

HOTELS & RESTAURANTS INDIA fhrai magazine

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A MONTHLY ON HOSPITALITY TRADE
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for
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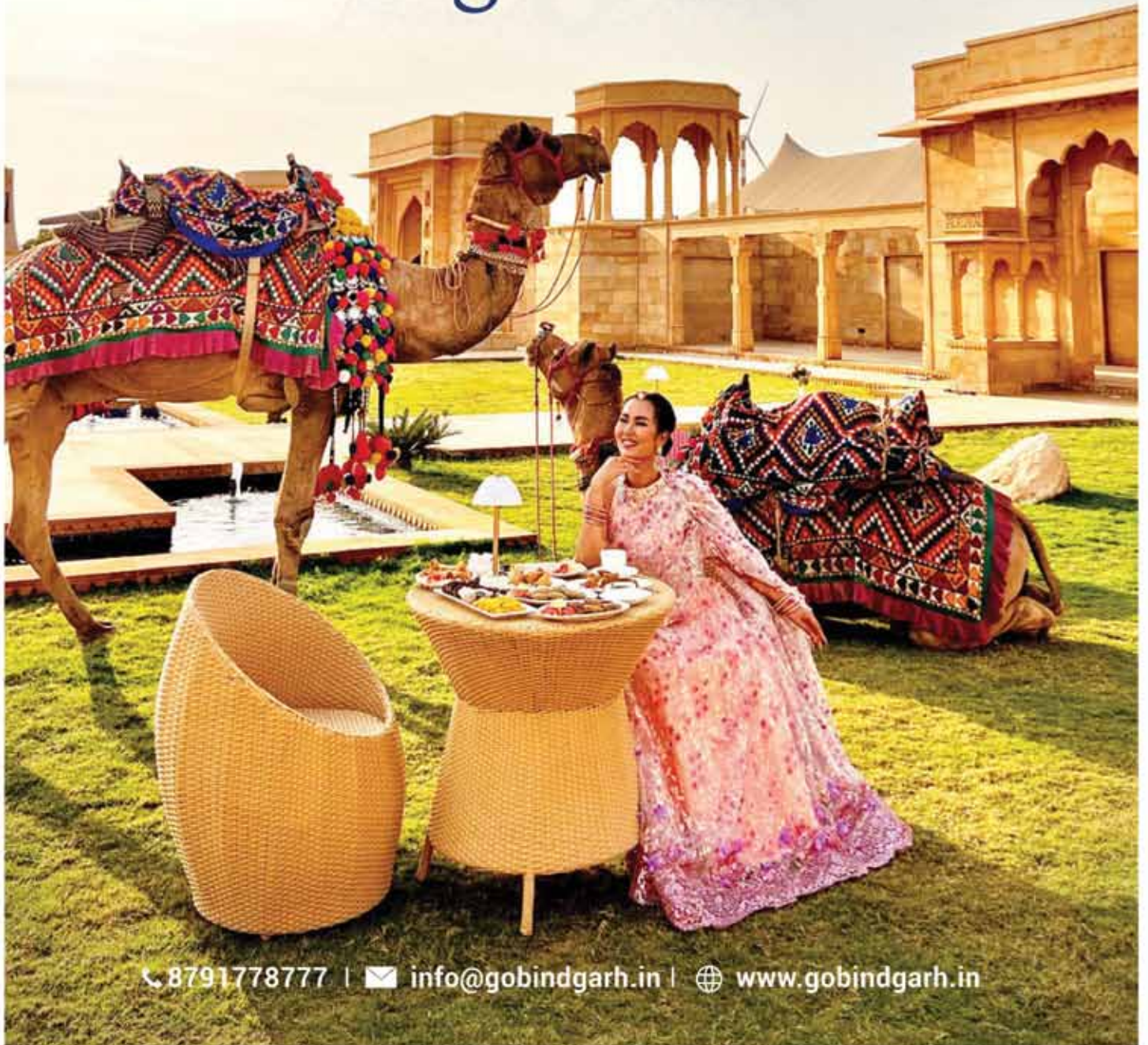
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Dear FHRAI Members,

I extend warm greetings to each of you and hope this message finds you in good health and high spirits. As we reflect upon the past month, it brings me immense pride to share the collective achievements and endeavours of the FHRAI.

• **Goa State Pollution Control Board order:** Our collective efforts have been directed towards addressing the concerns stemming from the recent retrofitting order by the Goa State Pollution Control Board (SPCB). This order, mandating the installation of Emission Control Devices on operational DG sets, has presented challenges to businesses, particularly in Goa's unique circumstances. We have highlighted the uniform mandate challenges, issues with RECDs implementation, and urged the Ministry of Environment, Forest & Climate Change (MoEFCC) to reconsider, withdraw, and suspend the order until a viable alternative aligning with CPCB 4 plus norms is introduced.

