Rahul Lall**  
Secretary General  
FHRAI

“  
More than 250 buyers from 61 countries have confirmed their participation at the 2<sup>nd</sup> edition of the India Tourism Mart (ITM) 2019  
”

Dear fellow members,

At the outset, we would like to convey our best wishes to the Federation of Associations in Indian Tourism and Hospitality (FAITH) for the upcoming 2<sup>nd</sup> edition of the India Tourism Mart (ITM) 2019, scheduled to be held from September 23-25 at The Ashoka, New Delhi. Being the founder member of FAITH, we look forward to welcoming the guests and wish them a joyous and fruitful stay in the national capital. We are also delighted to inform that, more than 250 buyers from 61 countries have confirmed their participation for the mart.

During the three-day event, interaction with the Press, FAM tours, B2B meetings, and other activities, in collaboration and with support of the Ministry of Tourism and various state governments, have been planned.

The event, a one-of-its-kind in India, will act as a catalyst in further promoting inbound tourism and growth of various ancillary sectors such as hospitality, infrastructure, and aviation.

Under the leadership of **Shri. Prahalad Singh Patel Ji**, Hon'ble Minister of Tourism (Independent Charge), the tourism industry has been on a mission to provide optimal experiences to the tourists coming to India.

Latest addition to the list of initiatives taken by the **Government to promote inbound tourism is the opening up of 137 mountain peaks in the states of Himachal Pradesh, Uttarakhand, Sikkim and the Union Territories of Jammu and Kashmir for foreigners desirous of obtaining Mountaineering Visa ('MX') to visit India's un-explored mountains and landscapes.** Such a move will promote adventure tourism and would eventually lead

to the growth of the tourism and hospitality sector. The tourism sector plays a crucial role in the growth of India's economy, and contributes significantly to the GDP earnings.

Tourism sector accommodates a plethora of opportunities for various other industries like restaurants, railways, travel agencies, adventure sports, and retail, which goes hand-in-hand, and offers best of the services to both domestic and international tourists. In the year 2017-18, tourism sector's contribution in terms of direct employment generation was around 5.40 per cent and indirect was 6.38 per cent. With this pace, the country which currently stands at 34<sup>th</sup> position as per the Travel and Tourism Competitiveness Index (TTCI) 2019, is expected to be among the top five in the world by 2030.

To conclude, we would like to congratulate the Competition Commission of India for successfully organising the first workshop as part of the ongoing 'Market Study on e-commerce in India' on August 30<sup>th</sup>, 2019, in New Delhi. We are thankful to the Commission for the opportunity provided to the representatives of the Federation to share their point-of-view during different sessions.

It is indeed heartening to note that the Commission acknowledges and understands the challenges and issues which are being faced by the hotels and restaurants from the e-commerce giants and they are looking at it from the perspective of reaching a logical solution, amicably.

With kind regards,  
**Rahul Lall**  
Secretary General, FHRAI



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# FHRAI WELCOMES e-TOURIST VISA FEE REDUCTION

The Federation of Hotel and Restaurant Associations of India (FHRAI), along with its regional association, the Hotel and Restaurant Association of Western India (HRAWI), have appreciated the Government's plan to introduce a five-year electronic tourist visa, against a fee of \$80 along with easing several e-Visa regulations and reduction of other charges. The tourism ministry has also hinted at introducing a one-month e-Visa for foreign tourists at a fee of \$25.

FHRAI has stated that the move to reduce regulatory hassles and fees will encourage foreign tourists to travel to India, which has been experiencing a slowdown in Foreign Tourist Arrivals (FTAs).

"After more than a decade of negligence of this sector and a resultant slump, the slowdown in FTAs is certainly not helping the industry's growth prospects. So, the Government's plan to reduce e-Visa fees is much welcome which will encourage tourists to travel to our country," says **Gurbaxish Singh Kohli**, Vice President, FHRAI and President, HRAWI.

Meanwhile, citing massive potential of domestic travel to both hospitality and tourism in the country, **the Federation has recommended the Government to offer a deduction of ₹50,000/- for the resident Indians on their domestic travels.**

"While it is important to draw foreign tourists to India, it will do much good for tourism if the domestic tourist too is encouraged to travel.

By incentivising the resident Indian whose disposable income is on the rise, the Government can give a big boost to tourism within the country. High tax structures in India



**Gurbaxish Singh Kohli**  
Vice President  
FHRAI

destinations across India before 2022. Offering the right kind of incentive to the domestic traveller has the potential to actualise his vision. As the apex body of hotels and restaurants in India, FHRAI would like to work in tandem with the Govt. and offer any assistance required from us to boost tourism within the country and make our Hon. PM's dream a reality," concluded Kohli.

A short duration of e-Visa for tourists with one-month validity and visa fee of USD 25 has been introduced for peak season (July-



are presently pushing domestic travellers to foreign locales due to affordability and an exotic experience. In his Independence Day address to the nation, our Hon'ble PM Shri Narendra Modi had asked Indians to visit at least 15 tourist



**By incentivising the resident Indian, the Government can give a big boost to tourism within the country**

March). The Ministry has introduced 5-year e-Tourist Visa with USD 80 fee, besides the existing one-year e-Tourist visa with a fee of USD 40. For Japan, Singapore, Sri Lanka, lean period visa fees are USD 10 and for e-visa of 30 days, 1 year and 5 years, the fee is USD \$25.

For rest of the countries, where e-Visa facility is available, lean period visa fee is USD 10 and peak season visa for 30 days is USD 25. For e-Visa for 1 year and 5 year, the fee is USD 40 and USD 80 respectively.



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# 300 INTERNATIONAL BUYERS FROM 30 COUNTRIES ATTEND KITE 2019



Karnataka Tourism Society in partnership with the Department of Tourism, Government of Karnataka held the first edition of Karnataka International Travel Expo 2019 (KITE) at The Lalit Hotel in Bengaluru from August 25-27, 2019. The event showcased the best of Karnataka Tourism and participants included hotels, resorts and spas, tour operators, homestays and also bed and breakfast. The event was inaugurated by the Chief Minister of Karnataka, **B.S.Yediyurappa**. More than 300 international buyers from

(L-R) Photo 1: The Chief Minister of Karnataka, Hon'ble B.S.Yediyurappa inaugurates the 1<sup>st</sup> edition of KITE. K.Syama Raju, President, Karnataka Tourism Society, was also present. Photo 2: Cultural entertainment at the inauguration ceremony of KITE 2019

30 countries including Indian buyers, attended the event. Over 100 sellers from Karnataka participated in this

B2B event. The expo also had close to 50 travel writers, bloggers and media personnel present at the three-day event.

“  
Over 100 sellers from Karnataka had participated in this B2B event”

**K.Syama Raju**, President , Karnataka Tourism Society and President , SIHRA, hoped to ensure more international participation and had many more sellers exhibit their products.

## A GOOD CAUSE



L- R: B.S.Yediyurappa, CM, Karnataka; K. Syama Raju, President, SIHRA; M. Balakrishna Reddy, VP, SIHRA and Jose Pradeep, EC Member, SIHRA

South India Hotels and Restaurants Association (SIHRA) recently donated ₹5 lakhs towards relief work in Karnataka after the devastating floods earlier this month. The cheque was handed over in Bengaluru to Chief Minister of Karnataka, by a delegation from SIHRA led by **K. Syama Raju**, President, SIHRA.

SIHRA



## PLEA TO REDUCE GST

**M. Venkadasubbu**, President, Tamil Nadu Hotels Association President; Ramachandran, President, Puducherry Hotels Association; R. Srinivasan, Secretary, Puducherry Hotels Association and Amaranth met **Velu Narayanasamy**, Puducherry C.M. and GST Council member. They requested him to represent in the GST Council to reduce GST from 18 per cent to 5 per cent for outdoor catering and banquets, also for gas cylinders from 18 to 5 per cent.





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# FOOD SAFETY: RESPONSIBILITY OF STAKEHOLDERS

**Pawan Agarwal**, CEO, Food Safety and Standards Authority of India (FSSAI) recently met **Pranav Singh**, President, Hotel & Restaurant Association of Eastern India (HRAEI), to discuss a few key issues of FSSAI guidelines in the region. Currently, FSSAI is implementing a 'clean street food hub programme'. It has identified 144 street food clusters across the country—including several in eastern India—that would be jointly audited with state authorities for cleanliness and hygiene. Clusters would be encouraged to comply with certain standards and those meeting the criteria would get a 'clean street food hub certificate'.

"Such certified street vending zones will provide safe, tasty and affordable eating options for citizens and tourists, along with the local ambience and flavour," said Agarwal. "This is also a way to provide better employment opportunities for many poor people," he added. The regulator wanted to



**Pranav Singh**  
President  
HRAEI

ensure that all food business operators across the country adhere to certain standards and hygiene.

**"While it is clear this initiative will help improve the prospects of the estimated 20 lakh street food vendors in India and give a boost to tourism,"** said Singh.

"Eastern India, especially Kolkata has a huge number of street food vendors. The FSSAI move, with adequate support from respective state governments, can go a long way in making street food safe and healthy."