• **Meeting with MoEFCC:** On 24 November 2023, a FHRAI delegation, including **Pradeep Shetty** and **Chetan Mehta**, had a constructive meeting with **Dr. Prashant Gargava**, Director, CP Division, MoEFCC in New Delhi. The focus was on addressing concerns about RECD on DG sets mandated by the Goa SPCB. We highlighted the challenges faced by Goa's hospitality industry, and Dr. Gargava expressed support, pledging to seek clarification and discuss relief measures, including phased implementation.

• **Issues with GST for accommodation and food services:** While acknowledging and appreciating the positive changes brought about by Notification No. 11/2017-Central Tax (Rate) dated 28 June 2017 and subsequent amendments, we wish to draw attention to challenges arising post these notifications. The transition from the concept of "declared tariff" to the "value of supply" has resulted in confusion and disputes across the industry. Key concerns, include practical challenges in determining GST rates, varied interpretations leading to prosecution, and operational difficulties affecting the industry. We earnestly request regularisation, no immediate action during consideration, and the implementation of a flat 5 per cent GST rate on all restaurant services.

• **PPL's registration application:** On behalf of FHRAI members, we express our gratitude for the opportunity to provide comments on PPL's application for registration as a copyright society. Concerns have been raised regarding PPL conducting copyright business without valid registration, causing hardships to hotels, and the need for a single copyright society per class of work to avoid confusion and ensure the Ease of Doing Business.

As we stand at the threshold of a New Year, FHRAI extends heartfelt wishes to each member for a prosperous and successful 2024. Your unwavering support remains the cornerstone of our collective strength, enabling us to navigate challenges and work towards a vibrant and sustainable future for the Indian hospitality industry.

With best regards,
Sudesh Poddar
President, FHRAI



Sudesh Poddar
President,
FHRAI

“

We have highlighted the uniform mandate challenges, issues with RECDs implementation, and urged MoEFCC to reconsider, withdraw, and suspend the order until a viable alternative aligning with CPCB 4 plus norms is introduced

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Unlocking limitless possibilities

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THE FEDERATION OF HOTEL & RESTAURANT ASSOCIATIONS OF INDIA

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GST ISSUES: FHRAI SEEKS URGENT GOVT ACTION

FHRAI has written to **Nirmala Sitharaman**, Union Finance Minister flagging anomalies in GST regulations, specifically the shift from declared tariff to value of supply in Heading 9963 (Accommodation, food and beverage services).

Federation raises concern over the shift from declared tariff to value of supply in GST regulations pertaining to accommodation and F&B services.

FHRAI stated in the letter written to Sitharaman, "In GST amendments, declared tariff lost its significance in determining whether a supply of accommodation services is exempt or not or in determining the rate of tax applicable to such services. Consequently, the definition of declared tariff was omitted. Therefore, the transaction value as value of supply took precedence for determining the rate of GST. Thus, with effect from 27 July 2018, GST on hotel room tariff was determined based on the value of supply, that means on the



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Declared tariff lost its significance in determining whether a supply of accommodation services is exempt or not

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restaurants bills for the same items can be different on different days and it would lead to confusion and mistrust and finally to reduced footfalls.”

FHRAI added, “The GST is a tax levied by the government on service providers on certain service transactions but is actually borne by the customers. The service provider pays the tax and recovers it from the customer. In the current scenario, no higher tax has been recovered from the consumer. Credit of input tax charged on goods and services used in supplying the service has not been taken and regular GST returns have been filed as such. If the affected hoteliers are made to pay arrears, the government should also consider the encumbrance of making good the benefit of ITC that would have been available to the service provider.”

The Federation urged the government to regularise payment of GST during the past period on an “as is basis” which has a precedent in other services. It further stated in the letter, “To avoid many problems, a flat rate of GST of 5 per cent on restaurant services irrespective of location and facilities, among others is requested. The lower cost to consumers will increase footfalls and increase turnover with a cascading effect on increased taxes and resultant increased income to the government.” □

value actually charged in the invoice, not on the declared value. This has led to confusion and disputes over the classification of restaurants leading to divergent business practices and resultant repercussions. The confusion includes the impact on Input Tax Credit (ITC), the validity of the rate of tax without ITC, among other issues.”

Federation further pointed out in the letter, “The dichotomy on the understanding of the determinant of GST rate for hotel accommodation or restaurants in premises providing ‘hotel accommodation services’ could be interpreted differently or divergently. Room rates are market-driven and there are multiple changes in tariffs, sometimes daily and even many

times during the day, and time frame for applicability of a rate are variable with no set cycle. Determining the room rate to fix the tax rate on restaurant service is practically unfeasible. If the determinant of

FHRAI urged the government to regularise payment of GST during the past period on an “as is basis”

GST for restaurants is linked to the cost of hotel accommodation it would be an operational nightmare to manage returns (reversal and availment of the ITC on the goods and capital goods, among others). Further customers would be surprised that



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UNREGISTERED AGENCIES DEMANDING ROYALTIES FROM HOTELS

FHRAI expresses concern over entities such as PPL & Novex engaging in copyright-related activities without proper registration & regulatory approval.

The FHRAI has written to **Prof. (Dr.) Unnat P Pandit** stating that entities such as PPL and Novex are engaging in copyright business without valid registration and despite lacking regulatory approval they have been collecting royalties from hotels.

The Federation said, “The repercussions of this copyright quagmire are far-reaching, particularly for hotels and users who find themselves entangled in a web of challenges:

- a) The emergence of multiple agencies seeking royalties. b) Unjust demands for royalties, even for categories of works exempted under the Copyright Act.
- b) Users caught between conflicting interests of societies/agencies representing authors or owners in musical works and owners in sound recording, leading to a lack of equitable distribution of royalties.
- c) Unregistered agencies, as third parties, demanding exorbitant amounts for the business of copyright—a practice expressly prohibited by Section 33 of the Act.
- d) Unregistered agencies extending their demands for royalties to exempted categories of works such as religious or marriage functions, as outlined in Section 52 (1) (za) of the Act.”

FHRAI further pointed out, “It is imperative to note that, according to



Sudesh Poddar
President,
FHRAI & HRAEI

Allowing the appointment of more than one copyright society within a work class is predicted to intensify confusion

Section 33 of the Copyright Act, there should be only one registered copyright society doing business in the same class of works. At present, Recorded Music Performance Limited (RMPL) holds the position of a registered Copyright society in the field of sound recording. Allowing the appointment of more than one copyright society within a work class is predicted to intensify confusion and inflict further hardships on music users, undermining the principles of “Ease of Doing Business” and the “Single Window” system championed by the Government of India. It is also to be ensured that a registered copyright society should not charge exorbitant royalty fees from the industry.” □

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Goa's DG order Unnecessary & costly

FHRAI urges MoEFCC to withdraw order issued by Goa SPCB mandating retrofitting of DG sets with ECDs in the state.

In a letter addressed to **Leena Nandan**, Secretary, Ministry of Environment, Forest & Climate Change (MoEFCC), FHRAI has requested the issuance of a directive to the Goa State Pollution Control Board (SPCB) to withdraw the order of retrofitting all operational DG sets with emission control devices (ECDs) in the state. This request is made on the grounds that the order is not applicable to the state, and FHRAI suggested keeping its implementation on hold until a scientifically proven and economically viable alternative system, in line with CPCB 4 plus norms, is introduced.

Federation stated in the letter, "There are anomalies in the order issued by the Goa SPCB mandating retrofitting all operational DG sets with Emission Control Devices (ECDs), without considering the fact of no non-attainment cities in the state of Goa."

FHRAI also pointed out various limitations of RECDs. These are:

- **Limited number of manufacturers or suppliers:** As per the CPCB notice dated 30 August 2023, only couple of vendors are approved for supply of RECDs. With

this limited number of suppliers or manufacturers, serving the humungous installation base, comprising lakhs of DG sets that are already in operation is a herculean task, practically impossible.

- **Exorbitant cost:** Prices quoted by the suppliers range from 40 per cent to 110 per cent of DG costs. Clearly, shortage of supply base is at play here.

- **Performance:** RECDs are expected to reduce PM 2.5 by approximately 70 per cent (on the borderline). Other pollutants

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Sudesh Poddar
President,
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ESP type RECDs require large space, accommodating same in existing locations would be challenge in most cases

are not reduced. Further, due to intermittent operation of the DG in standby mode, frequent starts-stops do not lend itself to stable operation of these RECDs.

• **Non-compliance with CPCB 4 plus norms:** Despite all these limitations, if one were to install these RECDs and incur the high costs, they will not have gained much in terms of compliance, since these devices do not ensure compliance to CPCB 4 plus

norms. Compliance to CPCB 4 plus norms is required from 1 July 2023.

• **Large space required:** ESP type RECDs require large space, accommodating the same in the existing locations would be a challenge in most cases.