There were also discussions on how restaurants in the region can ensure superior quality of raw material in their kitchen. FSSAI had already proposed that restaurants should at least have one technical person or food safety supervisor trained by FSSAI, in their staff, as one of the conditions that need to be fulfilled for FSSAI licence. Also, it has been suggested that restaurants include buying food raw materials only from licensed or registered vendors and maintaining a record of these purchases. Singh said, "The responsibility of regulation should not just be on a hotel or a restaurant owner, but should involve respective state governments."

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# GLIMPSES FROM 68<sup>TH</sup> AGM OF HRANI IN NEW DELHI

The Hotel and Restaurant Association of Northern India held its 68<sup>th</sup> Annual General Meeting

on August 28, 2019, at The Eros, New Delhi. The MC of HRANI led by **Surendra Kumar Jaiswal**,

President, HRANI remains the same and continues for the year 2019-20. We share with you some snapshots...



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# 1321 PROFESSIONALS TRAINED @FSSAI'S FOSTAC PROGRAMME



The Hotel and Restaurant Association of Western India (HRAWI), in association with Food Safety and Standards Authority of India's (FSSAI), recently conducted its 27<sup>th</sup> conclave of Food Safety Supervisor Training in Advance Catering (FoSTaC) programme in Mumbai. The programme was held at Hotel Novotel, Juhu on August 7<sup>th</sup>. A total of 39 hospitality professionals were trained and certified on the day. The programme is part of FSSAI's mandate that

requires individual Food Business Operators (FBOs) to get their personnel trained in food safety and hygiene standards. The association has successfully trained 1321

hospitality professionals in FSSAI's FoSTaC programme.

**"The aim of the initiative is to make food safety and hygiene a priority across all FBOs. We have made tremendous progress over the last year and half by organising these programmes in various cities across the western region and plan to organise more such programmes on an on-going basis,"** says **Gurbaxish Singh Kohli**, President, HRAWI.

“  
The aim of the initiative is to make food safety and hygiene a priority across all FBOs  
”

HRAWI

# PARYATAN PARV THEME ON MAHATAMA GANDHI

**Suman Billa**, Joint Secretary, MOT, has revealed that the third edition of Paryatan Parv will celebrate the 150<sup>th</sup> birth anniversary of Mahatma Gandhi and will be held from Oct 2-13 across the country. "The dates for the nationwide activities under Paryatan Parv by the states will take place from October 2-13, 2019, while the activities under Government of India will be held from October 2-6 at Rajpath in New Delhi.

**This year Paryatna Parv will be special because it is the 150<sup>th</sup> birth anniversary of Mahatma Gandhi, and**

**the theme will be '150 years of celebrating the Mahatma', wherein, we will have activities centered around the life of Mahatma Gandhi,"** he said.



Last year, the Ministry of Tourism, Government of India, had unveiled the second edition of 'Paryatan Parv', a nation-wide celebration of tourism, from September 16-27, at Rajpath Lawns, New Delhi. The focus of the event was to promote domestic tourism in the country by generating awareness and interest among the public to visit domestic tourist destinations and to sensitise the youth on the importance of tourism. Over 3150 activities and events took place across 32 States and UT's, during the 12-day event in 2018.

MOT







## BRAND

## BW TO OPEN 9 HOTELS BY Q1 2020 IN INDIA

**Atul Jain**, Chief Operating Officer, Best Western Hotels & Resorts India, Bangladesh & Sri Lanka, recently informed on the group's expansion plans. "Following the signing of 20 new hotels in India, Bangladesh and Sri Lanka, the group's regional pipeline now features 36 hotels containing over 3,000 rooms. The new hotel signings will operate under Best Western, Best Western Plus, SureStay Plus and

SureStay Hotel by Best Western." "The company's expansion will start immediately, with the opening of Best Western La Vista Pathankot followed by Best Western Plus Mohali. By the end of this year, six more Best Western-branded hotels are on track to open their doors. This include Best Western brand in New Delhi, Nawanshahr and Goa; Best Western Plus brand in Vizag and Gurugram," he added.

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## EXHIBITION

## TTM TO BOOST TOURIST INFLOW TO TAMIL NADU

Tamil Nadu Tourism is hopeful that Tamil Nadu Travel Mart (TTM), scheduled from September 19-22, at Chennai Trade Centre, shall boost visitor numbers to the state. **Apurva Varma**, Additional Chief Secretary to Government, Tourism, Culture and Religious Endowments Dept. Govt of Tamil Nadu, said, "We expect a lot of buyers to come for the second edition of TTM. It will be a huge platform for showcasing Tamil Nadu, where all stakeholders would come under one roof. Right from hoteliers, wellness tourism providers, domestic and international travel products, will be there for buyers. We are excited and looking forward to it."

**The event will reiterate the importance of Tamil Nadu in the medical value travel sector. The three-day conference and exhibition would also have B2B meetings.** India has the finest and one of the largest pool of doctors and paramedics in South Asia, with many of them of global repute. India's expertise in highly specialised areas of organ transplants, orthopaedics, cardiology, oncology, neurology etc., has made the country an emerging hotspot for Medical Value Travel (MVT).

The event will also give a brief understanding of lesser cost structure for all the procedures and will showcase the liberalisation of the Visa policy for smoother medical interventions. There will be reverse



buyer-seller meeting and planned B2B sessions with hosted delegates from more than 60 identified countries. Participants can also opt for one of four post-event tour programmes that will take them to the inner regions of Tamil Nadu. Most of these tours are already getting booked, **T Natarajan**, President, Tamil Nadu Travel Mart Society & CEO of GRT Hotels & Resorts, claims. "Our Society's objective is inbound tourism," he says.



## GOA TOURISM TO ORGANISE GITM 2019

The Goa International Travel Mart (GITM), will be held from October 23-25, at Dr. Shyama Prasad Mukerjee Stadium at Taleigao. This prestigious B2B event promises to bring together travel companies, hoteliers, eco-tourism, adventure, wildlife, nightlife, event managers, wedding planners wellness and other leisure enterprises under one roof to showcase the tourism investment potential in the state.

**J. Ashok Kumar**, Secretary for Tourism, Govt. of Goa, said, "We are happy that Goa Tourism is organising the third edition of GITM in October this year. The first two editions in 2011 and 2014 had received a good response then and this year, the event promises to be bigger and better. When the entire global economy is focused

on tourism as a key industry and tourists' thirst to explore and experience continues to grow, events like **GITM serve as an ideal platform for stakeholders to engage in dialogue, business opportunities to improve, innovate and initiate.** I wish GITM 2019 the very best with the assistance and co-operation of all tourism stakeholders." Also present at the press conference were Sanjiv Gadkar, Director, Dept of Tourism, Rajesh Kale, Dy. Director, Dept of Tourism and Gavin Dias, GM, GTDC. This year's GITM is on a larger scale than the previous year as it expects over 125 international buyers. The event is also highly regarded on the domestic front with over 150 buyers confirming their participation. GITM is supported by TTAG, TAAI, TAFI, ADYOI, ATTOI and IATO.





## MICE

## MAYFAIR OPENS IN RAIPUR WITH 124 KEYS

MAYFAIR Hotels and Resorts, opened its 11<sup>th</sup> Resort- MAYFAIR Lake Resort in Raipur on August 27. The Group now runs 11 properties across nine destinations- Bhubaneswar (MAYFAIR Lagoon & MAYFAIR Convention), Darjeeling, Gangtok, Goa, Gopalpur-on-Sea, Puri (MAYFAIR Heritage & MAYFAIR Waves), Rourkela, Kalimpong & Raipur. Set amidst the pristine 'Jhanjh Lake', MAYFAIR Lake Resort is a 124-room property offering luxuriously furnished Executive Rooms, uniquely designed Spa and Deluxe Suites and a Presidential Suite that is luxury personified. The property is designed to cater to the requirements of the growing MICE segment and will be a key player

in the development of a new central Indian travel circuit. **It has a number of indoor and open air venues with capacities of hosting 15 to 2000 guests.** The hall with elegant decors and exotic wedding venues, that exude regal charm, makes it an ultimate address for destination-weddings and MICE events, promising a flawless picture-perfect event experience. Conveniently located the property is just a 15 minutes' drive from Swami Vivekananda airport and is well connected by road and railways also. MAYFAIR Group is widely acknowledged and admired for its architectural concept of low rise properties that highlights plush greenery.

## LAUNCH

## GRAND MERCURE EXPANDS FOOTPRINTS IN INDIA

Accor will unveil two new Grand Mercure properties in India – Grand Mercure Gandhinagar GIFT City that will be launched in October and Grand Mercure Bengaluru at Gopalan Mall that will be opened in December. **The Gandhinagar property will have 151 rooms, while the Bengaluru property will have 206 rooms.**

Grand Mercure Gandhinagar GIFT City will be positioned as the first international five-star hotel located in the first operational smart-city of India offering premium service, food, accommodation and healthy lifestyle options. It will feature 151 rooms. Grand Mercure Bengaluru has 206 keys that are a mix of rooms and serviced apartments.





# Gearing up for e-commerce

Competition Commission of India, (CCI) recently held a workshop on e-commerce: Changing Competition Landscape in India at the India Habitat Centre, New Delhi. It was attended by FHRAI EC members. We report a synopsis of the event.

The workshop kicked-off with a welcome address by **Ashok Kumar Gupta**, Chairperson, Competition Commission of India. Gupta highlighted the importance of conducting the market studies, which is a way to proactively reach out to the market participants, to understand better and identify reforms required in that sector based on informed policymaking and one that does not blunt the incentives of the market participants, rather it promotes efficiency.