• **Unstable technology:** Entities involved in manufacturing the devices keep on changing the technology, indicating that the technology is not matured. Further, number of suppliers of RECDs in the market is limited, the technology is not proven and performance is not robust.

• **Usage of DG sets in standby mode:** In the hospitality and similar industries, DG sets are used as a backup, with few hours of operation during a month and their contribution to the pollution would be minimal. Also, such intermittent operation does not permit RECDs to stabilise its output, defeating the whole purpose of combating the pollution.

• **CPCB 4 plus norms:** Since the CPCB 4 plus norms have already been notified effective 1 July 2023, it will make sense to focus on a solution that is compliant with these norms rather than attempting or implementing a partial, semi-effective and interim solution. □





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
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RECD costs strain hospitality industry

FHRAI delegation discusses critical issue of RECDs mandated on DG sets in Goa with **Dr. P Gargava**, Director, CP Division, MoEFCC.

In a concerted effort to address the pressing concerns of the hospitality industry in Goa, a delegation from FHRAI convened with **Dr. Prashant Gargava**, Director, CP Division, MoEFCC. The meeting, held on 24 November 2023, in New Delhi, focussed on the contentious issue of Retrofit Emission Control Devices (RECDs) mandated by the Goa State Pollution Control Board (SPCB) on Diesel Generator (DG) sets.

Led by **Pradeep Shetty**, the Incoming President of FHRAI, the delegation comprised key members, including **Chetan Mehta**, EC Member, FHRAI, **Garish Oberoi**, President, HRANI,

Vinay Albuquerque, EC Member, HRAWI and **Jaision Chacko**, Secretary General, FHRAI.

Dr. Gargava assured the delegation of his support in proposing relief measures for the hospitality sector

During the meeting, Shetty provided a comprehensive overview of the challenges faced by the hospitality industry in Goa, highlighting the impracticality of implementing RECDs in a region characterised as non-polluting. It was pointed out that while the Goa State cir-

cular claims the mandate for RECD is based on the NGT order, the actual NGT order does not include Goa as one of the non-attainment cities.

Responding to these concerns, Dr. Gargava expressed his commitment to finding viable solutions for the industry. Dr. Gargava assured the delegation of his support in proposing relief measures for the hospitality sector. Notably, one proposed measure includes the phased implementation of the RECD requirement, acknowledging the challenges associated with the availability and affordability of these emission control devices. □

IN MEMORIAM



FHRAI mourns passing of PRS Oberoi

Federation pays tributes to **PRS Oberoi**, Chairman Emeritus, Oberoi Group, lauding his crucial role in distinct position of hospitality behemoth.

FHRAI has expressed profound sorrow at the demise of **PRS Oberoi**, Chairman Emeritus, Oberoi Group. His passing is a substantial setback for the hospitality industry, given his legacy of excellence and visionary leadership. Affectionately called Biki, Oberoi played a crucial role in guiding the Oberoi Group to attain a prominent position among India's leading hospitality chains. Under his guidance, the Oberoi Group expanded, establishing unparalleled standards in luxury and service across the Oberoi Hotels & Resorts and Trident brands. Oberoi is recognised for elevating Oberoi hotels to prominence among international luxury travellers by launching numerous luxury establishments in key cities.

In an official statement, the Oberoi Group said, "It is with deep sadness that we inform the peaceful passing of PRS Oberoi, Chairman Emeritus, Oberoi Group. A luminary in the hospitality industry, Oberoi's legacy transcends borders, leaving an indelible mark on the global landscape."

PRS Oberoi was honoured with India's second-highest civilian award, the Padma Vibhushan, in 2008

"Deeply saddened by the passing of PRS (Biki) Oberoi, Chairman Emeritus of the

Oberoi Group. He was easily among the greatest hoteliers the world has seen. A visionary leader in the global hospitality industry, his legacy of world-class excellence and refined luxury has left an indelible mark," said **Amitabh Kant**, G20 Sherpa.

He was honoured with India's second-highest civilian award, the Padma Vibhushan, in 2008. In 2012, Oberoi received the Lifetime Achievement Award at International Luxury Travel Market in Cannes. This prestigious accolade was granted in global acknowledgment of his outstanding leadership, vision, and significant contributions to establishing Oberoi Group as a foremost luxury hotel chain worldwide. □



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BEYOND BEACHES

Goa's caravan tourism triumphs

HRAWI applauds Goa's Caravan Tourism Policy, encouraging private operators to develop caravan parks for boosting tourism in state's hinterlands.