The keynote address, at the workshop, was delivered by **Rajiv Kumar**, Vice Chairman, NITI Aayog. Addressing e-commerce to be the sunrise sector, he emphasised the role of policymakers and regulators in facilitating the e-commerce explosion in a manner that is beneficial to the buyers, sellers and consumers. He touched upon how e-commerce benefited various

stakeholders such as the logistics industry, farmers, and women entrepreneurs. He also emphasised that with the growth in GDP, there exists ample space for both online and offline retail to co-exist. Commenting on the strategies adopted by conglomerate e-commerce platforms, he stressed that CCI has a greater role to ensure that their market power does not lead to a monopoly situation. He even referred to the market size of the industry, which is estimated to touch USD 200 billion by 2026. The Representative of the Competition Commission of India (CCI), while making the presentation said that the said study was conducted across the country and according to interim findings, the restaurants earned around 28 per cent of their revenue through online platforms. Another interesting observation was that of the respondent restaurants, 69 per cent of it went online between 2016 and 2018.

## DELIBERATING ON ONLINE HOTEL BOOKING

Online Travel Aggregators (OTA's) submitted that while booking through their platform the prices quoted were determined by hotels and they offer discounts above-listed price. They emphasised on the need of working on co-existence model with the hotels by signing non-exclusive contracts. The

commission part is always bilaterally negotiated. FHRAI strongly objected to the statistics shared by the OTAs. It was communicated to them that they do not and cannot represent the industry or try to stifle the hotels to get dependent on them. It takes years for a hotel to make its image and name in the industry and the OTA's are sabotaging the same by using their discounting strategies. Adding further, it



was said that OTAs do not understand the amount of effort required to run a hotel as they have no exposure, experience or knowledge of managing the same and, therefore, have no right to dictate terms or increase commissions unilaterally and arbitrarily. Some other issues discussed were the unreasonable charges, unethical business practises, assurance programmes and price parity restrictions.

**Gurbaxish Singh Kohli**, Vice President, FHRAI, said, "Around the 90's digitisation happened, OTAs stepped in. We must move with the times, and we did. Technology brought convenience for guests. Later that technology was used by OTAs to get into

FSA's are exploiting and misusing their position by playing a dual role. They said that deep discounts by online platforms is cannibalising dine in and the burden on discounts is shifting to restaurants. Also, arbitrarily increasing commissions and compel them to use their manpower. Some other issues brought to highlight were Data Masking, Level Playing field, Cloud kitchens, Opaque Algorithms, etc.

Adding his viewpoint, **Jimmy Shaw**, Member, FHRAI, said, "We are battling today with billion-dollar giants. They know exactly how to get their own because they deal with a community which is obviously not united. So, it's very easy for them



a somewhat dominant position, which puts us at a disadvantageous position. However, if they do not have our hotel inventory, they have nothing to sell and I sincerely hope it does not come to that. We have to find a way to co-exist together for the benefit of both."

**Nirav Gandhi**, Executive Committee Member, FHRAI, said, "People have moved from Google to their platforms, they should have their ethics to provide information, which is neutral and fair and not lopsided."

### DISCUSSING FOOD DELIVERY ONLINE

Representatives of Food Service Aggregators (FSA's) referred to their contribution to the economy and job creation. They said that restaurants participate in discount schemes at their discretion and, commissions are decided based on mutual negotiations and there is no restriction on the use of manpower. They also said that they are trying to bridge the gap and extending best possible support to partners to scale up. Associations presented their point-of-view and highlighted how the e-commerce/

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Associations highlighted how the e-commerce/ FSA's are exploiting and misusing their position

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to create the rules and keep changing the goal post. They kept promising things and change them. Therefore, as restaurateurs if we don't stand united, we will truly loose out." **Munaf Kapadia**, Chief Eating Officer, The Bohri Kitchen adds, "Our 5-15 per cent marketing budget is being spent purely on discounts. These are not discounts in the conventional sense but Deep Discounts. The discount with or without cross funding can go upto 50 per cent, permanently eroding the perceived worth of your product in the eyes of the customer and of-course decimating your P&L. Since we do not know who the customer is for the order we get via an aggregator, this makes it impossible for us to adopt conventional remarketing efforts. Hence, making this a discount without any medium or long-term objective."

# eTV fee reduced, flexible pricing

In a bid to boost inbound tourism during lean period (April-June), the Ministry of Tourism has brought down the visa fee from USD 25 to USD 10, announced **PS Patel**, Minister of State, Tourism in Delhi recently.

**Nisha Verma**



The announcement for the visa fee reduction was made by Prahlad Singh Patel at the National Conference of Tourism Ministers, which concluded recently in New Delhi

The short duration of e-Visa for tourists with one-month validity and visa fee of USD 25 has been introduced for peak season (July-March), Patel said. The Ministry has introduced five year e-Tourist Visa with USD 80 fee, besides the existing one-year e-Tourist visa with a fee of USD 40.

For Japan, Singapore, Sri Lanka, lean period visa fees are USD 10 and for e-visa of 30 days, 1 year and 5 years, the fee is USD \$25. For rest of the countries, where e-Visa facility is available, lean period visa fee is USD 10 and peak season visa for 30 days is USD 25. For e-Visa for 1 year and 5 year, the fee is USD 40 and USD 80 respectively.

Speaking at the conference, Patel called for better coordination between MOT and states to boost tourist numbers to the country. He informed, "The MOT is developing an all-encompassing 'One Stop Solution' including information on tourism related services through a web-based application and a grievance redressal mechanism through Twitter and tourist-helpline."

The minister sought support from all the states for the same at the conference, which was attended by tourism ministers from 19 states and Union Territories with senior officials from their tourism departments, attended the conference and agreed to work on the application and the technology together with MOT.

The states shared what steps they are already taking regarding safety and security of tourists in their states, and gave suggestions for developing



this technology alongside MOT. Patel also focused on adoption of Adventure Tourism and Bed & Breakfast / Homestay Scheme guidelines by States/UTs.

He also took stock of the status of projects sanctioned under the Swadesh Darshan & PRASHAD Schemes and implementation of Public Financial Management System (PFMS) at the conference.

The Tourism Minister had also launched the Hindi version of the new Incredible India portal. He announced that the Arabic, Chinese and Spanish versions of the new Incredible India website will be launched next month.

The Incredible India Tourist Facilitator Certification (IITFC) portal was also unveiled recently. The IITFC Programme is a digital initiative of MOT for the citizens of India to become a part of the booming tourism industry.

It is an online programme where one can learn about tourism at their own time, space, path and pace. The successful completion of this programme would enable the learner to become

a Certified Tourist Facilitator of MOT. Addressing the participants, Patel also urged all the States and UTs to follow the norms of UNESCO while making proposals for heritage site of their sites with the help of ASI.

The Minister said that there is great potential in our natural sites and we should focus on adventure tourism to attract more tourists in this sector.

He also said that recently, in order to promote night tourism, the Ministry of Culture has decided to open ten historical monuments till 9 PM for common visitors across the country. He also urged all the States and UTs to open their important monuments till late night for visitors. The conference provided a platform for the MOT to apprise the States / UTs about new initiatives taken and those in the pipeline, to get valuable feedback from the States / UTs on the same.

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The MOT is developing an all-encompassing 'One Stop Solution' and info on tourism services

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# Multitasking hoteliers



Himanshu Talwar

**Himanshu Talwar,** Assistant Secretary General, FHRAI, shares the role of multitasking skills in today's time and how it can leverage business for hospitality industry professionals. His pointers can prove to be an essential tool for beginners in the industry.



# skills for

**M**ultitasking skills have become an important tool in the today's work world, especially in the hospitality industry. Multitasking entails juggling different work activities and shifting attention from one task to another.

People employed in the hospitality industry hardly have time to deal with only one task at a time and almost everyone is expected to possess the skill of multitasking in the workplace. Multitasking skills are, generally, considered the deciding factor between leaders and followers. Multitasking skills help hospitality professionals in managing the time better, getting things done on time and finding some spare time for their own selves.

Here are some tips, especially for beginners, to help hone, the much in demand, multitasking skills:

## CREATE A TO-DO LIST

Creating a to-do list, perhaps a day in advance helps in organising your activities and list of tasks that need to be completed. It helps you stay alert and remember the important tasks before the looming deadlines set in. Make sure you keep your list somewhere that's visible to you most of the times.

## SETTING CRITICAL, URGENT AND NORMAL PRIORITIES IN PLACE

Success and prioritising often go hand-in-hand. Most successful hospitality professionals – both managers and staff – know how much time to allocate to which task and setting critical, urgent and normal priorities which boosts their workcycle and helps in maintaining a good work-life balance.

## WORK ON SIMILAR TASKS

One way to easily switch between activities is to choose to work on similar tasks or activities that are related to each other. If these are completely unrelated to each other, then you risk losing focus, damaging your memory and productivity and wasting time. The more similar the tasks are, the easier it will be for you to shift your focus between them.

## AVOID DISTRACTIONS

Interruptions can easily mess with your schedule, and therefore, it's important to perhaps turn off smart phone notifications or execute important tasks first thing in the morning.

## TAKE A BREAK TO REVIEW

Multitasking can seriously affect your memory. The problem is that effectiveness relies on your memory skills and how much information you can take in. If you must go over some important documents during a busy day; it's a good idea to review it with fresh eyes later. This way you have greater chance to spot any mistakes you have done and make sure you understand what it said.

## DELEGATE YOUR TASKS

Delegating doesn't mean that you are incapable of carrying out a task. On the contrary, it means that you know your capabilities and boundaries, and you are willing to share the workload and follow-up on delegated tasks is a tool to do that. Delegation also empowers teams and creates a sense of responsibility and confidence in the members besides identifying them for the next level up the ladder.

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One way to easily switch between activities is to choose to work on similar tasks

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## PLAN AHEAD

**'A true Hospitality professional must remember that the key to the success in this industry is 'Tomorrow's task today and today's task yesterday'.** For better performance, it's a good idea to start with the most demanding tasks first. Then fill in the gaps with shorter, well-defined or self-contained tasks. Just make sure to allow extra time to work on the activity and make plans on how to resolve other issues that require your attention. With extreme pressure on time and completing multiple tasks at once, a person is forced to multitask in the hospitality industry, in order to save time. Most jobs require managers and employees to balance competing demands for their time and energy, and employers expect the employees, especially managers, to be able to handle multiple priorities. Hence, we all need to begin polishing our multitasking skills to the finest.

*(The views expressed above are the authors' personal views.)*

# Money matters for hospitality

To initiate a business in the hospitality sector is no piece of cake. Hoteliers share the role of finance for greenfield or brownfield hotel/restaurant projects in India and the way forward for business.

**Kanchan Nath**



**DVS Somaraju**

**DVS Somaraju**  
Hony Treasurer  
FHRAI

### BUSINESS SCENARIO

It's not very difficult to get a loan/finance for greenfield project for a hotel/restaurant, almost all the banks are offering. If the promoters have a good background, the principal rate of interest might be little high. Once the ratings improve, we always can renegotiate with banks for better rate of interest.

But, entrepreneurs should keep in mind the increase in operational expenditure. They also must keep in mind to ensure placing the property with a correct pricing, due to the high competition online and offline present situation is not that easy, but if they maintain standards, the market will always receive them well.

### WAY FORWARD

The Government needs to support and give



incentives like interest subsidy, reduction on property taxes, and also power bill, and also liquor license fees (in few states its very high) which are becoming major expenditure in our industry. The government should support single window system for all the licenses (which few states are doing).

“  
Entrepreneurs should keep in mind the increase  
in operational expenditure  
”



**Vineet Taing**  
 EC Member  
 FHRAI

**BUSINESS SCENARIO**

Hotel & restaurant industry in India has witnessed a decent annualised growth rate in the last decade. Increasing interest for dine out and takeaway has played an instrumental role to foster restaurant business and bring this industry in the spotlight for emerging entrepreneurs and financial institutions alike.

**WAY FORWARD**

If we look at it closely, there are 50+ startup schemes initiated by the Indian government that make raising capital a relatively easier task as compared to the scenario a few years ago. Based on the type of restaurant and requirement of capital for the same, short-term and long-term loans with lower interest rates can be obtained through banks as well.

Banks can lend up to INR 10 million without requiring collateral security under the Credit Guarantee Fund for Micro and Small Enterprises Scheme. This carries a lot of potential for



**Vineet Taing**

entrepreneurs planning to start standalone greenfield projects. While banks and other financial schemes are quite reliable to set the restaurant business off the ground, VC funding is another crucial cog in the wheel which can help with the upfront capital acquisition. With a burgeoning interest of people to dine out, venture capitalists have recognised the massive potential and see it as their new 'investment interest'.



There are 50+ startup schemes initiated by the Indian Govt. that make raising capital relatively easier









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# Enroute ‘Swadesh Darshan’

Regional Presidents share how hoteliers can help fulfill PM’s dream to travel to at least 15 different destinations in the next three years. They also highlight and identify 15 such destinations in their respective regions.

**Kanchan Nath**



**Gurbaxish Singh Kohli**  
President  
HRAWI

### INSTILLING A SENSE OF PRIDE

We need to create awareness among our people that unless you have pride in your own destinations, you won’t be able to convince others how important they are. The government needs to lower taxes to encourage more domestic travel. The PM mentioned that people should visit Indian destinations even if there were no hotels or infrastructure there, as these visits would lead to better facilities. So, tourism here need not only hotel and restaurant development but also ancillaries like caravan, motorhome parks, log cabins,

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FHRAI congratulates the Govt for realising the potential of domestic tourism”

tents and providing and improving infrastructure for hiking trekking, etc.

### SOCIAL MEDIA INFLUENCE

Media and now social media play a very important part. There is another reason behind the spurt in domestic tourism: being marketed efficiently. For many years this was handled by central government bodies. They sold India, not any particular state or destination. A few years ago, some states started providing bigger budgets to their own departments of tourism.

The tourism ministry is already working on a master plan to develop 17 iconic tourism sites. **Western Region is filled with destinations being blessed with all kinds of terrain, mountains, seas, rivers, backwaters, plains, ghats, beaches, wildlife sanctuaries, UNESCO world Heritage sites and connectivity.**

Maharashtra, Gujarat, Goa, MP, Chhattisgarh, Union territories like Daman, Diu and Silvassa, the list is endless. One needs to improve on the existing and take hospitality and tourism seriously. FHRAI congratulates the Govt. for realising the potential of the domestic tourism and initiating to promote it holistically. We have offered full assistance and cooperation to the govt for the same.



**Pranav Singh**  
President  
HRAEI

### BASIC AMENITIES AT COMPETITIVE RATES

Hoteliers can focus on opening more budget hotels. These hotels must keep in mind budget travellers and offer basic amenities at a competitive rate. **The government of course must offer land at an affordable price to help build these hotels.** Also, there should be proper connectivity.

### UNTAPPED YET NOT REMOTE

In the list, I shall focus on relatively untapped destinations, but not

“  
Agartala can be a base to watch pre-historic hills, wildlife sanctuaries and palaces”

extremely remote. 1. Tawang (Arunachal Pradesh), a beautiful hill town with a historic monastery. 2. Kohima (Nagaland), is famous for its World War II cemetery and the annual Hornbill Festival. 3. Imphal (Manipur), imbued with rich Vaishnavite and the magnificent Loktak lake. 4. Agartala (Tripura) can be a base to watch pre-historic hills, wildlife sanctuaries and palaces. 6. Guwahati (Assam) can be a base to visit the Kamakhya temple and Kaziranga National Park. 7. Shillong’s (Meghalaya) parks, waterfalls, lakes and churches make it Scotland of the East. 8. Gangtok’s (Sikkim) monasteries, hills and lakes (Tsango) draw hundreds of thousands of tourists from India and abroad. 9. Pelling (Sikkim) is famous for its monastery, lake and views of Mt Kangchenjunga, the world’s third highest peak. 10. Sunderban Islands (West Bengal) have the majestic mangroves in the world’s largest delta. 11. Kolkata (West Bengal), the erstwhile British capital, has priceless vestiges of colonial heritage. 12. Bodhgaya (Bihar) was graced by Buddha, the Light of Asia. 13. Puri (Odisha) is the temple city by the Bay of Bengal. 14. Gopalpur-on-sea (Odisha) is close to Chilika, the largest lagoon in the world. 15. Ranchi (Jharkhand) is surrounded by waterfalls and forests.





**K. Syama Raju**  
President  
SIHRA

**SCOPE TO IMPROVE TOURISM**

It was indeed a moment to be noted when the Prime Minister in his Independence Day speech this year, urged Indians to visit at least 15 different destinations in India by 2022, the idea being that it would boost tourism. The Prime Minister also said that there was a huge scope to improve tourism.

Our country is blessed with an abundance of natural beauty and places of historical significance. In South India, we have a large number of heritage sites that are fairly well known such as the temples of Mahabalipuram in Tamil Nadu, the monuments of Hampi in Karnataka, the famous Golkonda fort and places of scenic beauty such as the tea gardens and backwaters of Kerala. These places will continue to attract both domestic and international tourists.

**OFF THE BEATEN TRACK**

We must also consider the places which are off the beaten track and also great destinations to visit such as the beaches of north Karnataka and the hills of Shivgiri and Coorg,

Wayanad and Kannur in Kerala, Lepakshi in Andhra Pradesh which has beautiful temples as also Araku Valley near Vishakapatnam and the Thousand Pillar temple near Warangal in Telengana. These are some of the destinations that need to be developed and hoteliers can help do this. It goes without saying that the infrastructure also has to be developed as very often it is the last mile connectivity that creates a hindrance. Tourists would want to stay a few days and explore the area and unless there is good accommodation and an acceptable level of facilities, these places will not attract the visitors it should.

Today to reach many of these places involves travel to a large town either by rail or air and then onto the destination by road. Therefore, the air and rail travel routes must be in place and the roads to the destination must be well developed and maintained. All too often there are no hotels that one can stay in and

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**The beaches of north Karnataka and the hills of Shivgiri and Coorg, are offbeat spots**”

necessitate travel back to the nearest city to spend the night.

**Hoteliers must also work with the local communities to develop the destination;** this will help generate employment for the locals and also make them feel responsible for the places of interest in that area. This would result in a win-win situation for all.