HRRAWI has praised **Pramod Sawant**, Chief Minister, Goa and **Rohan Khaunte**, Tourism Minister, Goa for spearheading the launch of Goa's innovative Caravan Tourism Policy. The policy aims to boost tourism in the state's hinterlands by encouraging private operators to develop caravan parks, providing tourists with an opportunity to explore the beauty of Goa beyond its well-trodden paths. HRAWI appreciated Goa government's foresight in not only championing tourism but also addressing the pressing need for affordable accommodations in remote areas where permanent constructions may be challenging.

Pradeep Shetty, President, HRAWI emphasised, "This innovative policy underscores Goa's commitment to sustainable and responsible tourism, positioning it as a trailblazer in the promotion of alternative travel experiences. This initiative not only enhances travel experiences for enthusiasts but also

aligns with the broader goal of reducing the environmental impact of traditional tourism. More importantly, it has been created with the objectives of creating job opportunities and promoting development in remote areas. This showcases a forward-thinking approach to tourism that benefits both the industry and the local communities."

The Caravan Tourism Policy is strategically designed to introduce and regulate caravan tourism, incentivise the tourism industry

The Caravan Tourism Policy is strategically designed to introduce and regulate caravan tourism, incentivise the tourism industry, create job opportunities for the local population and promote the development of caravans and caravan parks away from congested beaches and traditional tourist chokepoints. To encourage private operators to participate, the policy

offers incentives such as reimbursement of capital investment, motor vehicle tax and annual registration fees for the first 50 registered caravans. Eligibility for these incentives requires compliance with minimum standards, ensuring a high-quality experience for travellers.

"We anticipate the policy to have numerous positive outcomes for Goa, including the promotion of sustainable tourism in hinterlands, job creation, economic growth and a reduction in the pressure on popular tourist destinations. It is a win-win proposition, benefitting both the state and tourists. By promoting sustainable tourism and providing unique travel experiences, this initiative will become a model policy for other states to follow. We look forward to witnessing the successful implementation of the Caravan Tourism Policy in Goa and are confident that it will contribute significantly to the state's tourism landscape and serve as a model for responsible tourism practices," pointed out Shetty. ▣



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HRAWI elevates food safety training



Association successfully conducts FoSTaC programme, educating 37 hospitality professionals on essential knowledge & skills for safe & healthy food practices.

In a significant stride towards ensuring food safety excellence in the hospitality sector, the HRAWI orchestrated the latest Food Safety Supervisor Training in Advance Catering (FoSTaC) programme by FSSAI. Held on 21 November, 2023, at Hotel Express Residency in Vadodara, the event drew the participation of 37 hospitality professionals. Through the programme, professionals equipped themselves with essential knowledge and skills crucial for ensuring safe and healthy food practices in their respective establishments.

Leading the inauguration of the training session were **Dr. Pasupathy**, Trainer from Parikshan; **Sanjay Zalate**, General Manager, Hotel Express Tower; **Vivek Kumar Singh**, Food & Beverage Manager, Hotel Express Residency; and **Sandeep Bhaud**, Assistant IT Manager, HRAWI.

The comprehensive programme delved into pivotal areas, including food handling, preparation, hygiene, sanitation




Pradeep Shetty
President,
HRAWI

The comprehensive programme delved into pivotal areas, including food handling, preparation, hygiene, sanitation and waste management

tion and waste management. These modules were designed to empower participants with the proficiency needed to implement stringent food safety practices seamlessly into their day-to-day operations.

Expressing the industry's commitment to meeting consumer demands, **Pradeep Shetty**, President, HRAWI, emphasised the importance of the FoSTaC training initiative. "Covering vital topics, the programme not only imparts comprehensive knowledge but also equips participants with practical skills essential for effective implementation in their daily operations," Shetty said.

Shetty reiterated HRAWI's dedication to promoting safe and healthy food practices in the hospitality industry. "Looking ahead, the association plans to increase the frequency of hosting such programmes across cities in the Western region, extending the benefit to as many hospitality professionals as possible," Shetty stated.

Notably, HRAWI has achieved a significant milestone, successfully training and certifying over 2,834 professionals through FSSAI's FoSTaC Training Programme, further reinforcing its commitment to raising industry standards. 





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Arjun Awasthy, Vice President
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Annual Convention 2024 scheduled for 19-21 Jan

Three-day convention aims to provide a dynamic forum for the hospitality sector, featuring a range of events, and workshops.

SIHRA Annual Convention 2024 is slated to take place in Visakhapatnam from January 19 to 21 at Novotel Varun Beach. The Convention will witness large gathering of hospitality leaders, industry experts and stakeholders from across South India. Scheduled to span three days, this Convention aims to be a dynamic forum encompassing a spectrum of events, discussions and workshops tailored to the evolving needs of the hospitality sector.