**Surendra Kumar Jaiswal**  
President  
HRANI

**STRONG DESTINATION PROMOTION NEEDED**

India is one of the most attractive destinations that gets visitors from all over the world. Endowed with diverse topography, climatic conditions, and cultural beliefs, North India’s dominant geographical features include the Himalayas to its north, the Thar Desert to its west and the Indo-Gangetic plains that span the states of Punjab, Haryana and Uttar Pradesh. The region boasts of some of the largest glaciers, sub-tropical forests, wildlife reserves and archaeological treasures.

**Strong marketing and promotion of destination including culture and cuisine should be highlighted and promoted by the industry.** Economic growth, price competitive offerings, infrastructure development and the emergence of new destinations besides niche

“  
**Auli, Almora & Tehri in Uttarakhand; Spiti, Kasol & Kaza in Himachal Pradesh**”

tourism products will continue to drive the growth of the industry in future.

**WIDE RANGE TO CHOOSE FROM**

In North India, history blends beautifully with culture and religion and there are many famous tourism destinations which a traveller would love to visit. Some of them are Varanasi, Agra, Mathura, Vrindavan, Allahabad, Ayodhya, Lucknow including Sarnath and Orchha in Uttar Pradesh; Auli, Nainital, Almora and Tehri including Chardham in Uttarakhand; Shimla, Kullu and Manali apart from Spiti, Kasol and Kaza in Himachal Pradesh; Jaipur, Udaipur, Jaisalmer and Kumbalgarh in Rajasthan, Amritsar, Anandpur Sahab and Faridkot in Punjab, Nubra valley; Hemis, Gulmargh in Jammu and Kashmir and also the beautiful Leh and Ladakh.

There is a need for the government and private sector to collaborate towards thematic development of these destinations. Accommodation is a base of tourism industry as it is a vital and fundamental part of tourism supply. Tourists in their travel require location where they can rest and revive during their travel. As a result, commercial accommodations, infrastructure such as good roads, air, rail and surface connectivity are the key areas to work upon and should be best. The hotels should be given soft loans for renovation. The state and central government should invite investments from the private sector and also address the matters of land costs and development, long-term financing, and liberal tax policy.

# A quaint

# Heritage

Nestled in the midst of a picturesque landscapes, the HRH Group has hotels that boast of impeccable heritage. In an interview, **Lakshyaraj Singh Mewar** of Udaipur, Executive Director, HRH Group, shares more.

**Kanchan Nath**



**Lakshyaraj Singh Mewar**

**Kindly tell us more about the legacy of the HRH group of hotels. What differentiates the hotels from competition?**

HRH Group is a leader in the heritage-hospitality segment, one of India's oldest palace-hotel chains headquartered in Udaipur, Rajasthan. Shiv Niwas Palace, Fateh Prakash Palace and Jagmandir Island Palace are iconic heritage hotels. Our guests experience the original heritage in the abode of kings. This is our USP. We offer 116 suites and 226 rooms in our heritage-hotels spread across Udaipur, Kumbhalgarh, Ranakpur, Gajner and Jaisalmer.

**Which of your hotels is doing the best and what is the reason for the same?**

We are a closely held family business, but I can

certainly share that our heritage grand palace-hotels are still sought-after by Indian and foreign clientele; we continue to win national and global awards every year.

Our hospitality is distinct, our facilities are best in class. We have encompassed a glorious track-record of over five decades. Every year, we do things better and differently.

**What are the challenges in converting palaces into hotels? Whom did you consult for the same?**

There are innumerable challenges in converting palaces into hotels. My illustrious grandfather Maharana Bhagwat Singh and my father, Shriji Arvind Singh Mewar took on those challenges. The spirit of the palaces has been kept alive, preserved and made contemporary. It is a continuous challenge, and a work in progress. Some of the finest designers, conservation architects from India and the world have been involved in building the group's exotic properties over the years.

“

We offer 116 suites & 226 rooms across Udaipur, Kumbhalgarh, Ranakpur, Gajner and Jaisalmer

”





### What has been your branding and marketing strategy?

Our marketing and branding are built around our USP: 'Experience the Original in the Abode of Kings'. We reach out to our B2B clientele through global and Indian travel marts, where the HRH Group has been active, and gain leads to work with the best in the industry.

### What are the Average Room Rates (ARRs) and average occupancy that you are experiencing at present?

I can say that each passing year sees us grow in confidence and numbers. We look forward to doing better this year with all travel segments. We hope to maintain our leadership status as the most preferred destination for regal weddings, corporate and glamorous events.

### What are the sustainable practices that your hotels are following?

Over the decades our air-water anti-pollution measures have been in place; a huge water recycling

plant, major thrust on power safety and efficiency are functioning well. Electric carts are in use at The City Palace, Udaipur. Large teams of professionals are engaged in ensuring that our sustainability policies reap rich dividends.

### How technology savvy are the hotels?

For our size, we are far too techno-savvy! And have been so since the 1960s. In our hotel operations, sales and marketing, HR and finance, our computerisation has been complete and comprehensive. Palace Suites and rooms offer the best in class technology; it is an incredible mix of the old-world charm in the world of technology.

### How do you see the present status of the Indian hospitality sector?

We need coordinated thinking and action at the global-Indian-and-regional levels. Our industry is growing; travel and tourism have all solutions which the world is looking for.





# Wireless technology, the need of the hour

**Tej Kumar**, Director- Sales, Cosmitech, shares on how technology has evolved the hospitality space and upcoming trends and the company's plans for the next five years.



**Tej Kumar**

## Kindly share the USP of your company? What kind of growth have you had in the last five years? Targets for 2019?

Cosmitech's service offering has always been tailor-made to meet the customer's ever-changing requirements. Our offerings such as managed services, operational leasing, managed wireless solutions, voice over IP and video conferencing solutions, makes us a complete managed IT infrastructure solutions company. We have been growing at the rate of 20-25 per cent year-on-year and also increasing our footprint across India. This year as well we are maintaining a similar growth rate.

## What are the new trends in terms of technology?

Wi-Fi is hands-down, the most desired amenity of business travellers today. Faster wireless

technology is the need of the hour, customers are too demanding, and entertainment today has moved from satellite to on-demand digital medium driven by Hi-Speed Internet. We see a future where a guest can watch their favourite digital content on platforms such as Netflix, Amazon Prime Jio, etc., so existing wireless infrastructure needs to be revamped and be ready to meet the present and the future demands.

## Elaborate on the new offerings.

Merely offering a Wi-Fi isn't going to garner any five star reviews for hotels. Guests now demand strong, reliable Wi-Fi that won't disappoint them with the endless wheel of buffering or dropped connections. We have wireless networking solution form EnGenius, which serves the hospitality industry with flexible, reliable indoor, in-room and outdoor network solutions. It provides high-capacity Wi-Fi throughout the property. EnGenius' products employ peak performing wireless 11ac Wave2 and now Wi-Fi 6 technology to support the demands of busy hotels and restaurants. Upgrading networks from older, slower technology to 11ac future-proofs it for the next five years. It adds 11ac wireless coverage and increase network capacity in restaurants, conference rooms and in pool areas.

“ **COSMITECH** EnGenius®

Existing wireless infrastructure needs to be revamped to meet the present and the future demands ”



# The 'link' to appetising dryfruits

**Shailesh Kharawala**, Owner, Kharawala Products, on how a couple of restaurants/hotels have adopted the e-procurement mode. He also elucidates on the product offerings.

## EVOLVING WITH E-PROCUREMENTS

Most of the restaurants or hotels today operate on the tender system. E-procurements is a good measure to be applied.

## POPULAR DRY FRUITS

Restaurants/hotels use dryfruits as ingredients. Hence, the most popular nut they use are cashewnuts. Apart from the same, they prefer a lot of almonds, pistachios, raisins and walnuts in their desserts (as ingredients or dressing).

## NEW PRODUCTS IN THE PIPELINE

Started with just Indian raisins, we have now more

than 30 products. Our products include dryfruits: Nuts such as almond, cashews, pistachios, walnuts, hazelnuts, pecannuts, pinenuts and macadamia. Berries such as apricots, figs, cranberries, blueberries, kiwi. Seeds like pumpkin, chia seed and sunflower seeds. We are now adding more of dried fruits like cranberries, pineapple for customers.



The most popular dryfruit the restaurants use as their ingredients are cashewnuts





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# 2019 going good so far...

Kanchan Nath

The hospitality segment has witnessed mixed figures for the year due to many factors. In our feature, we bring you mid-year analysis from prominent hoteliers who talk about how the industry has been faring since the beginning of 2019.



Jean-Michel Cassé

**Jean-Michel Cassé**  
Chief Operating Officer (COO) – India & South Asia  
Accor

## POSITIVE BEGINNING

For Accor, the initial months showcased a brilliant growth and overall witnessed strong demand in Jan-Feb which worked in our favour. H1 performance was higher than last year by 13 per cent in line to budget in terms of room revenue, but slightly below budget for food and beverage because of the MICE segment. Having said that, in H1 most cities recorded double digit growth with high MICE demand, weddings and corporate movement. Most of our hotels in constraint markets witnessed strong rate increases as well during this period.

## 2019 VIS-A-VIE 2018

At Accor the Q1 was higher to last year by 16 per cent and Q2 higher to last year by 10 per cent. Our hotels in Mumbai recorded around 80 per cent occupancy with almost 12-15 per cent rate increase. Delhi NCR hotels were at around 75 per cent with

double digit ADR growths. Bengaluru hotels recorded maximum occupancy growth with almost 20 per cent rate growth. Goa had a soft Q1 with under 5 per cent RevPAR growth.

## INDIAN HOSPITALITY OUTLOOK

The hospitality industry saw a mixed response due to multiple reasons. Due to the shutdown of Jet Airways and grounding of Boeing Max aircrafts, the industry had to deal with 30 per cent less seats. This specific number is important as it has increased the load on other aviation players as bringing back the missing percentage will take no less than 18 months. This increase in load has resulted in a situation where air traffic has increased between 15 to 60 per cent in some cases. This range is alarming as it has severely affected the travel and in return the complete travel and tourism industry. When such crisis hit, the first cuts which are made in most of the companies are travel and meetings, hence, affecting the hospitality industry. Also, due to elections and multiple dry days, resulted in slowdown for the hotels. The industry also saw a decline in the MICE segment, as there was a decline in travel from the government and business employees as well.

“

In H1, most cities recorded double digit growth with high MICE demand, weddings and corporate movement”



**Rishi Puri**  
Senior VP, Operations and Development  
Lords Hotels and Resorts

**SLOW START, GAINED MOMENTUM**

2019 was a slow starter in terms of occupancies and growth of the Lords brand but then it stabilised and then picked phenomenal jet setter growth post the first quarter. The occupancies grew and so did the presence of the brand. We signed up new hotels, while ensuring existing did not suffer on the RevPAR index. The year by and large has been good, and we hope that the last four months of the year would see continued action as we enter a hectic frenzy of new launches.

**2019 VIS-A-VIE 2018**

The eight-month comparison January 18 to August 18 and same period in 2019 looks healthy with an across board occupancy of 79 per cent and last year we were at 71 per cent occupancy. The RevPAR route has ensured that our top lines have not only been met but exceeded, while we have scaled our efforts to work on bottom lines in interest of our stake and property holders. The ARR's have also seen a growth and have looked up, although it has been



marginal and this growth we believe has been due to increased domestic demand.

**INDIAN HOSPITALITY OUTLOOK**

The first eight months have been a slow starter for most of the hotel companies due to prolonged elections and the grounding of Jet Airways, causing last minute chaos and cancellations and expensive alternate flights. This was topped by the extreme summer season, which remains slow for most of the business destinations.



**Rishi Puri**



The ARR's have also seen a growth, we believe that has been due to increased domestic demand



**Sarbendra Sarkar**

**Sarbendra Sarkar**  
Managing Director & Founder  
Cygnett Hotels & Resorts

**GROWTH ALL THE WAY**

Cygnett is on a growth trajectory, which is evident from the way our hotels are performing to budgeted expectations. So far, we have achieved 92 per cent of the budgeted revenue by maintaining an ARR of INR 3000 with 65 per cent occupancy, despite the dip faced in July and August, in terms of corporate and MICE movements.

**2019 VIS-A-VIE 2018**

As compared to last year, we have witnessed an overall growth of 20 per cent on the back of six new property additions in our portfolio; if compared hotel to hotel, there is an average four per cent growth.

**INDIAN HOSPITALITY OUTLOOK**

The Indian hospitality industry outlook is a bit stagnant due to a slump in the economy, which led to reduced demands. In addition, unfavourable conditions have dampened market sentiments. I hope that the industry revives itself soon.



We have achieved 92 per cent of the budgeted revenue by maintaining an ARR of ₹3000





DESIGN

# Design that ins fo





pires

## otfalls



Amardeep Gulri

**Amardeep Gulri**, Founder and Principal, Deco-Arte, shares the prevailing trends in the interior design segment for hotels and restaurants.

### ROLE OF DESIGN SOLUTIONS

The hospitality industry is booming and must strike a balance between high-end luxury and top-notch functionality to create spaces that will benefit both the business owners and customers. Deco-Arte is a multi-disciplinary interior design firm with an exceptional skillset in strategy, design, and technology. We are for the new breed of hoteliers, who want to be the ultimate epitome of style, luxury, comfort, durability and functionality. Our multidisciplinary team brainstorm with clients and based on their specific requirements, creates a unique master plan that includes all aspects of the space along with detailed drafts of the floor plan, colour of the walls, accessories and style of the furniture along with 3D views.

### CURRENT TRENDS

Client's today appreciate exotic textures and personalised experiences and have developed a taste for exquisite materials. Now designers are turning into another era, natural textures and greenery. Restaurants are now incorporating eclectic elements, contrasting colours and vivid combinations around the space. Spaces have become more hospitable and welcoming by alternating layouts. With a rise in demand for more food transparency in restaurants, it should come as no surprise that live kitchen concepts are also on the rise.

### BEING UPDATED

The restaurant industry has really become very dynamic with a lot of new and young entrepreneurs entering the industry, therefore, making it very competitive for the older restaurants. Restaurants today need to be updated periodically so that clients can feel the change in space after few visits. The designing should have balance between a welcoming ambience and maximum seating capacity. If used correctly, adding plants to your restaurant space can bring life and a splash of colour. If you're going for an artistic and contemporary look, hanging artwork in your dining space is an excellent idea. For restaurants that offer ethnic cuisine, displaying photographs, handicrafts and paintings of famous landscapes and landmarks in that region is a great way to give the restaurant a sense of authenticity. Also, changing the lighting, adding a water feature, new tableware and menus can give any establishment a fresh look. Moreover, while refreshing restaurant space and updating the look, one should also take a peek at their uniforms, this will tie the whole concept together.

### FUTURE PLANS

We are currently working on a restaurant project named- Finch for their Delhi, Mumbai and Chandigarh branch. Along with this, we are working on a café incorporating Virtual-Reality(VR) gaming zone with some special effects using Augmented Reality(AR). Our company is targeting to complete over 1mn sqft. of space in the hospitality industry by 2024.

**Get in touch:** email: [contact@deco-arte.in](mailto:contact@deco-arte.in)/ website: [www.deco-arte.in](http://www.deco-arte.in)

Tornado Cafe Restro Bar  
- Project by Deco-Arte



# IHGF Delhi Fair Autumn'19 to spruce up opportunities

The iconic show, to be held at India Expo Centre & Mart, Delhi NCR, from October 16-20, 2019, is organised by the Export Promotion Council for Handicrafts.

IHGF Delhi Fair has been a show exclusively for sourcing for export, hence had been open to overseas buyers only for most part of its superb growth journey across 25 years. The show brings together over 3,000 select participants from all across India bringing in mesmerising hand-crafted goods in Furniture; Furnishings; Floor Coverings & Wall Tapestry; Kitchen, Table and Bath Accessories & Linen; Decoratives, Houseware & Tableware; Lamps & Lighting; Garden & Outdoor Accessories; Bar Accessories; Spa & Wellness products; Gifts & Festive Décor items and much more.

IHGF Delhi Fair is a proven platform to conduct business and source export quality lifestyle products that adorn the shelves of renowned global chains like, Hobby Lobby, IKEA, Marks & Spencer, Ralph Lauren, etc. and the Indian retail brands like Fab India, Flipkart, Pepperfry, Archies, etc. A key and comprehensive meeting ground for importers, wholesalers, retailers and professionals seeking the best of home, lifestyle, fashion and textiles across a spectrum of classic and

contemporary styles, this world's largest sourcing festival - IHGF Delhi Fair has seen 48 editions and garnered rave reviews from buyers, who turned out in large numbers from over 110 countries with impressive patronage from USA, Canada, Europe, Australia, South America, Middle East and Asia.

Being suppliers to world's leading brands and businesses, after a lot of hesitation these exclusive manufacturers have agreed to open their doors to select domestic volume buyers which now have an opportunity to source these world class products, right here in India. The world's biggest congregation of handcrafted products' exporters, this show has the reputation to pleasantly stun and surprise first time visitors, who thereafter never afford to miss this global sourcing extravaganza. Over 2000 products and more than 300 trend specific design developments across 14 display segments. Visitors to the fair also get access to the 900 permanent showrooms in the Mart, spaced out on four levels at the India Expo Centre. Theme Pavilions and regional representations as well as supporting events like trend forecasts, panel discussions, knowledge seminars, ramp presentations and awards make IHGF Delhi Fair, a multi-faceted and wholesome trade show for buyers as well as exhibitors. Email: [epchdomestic@epch.com](mailto:epchdomestic@epch.com); Web [www.epch.in](http://www.epch.in); Register at: [www.epch.in/focusindia](http://www.epch.in/focusindia).

“

The show brings over 3,000 select participants from across India bringing in hand-crafted goods

”



# Be spick and span with Pulizia

Being the sole women entrepreneur in the field of industrial and household hygiene & cleaning solutions, **Dipti Verma**, Co-Founder/CEO, Pulizia Industries, has made a mark in the industry. She shares the offerings of her product, while highlighting new trends.