Leading the way

S Sundar, Director, Operations, met **Dr. Rajath Bhargava**, Special Chief Secretary, Youth Advancement, Tourism and Culture, Government of Andhra Pradesh at his office in A P Secretariat, Vijayawada and discussed with him the upcoming SIHRA Convention. The

Special Chief Secretary assured all possible support for the Convention. Sundar also participated in the Board of Governors meeting of the State Institute of Hotel Management Catering Technology & Applied Nutrition, Government of Andhra Pradesh.

Convention will witness large gathering of hospitality leaders, industry experts & stakeholders from across South India

World Tourism Day celebrations

SIHRA, in association with the Ministry of Tourism, Government of India, Southern Regional Office, Tamil Nadu, SKAL Club, Coimbatore, and Sri Ramakrishna Arts and Science College, participated in the World Tourism Day celebrations in

Coimbatore. The day-long celebrations were inaugurated by the **Kranthi Kumar Pati**, District Collector, Coimbatore. Other dignitaries who participated in the celebrations, included **V Balakrishnan**, Police Commissioner, Coimbatore, **S Senthil Valavan**, Airport Director, Coimbatore and **B L Shivakumar**, Principal and Secretary, Sri Ramakrishna College of Arts and Science, Coimbatore. **S Sundar**, Director, Operations, SIHRA represented SIHRA and actively participated in the celebrations.

Tourism promotion in TN

S Sundar, Director, Operations, SIHRA met and greeted **Kakkarla Usha**, Principal Secretary/Commissioner, Tourism, Govt of Tamil Nadu. Usha expressed a keen interest in obtaining industry insights and expressed enthusiasm about collaborating with stakeholders to promote tourism in Tamil Nadu. During their discussions on the state's tourism policy, Sundar, on behalf of SIHRA, requested Usha to conduct a meeting with stakeholders to gather practical inputs. Usha agreed to meet with tourism stakeholders soon.

Meeting with AP Hoteliers

K Syama Raju, President, SIHRA, and **M Balakrishna Reddy**, Vice President, SIHRA, conducted an interactive session with hoteliers from Andhra Pradesh at Dolphin Hotel, Visakhapatnam. **R V Swamy**, President, Andhra Pradesh Hotels Association and **S Venkat Reddy**, President, Telangana Hotels Association also participated in the discussion. □





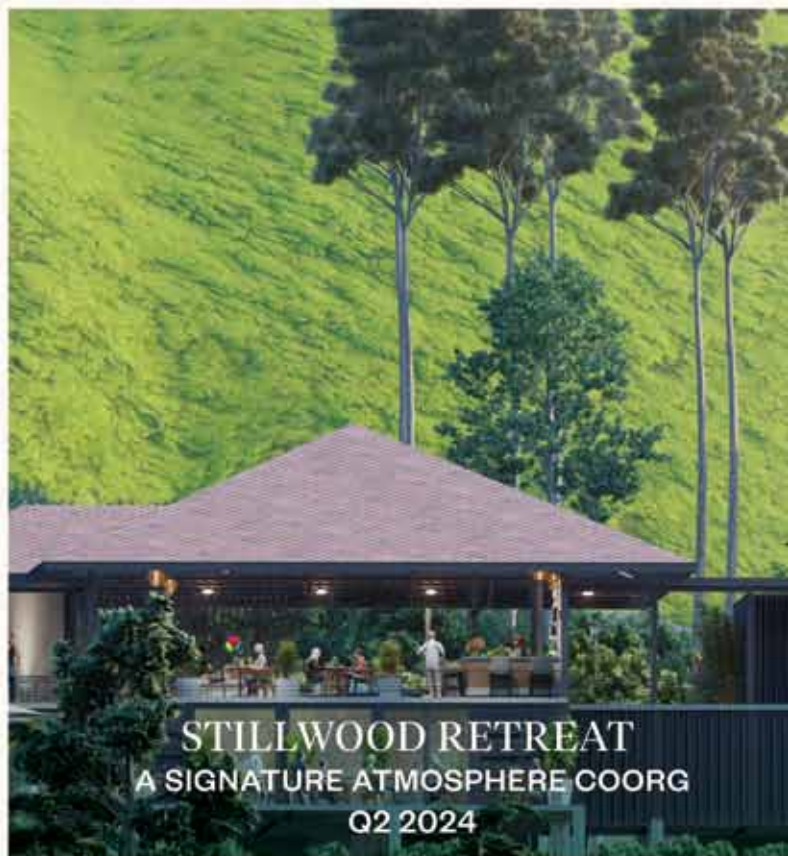
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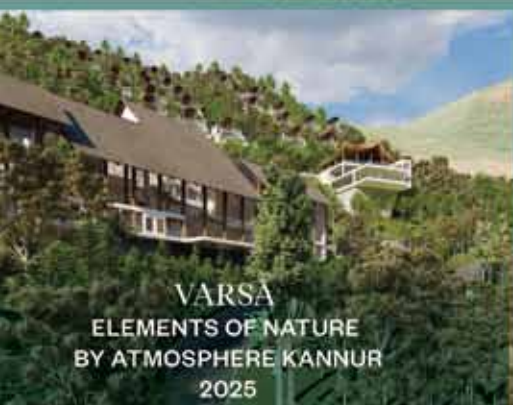
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Decoding India's hospitality potential