## Kindly share the USP of your company? What kind of growth have you had in the last five years?

Pulizia with its trademark brand name Renslightet is a rapidly growing company, known for innovative & trendsetting Industrial and Household Hygiene & cleaning solution with corporate office in Mumbai (India) and plant in Vapi (Gujarat). We are committed to deliver customised quality products and excellent service to our esteemed customers at most economic cost. The business approach of Pulizia is steered by two principles; firstly 'adherence of most stringent quality control measures' and secondly 'following ethical and professional practices.'

Our USPs are:-

- Quality & cost-effective solutions
- Customised solutions & packaging
- Eco-friendly & non-hazardous solutions (most of the product's approved by FDA, India)
- Robust supply chain with pan India dealer network
- Hand holding and after sales service
- Flexible B2B and B2C sales module
- Audit of customer premises and training to housekeeping staff

## Define new trends.

In recent times, increase in awareness amongst the masses, demanding customers, advent of social media, hospitality industry has started considering cost of hygiene and cleaning solutions as an investment and not as expense. Hygiene and

cleaning have emerged as one of the factors supporting the branding.

## How has your journey been as the sole women entrepreneur in this field?

As I understand, the influx of more women into the workforce has led to significant economic growth and productivity. As a Co-founder of Pulizia, I want to bring quality and soft touch to the brand Renslightet, so that it will become people's organisation.

## Elaborate on the new offerings for the hospitality industry.

In new offerings, beside institutional pack sizes (5 Litre & above), to meet the small establishments, now we have launched small packs also. Some of our new products are Rock Clean for Construction Industry, Glass Cleaner Prime for Hard Water Stain Removing, Industrial Cleaner – Degreaser and Hand Wash. Currently, we cater to our esteemed customers in 18 states through our channel partners. In future, beside increasing our footprint in other states, we shall be available in UAE, Saudi Arabia and other GCC countries.



Dipti Verma

“

We are committed to deliver customised quality products at most competitive prices

”





## 2<sup>nd</sup> EDITION OF IHE WITNESSES 650 EXHIBITORS

The four-day one-of-kind hospitality event, India International Hospitality Expo (IHE) held from August 7-10, at India Expo Centre & Mart, Greater Noida Expressway showcased a powerful networking forum through an astounding line up of trade discussions, knowledge sessions, gastronomic demonstrations, master classes, awards night and more.

This year, the event has successfully surpassed its maiden event last year by hosting more than 650 exhibitors from world over into the broad categories of: Food & Kitchen Equipment; Food & Beverage; Furniture, Furnishing, Lifestyle & Décor; Technology; and Design & Architecture. Global brands also launched their latest products as part of IHE platform.

Chef Manjit Gill, President IFCA; Chef Devender Kumar, President, ICF; Sunil Sethi, President, FDCI; Hari Dadoo, Fair President and Hemant Sud, Chairman, Delhi Chapter IICD contributed immensely for making IHE a bigger and successful event by being an integral part of the most expansive hospitality platform, stimulating knowledge sessions on all four days. With support from top industry bodies like Indian Angel Network HOTREMAI, ARCHII, PPF, HPMF, AWSOME, FSAI, AIFPA, GHTP, ICF, IFCA, PHA and FSSAI, the show saw a new culinary height this year.

IHE had a robust conference programme with top hospitality professionals as speakers like Himmat Anand, Founder, Tree of Life Resorts; Anil Chadha, VP, operation ITC Hotels; Priya Paul, Chairperson Park Hotels; Ajay Bakaya, MD, Sarovar Hotels and Rattan Keswani, Joint Managing Director, Lemon Tree Hotels, and Sunjae Sharma, VP Ops India for Hyatt. A series of masterclasses by world-renowned chefs from India and abroad like Asma Khan, Hemant Oberoi, Manjit Gill, Devendra Kumar, Willi Willson, KN Vinod, Ranveer Brar and Gunjan Goela; wine sommelier training by a renowned Italian sommelier Luca Carmignani; a hospitality-inspired fashion show and an FSSAI conclave on Food Safety - IHE' 19 were the high points of the event.

**Rakesh Kumar**, Chairman IEML and Director General, EPCH, shared his thoughts on the last day of the event, "IHE 2019 concluded on a very satisfactory note. We had over 22,000 visitors from all parts of the country. We were thrilled to see the response from overseas. IHE 2019 was an impactful platform for all the hospitality stakeholders to come, network and rub shoulders with the very best in the industry.

**The attraction of this year was organic food from Northeast along with cuisine from international countries. A lot of new products like tea, nuts, garlic, spices, organic rice and a lot of gluten-free products from the Northeast regions, hilly states and other remote areas were exhibited at the IHE 2019.** The expo emphasised on Himachal Pradesh being the 'Focus State' with a number of events being organised by the Tourism Department of the Government of Himachal Pradesh and Himachal Tourism Development Corporation. **Hari Dadoo**, President of the fair, said, "IHE 2019 attracted over 25,000 business visitors."





# IHCL JOINS HANDS WITH LES ROCHEs ON SKILLS



The Indian Hotels Company Limited (IHCL), South Asia’s largest hospitality company and Swiss institution Les Roches Global Hospitality Education, are joining forces to address the prevalent skills gap and prepare the next generation of leaders to support the growth of the travel and tourism industry in India.

“We look back on a long-standing presence in India and are thrilled to associate Les Roches’ Swiss model of education with IHCL, developing the necessary skills and promoting the career opportunities in the hospitality industry,” commented **Christine Demen Meier**, Managing Director, Les Roches. A dedicated initiative titled **'The next General Manager of India'** aimed

at young hospitality professionals, will award one full scholarship to study at Les Roches’ MBA in Global Hospitality Management programme in Switzerland, followed by a fast track development programme at an IHCL hotel. Additionally, Les Roches will offer 50 per cent scholarships to five runners up.

Shortlisted applicants who meet the programme’s admission requirements will submit a business case and compete at a final selection event in Mumbai. “The partnership with Les Roches is one such significant step in creating global leaders of tomorrow,” said **Puneet Chhatwal**, MD and CEO , IHCL.



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## ONE-STOP FOR LUXURY

◆ World Bazaar is bringing high-end outdoor bar and dining furniture by SaVeri. With this collection, expect to witness a complete range of bar, poolside and dining room essential movables that will please your mind. German furniture brand, SaVeri is known for its premium quality and craftsmanship. Their range is made up of cement, granite and sand, strengthened with the natural fiber Ramie. Using these materials, SaVeri creates simple, functional, yet breathtaking furniture pieces. World Bazaar, India's one-stop destination for luxury furniture has over a decade long association with SaVeri. They make sure Indians bring home the best of the world with their hand-picked selection of pieces.



## A CRIMSON CANVAS

◆ Indus has launched the Crimson Colour Furniture Collection. The collection consists of dining chairs, sofa sets, dining table, love seats and outdoor chairs. Each piece has its exclusivity in the production and design. For instance, Bloom Chair is a beautiful chair in Red, which can be used in interior as well as exterior settings. Handmade from microfiber, Bloom Chair is stitched over a resin top with a steel base.

The chair is inspired by the graceful blossom of a flower, which is sculpted by hundreds of fine running stitches creating a subtle textural feel. Whereas other products have its own product story that makes the product exclusive and innovative in design with its functionality.



## SMART LIGHTING

◆ The recent addition to the house of The Whitteak Company is the introduction of Smart LED Chandeliers at all across their stores in India as well as on online portal. The USP of the collection is the 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. It also let you to choose any shade between warm white and cool white and supports brightness control from 10 to 100 per cent. All this is possible on the fingertip by using the Svarochi smartphone App, which is free to download, and supported by the company.





## STYLISH SPACES



◆ Antica Ceramica has launched 'Wood Stone Collection' in the Indian market, that will make a significant difference in the appearance and finishing of spaces with stylish and distinctive flair. The collection is an innovative digital method for the decoration of ceramic surfaces which allows combination of any natural texture with the ceramic qualities of Baldocer products. Each single piece of this range represents great care in order to offer a product of high quality.



## MUNCH HEALTHY

◆ Gaia Sport Almond and Raisin granola bar is a multi-nutrient bar which is wholesome, gluten free and ideal to be carried on-the go. Its healthy ingredients like raisins almonds, honey, glucose, oats, rice crispies along with many other make it nutritious and energising. The delicious chocolate coating makes it a tasty snack anywhere. Gaia Sport Almond & Raisin Granola Bar is available in 30g pack.

## CONTEMPORARY HEARTH



◆ Ottimo, has brought to India new kitchens from the Contempora Collection by Aster Cucine. Designed by the immensely talented Lorenzo Granocchia, these linear kitchens make an impression not just with their stunning looks, but unparalleled functionality and ease of use. At the same time, the collection pays homage to natural materials with a pledge to sustainability. Distinguished by clean lines, appliances can be seamlessly integrated to any room.



## DECORATIVE FESTIVITIES

◆ Lighting up your festive season even more, Danube Home has introduced a classic range of chandeliers. Giving a royal look to your place, from antique to fancy, the range includes a variety of chandeliers showcasing some incredible intricate designs.





# Over 30 countries to participate@SIAL

The 2<sup>nd</sup> Edition of SIAL in India will be held at Pragati Maidan in Delhi from September 19-21, 2019. It shall focus on the Northeast region.



The second edition of SIAL in India is expected to witness over 300 exhibitors from over 30 countries like from China, France, Indonesia, Italy, Portugal, Russia, South Korea, Canada, Spain, Switzerland, Turkey, UK, USA. Meghalaya is the Partner State in SIAL India, with special focus on Northeast market.