In a recent round table conference, **Pradeep Shetty**, Incoming President, FHRAI & President, HRAWI, led a session addressing critical aspects in hospitality landscape.



DDP Bureau

At the recently concluded round table conference organised by Ministry of Tourism (MoT), **Pradeep Shetty**, Incoming President, FHRAI & President, HRAWI moderated one of the sessions on the topic 'enabling environment'.

Expressing his pleasure on moderating the session, Shetty said, "This round-table conference was very promising and I applaud the MoT for bringing all stakeholders on the same table along with State Tourism bodies. I moderated and spoke in one of the sessions around 'enabling environment', which touched upon key points such as business environment and finan-

A lot needs to be done to meet the US \$3 trillion tourism economy target by 2047 as envisaged by the tourism sector

cial openness; safety and security; human resource and labour market; and digital demand and evolution of ICT in the new age were the other sessions/discussions in the conclave. Our key concerns were noted down by the MoT and hopefully, we will see an effective outcome in the coming months with the MoT on mission mode and as such taking definitive strides towards creating a conducive environment for tourism in the country. However, a lot needs to

be done to meet the US \$3 trillion tourism economy target by 2047 as envisaged by the tourism sector as also to meet the aspirations of all stakeholders in surpassing the FTAs and revenues from tourism. The sessions also highlighted the need for fiscal reforms to enable hotels to come up at easy and good pace and rethinking the way India needs to be portrayed on social media and work aggressively on conveying a positive perception of India."

In the opening remarks of the session, Shetty stated, "We have seen some revolutionary changes in the last few years, including the COVID and the manner in which the industry bounced back, as also the renewed focus from the government on pushing tourism as one of the

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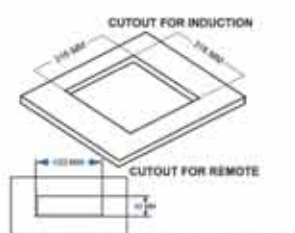
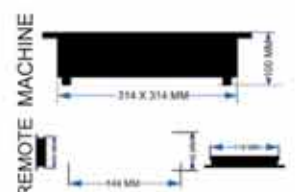
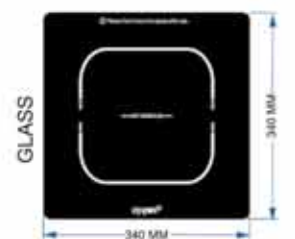
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key drivers of the economy by Prime Minister **Narendra Modi**. We must take this opportunity to applaud some incredible work towards ease of doing business initiative, infra development much more beyond highways, including development of hinterlands and accessibility to interiors of India.”

He further emphasised, “Japan tops the Travel & Tourism Development Index rankings followed by United States, Spain, France and Germany. India is ranked 54th whereas China is at 12th place. Japan and Singapore were ranked at 9th place in the eastern APAC and South-East Asia sub-regions, respectively. In this background, it is necessary to reflect on the strengths and weaknesses, guiding policy initiatives and benchmarking endeavors of the industry to enhance the tourism offerings and potential of our country to improve our tourism rankings.”

The conference aimed to explore and leverage the immense potential of India’s tourism ecosystem. The roundtable facilitated robust discussions between government authorities and industry leaders, centering on policies and factors crucial for sustainable and resilient development in the travel and tourism sector.

A diverse array of delegates from esteemed organisations, including FHRAI, NITI Aayog, UNESCO, UNEP, WTTCII, IUCN, IHMCL, IRCTC, PHD Chamber of Commerce and Industry, and international entities such as Intrepid Group participated in the con-



ference. Ministries or departments from the Central and state governments, along with representatives from the travel and tourism industry and educational institutes, enriched the dialogue.