With an aim to boost growth in the food processing sector, SIAL- International exhibition for food and beverages is all set with its second edition in India.

The three-day exhibition being brought by Comexposium and Inter Ads Exhibitions, will be held at Pragati Maidan in Delhi, between September 19-21.

Ministry of Micro, Small & Medium Enterprises and few associations like Forum of Indian Food Importers, Indian Federation of Culinary association, Hospitality Purchase Managers Forum etc. will also be participating in the exhibition.

India's USD 600 Billion Food processing industry is expected to grow three-fold by 2020. Recognising the innovation in food and beverage industry, SIAL- the world's biggest food exhibition is all set to host the first edition of SIAL Innovation Awards in India. The initiative is a unique celebration of innovative food and beverage products from across the globe.

By bringing SIAL Innovation in India for the first time, SIAL aims to bring new and innovative food products in the market. In the ever-growing food market, the initiative will also help companies in introducing new trends, helping to launch products in new territories, solving diversity, quality and safety issues.

**Rajan Sharma**, Managing Director, Interads Exhibitions & Organiser SIAL India, said, "SIAL Innovation is one such platform which offers new and innovative products to the world. It is first time in India that a range of international innovative products will compete under one roof."

**Adeline Vancauwelaert**, Director, SIAL Paris, said, "We are honoured to bring SIAL to the Indian market. The Indian food processing industry has tremendous growth possibilities and it makes it a lucrative market to explore. SIAL Innovation is one-of-its-kind platform to showcase the great variety of food products at the international level."

“

India's USD 600 Billion food processing industry is expected to grow three-fold by 2020

”



# DELHI TO SIP 'TEA' AT THIS JUNCTION



Tea Junction, the quick service restaurant chain and one of the oldest organised Tea chains from Ambuja Neotia Group, has launched its first outlet in Select City Walk, Saket, New Delhi and a 50<sup>th</sup> nationally. Inspired by the flavours of Kolkata and the Colonial era, Tea Junction offers multiple food and beverage options to cater to all age groups. The new menu offers more than 15 varieties of hot, warm and cold tea-based beverages. While there are best

sellers such as a Ginger *chai* and Kesariya *chai*, which appeals to all age groups, there are more contemporary options such as Bubble Tea which would appeal to millennials.

To add further, tea that is served in '*mitti khullad*', adds to the traditional touch to the overall tea drinking experience. Tea Junction has also become one of the largest players providing experiential Bubble Tea to its consumers across its outlets, which is gradually proving to be a great success.

The food menu includes a range of breakfast items, snacks, desserts, meal bowls and accompaniments. With all its product ranges across Food and Beverage, Tea Junction brings local Kolkata delicacies such as Lebu Cha, Dimer Devil and Baked *Roshogulla*, which are proving instant delight for its consumers.

**Parthiv Neotia**, Director, Tea Junction, said, "We are happy to set our footprints for the first time in the Northern market with our 50<sup>th</sup> outlet of Tea Junction – that offer '*Kulhad Wali Chai*' along with lip smacking accompaniments. Having established a strong footprint in Eastern India, the company plans aggressive expansion in northern and eastern India.

Essentially, as per our plan, we shall have more than 80 outlets in this fiscal across North and East. We are sure that the array of food and beverages would keep up with consumer's delight quotient."

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# Experience the 'Goldstone' moment

**Sandeep Singh**, Managing Director, Goldstone Hotels and Resorts, shares expansion plans and hospitality trends.



**Sandeep Singh**

## What is the USP of your hotel group?

Goldstone hotels is a young boutique hospitality management company launched with a vision of creating the right connect between requirements and offerings. Emphasising more on quality than the quantity, the hotels feature extensive leisure and business traveller facilities and are renowned for their unique characters.

Working with some of the leading think tanks in the hospitality industry, as a hotel business, we focus on giving honest, exemplary service. Each hotel we have created, in some of the most exciting places in India, is a tribute to local architecture and cultural traditions. We believe that our success lies in our strength which is **Our Employees, Our Owners and Our Values**.

## What are your expansion plans?

In a short span of seven months, we have had a spectacular growth graph of acquiring seven properties, mostly at exotic destinations and spiritual destinations, which we feel is the need of the hour. We intend to grow at the same pace, but without compromising or overlooking the aspect of doing justice to each one of our properties. Currently, we

have properties at Dehradun, a hotel with a Spanish theme, Dhanaulti near Mussoorie, Nahan Palace at Nahan under our heritage flagship, Vrindavan, Amritsar and Vadodra and we would soon have our footprints in Allahabad, Patna, Deoghar, Ranchi, Ghaziabad, Allahabad, Goa and Chandigarh. Goldstone will launch its properties in Nepal, Thailand and Bangladesh soon.

## What kind of challenges do you face?

Challenges are a part of every business and the hospitality industry cannot be an exception. Whether you talk about skilled manpower, staff attrition, technological changes and regular innovation and moreover constant changing expectation of customers, to name a few. Apart from this political and security challenges add to the kitty. We feel it is very important to change with times to keep one sustainable and we at Goldstone believe in accepting them at the first place and resolving them in the most effective manner, which also becomes our experience for future.

## What kind of hospitality trends do you see for this year?

Today, experience and memories counts more for the travellers than just routine hotel stays. Exotic destinations, exclusive dining and conferencing options, dream wedding destinations, exotic cuisine choices are business opportunities in the coming times. Spiritual and medical tourism have also gained momentum in the country.



“

Goldstone will launch its properties in Nepal, Thailand and Bangladesh soon

”



# appointments



**JULIAN AYERS**

General Manager & Area Vice President for North India  
Hyatt Regency Delhi

★ Hyatt Regency Delhi has designated Julian Ayers as the General Manager and Area Vice President for North India. Dynamic and motivated, Ayers brings with him over twenty years of experience to the role. In his position at Hyatt Regency Delhi will include overseeing the day-to-day operations, sales and marketing activities whilst also managing future growth strategies across nine of Hyatt's properties. Before stepping into his role as a General Manager at Hyatt Regency Delhi, he was the General Manager at Alila Jabal Akhtar, Oman and the Regional Vice President at the Alila Hotels and Resorts, Middle East and India. In addition, he will take on the responsibility of Area Vice President of Hyatt, North India.



**TRIDIB GHOSH**

Vice President, Sales & Marketing  
The Orchid Hotels

★ The Orchid Hotels has recently appointed Tridib Ghosh as Vice President, Sales & Marketing. With over 25 years of experience in the hospitality industry, he aims at driving revenues, contribute towards brand development and marketing initiatives of Orchid Hotels with his competent nature and exceptional knowledge of sales and marketing. Prior to this, he has worked as a Vice President - Sales & Marketing with Pride Group of Hotels. His journey has been quite a rewarding and a successful one encompassing areas of developing national and international sales and marketing network, electronic distribution, hospitality marketing and development.



**SACHIN MYLAVARAPU**

General Manager  
JW Marriott Mussoorie Walnut Grove  
Resort & Spa

★ Sachin Mylavarapu has been appointed as the General Manager for JW Marriott Mussoorie Walnut Grove Resort & Spa. At Marriott International's first JW Marriott resort property in India, Mylavarapu will spearhead operations at JW Marriott Mussoorie Walnut Grove Resort & Spa, ensuring its growth and expansion through pioneering strategies. His core expertise lies in performance management and revenue management. Mylavarapu takes over his latest mandate as a progression from a Hotel Manager at The St. Regis in Mumbai.



**KANIKA HASRAT**

General Manager  
Taj City Centre Gurugram

★ Taj City Centre Gurugram has appointed Kanika Hasrat as the General Manager. Hasrat joins Taj City Centre Gurugram, after her last tenure with Vivanta New Delhi Dwarka as its General Manager where she helped the hotel become a market leader and position itself as the new Vivanta. Her expertise lies in improving overall guest satisfaction, bringing innovation in day to day tasks and driving the overall performance of the hotel. She opines that a General Manager's role is diverse and versatile.



**VAIBHAV SAGAR**

General Manager  
Radisson Hotel Agra

★ Vaibhav Sagar has been appointed as the General Manager of Radisson Hotel Agra. An adaptable and communicative hospitality leader with over 13 years of experience in hospitality & banking industry, Sagar is responsible for the team's elicit performance, culminating in fine guest experience and achieving the vision of the hotel. He is a seasoned sales and marketing professional with a proven track record. With more than 13 years work experience, he has worked across banking and hospitality sectors.

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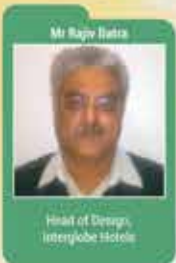
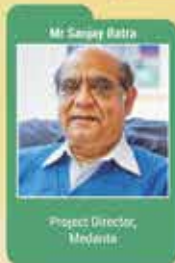
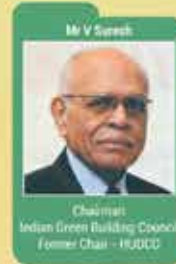
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- + Representatives from Tourism Department
- + Developers and Builders
- + Hospitality Consultants
- + Architects, Project Management & Service Consultants
- + Sustainability Consultants



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