Discussions extended to strategic focus areas, emphasising identification of culturally rich states, leveraging digital strategies

The conference’s objectives covered vital components of the tourism ecosystem, including governance, local community engagement, labour’s role, economic impact, technology’s influence, tourist destinations, cultural and natural resource preservation, infrastructure, and environmental sustainability.

Diverse thematic sessions were designed, focussing on enabling envi-

ronment, travel and tourism policy and enabling conditions, tourism demand drivers and infrastructure, and travel and tourism sustainability.

The discussions extended to strategic focus areas, emphasising the identification of culturally rich states, leveraging digital strategies for redirecting traffic, content creation to counter negative perceptions, and the critical need for reliable data and benchmarking.

Additionally, attention was drawn to historical trends in booking decisions, the imperative of education policy alignment, and the changing perception among youth regarding tourism careers.

The outcome of this conference is expected to significantly enhance the MoT’s knowledge base for steering tourism in India and reinforcing the country’s global tourism standing. □





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Foxtail Millets Dahi Vada



Ingredients: For Vada

Foxtail Millets	240 gms
White Urad Dal	80 gms
Methi seeds	2 gms
Salt	2-3 gms
Jeera	3 gms
Coriander	5 gms
Green Chilli	3 gms
Ginger	3 gms
Oil for frying	
Thin Chaas or savoury mattha	1 lts

For finishing & garnish

Dahi	40 gms
Sugar	8 gms
Pomegranate kernals	10 gms
Millets sev	15 gms
Fried boondi	5 gms
Adrak laccha	3 gms
Sounth chutney	10 ml
Mint coriander chutney	10 gms
Chat masala	5 gms

Method

1. Soak Millets, urad dal and methi seeds overnight for 6-8 hours. Remove water and grind the mixture to smooth paste with very little water.
2. Leave the paste for another 2-3 hours for fermentation. After leavening add jeera and salt and mix well. Add chopped chilli, ginger and coriander to the paste.
3. In a khadai, heat oil to 175-180 degree celsius. Give the typical vada shape to the paste and put that into hot oil for deep frying. Put high flame for first 1 min and then medium-low flame till golden brown.
4. When vadas become golden brown, take it out and drain all the oil. First immerse the vada in a salted warm water for few minutes, then take them out and drown them in chaas so that flavour and moisture may penetrate into the vada.
5. For garnish and finishing take curd, add sugar and whip well. Add cream if needed.
6. For assembly, take the vadas and pour over sweetened curd.
7. Add sonth, green chutney, Pomegranate kernals and boondi. And at end garnish with Millets sev.

Mix Millets Papdi Chat with Barnyard Millets Sev

Ingredients: For Methi Papdi

Bajra flour	200 gms
Ragi flour	150 gms
Salt	5 gms
Kasuri methi	5 gms
Jeera	2 gms
Ghee	6 gms



For Sev

Barnyard Millets flour	50 gms
Besan	30 gms
Salt	2 gms
Turmeric powder	3 gms
Red chilli powder	3 gms
Refined oil for frying	10 ml

For finishing and garnish

Boiled small diced potato	15 gms
Hung sweetened curd	20 gms
Pomegranate seeds	5 gms
Fried peanut	5 gms
Fried boondi	2 gms
Sweet Sonth chutney	10 gms
Mint chutney	8 gms
Chat masala	5 gms
Diced tomatoes	5 gms

Method

1. Boil 175 ml of water, add Bajra and Ragi flour to boiling water add salt jeera and kasuri methi and mix well with spoon. When the mixture starts leaving and dough is created, add little ghee and kneed.
2. Divide into small peda and roll flat with rolling pin. Cut the uncooked papadi. Deep fry and cook till crisp and golden brown.
3. For sev, mix together Barnyard Millets powder, besan, salt, red chilli powder, refined oil and turmeric, make a hard dough with some water.
4. Take a sev maker and apply oil to the machine. Fit the medium hole sieve for use.
5. Fill the machine with mixture and make the sev and deep fry immediately till crisp.
6. For finishing, take papadi on a plate, sprinkle diced boiled potatoes, diced deseeded tomatoes, and some chaat masala.
7. Over that add hung sweetened and whipped curd, and pour some sonth and mint chutney. Garnish with peanuts, pomegranate seeds, boondi, and at the end Millets sev.

Recipes Credits

Rishabh Misra, Lecturer

FHRAI Institute of Hospitality Management

Ashima Misra, Asst. Lecturer

FHRAI Institute of Hospitality Management



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CRICKET FEVER boosts hotel occupancy

Indian hotel industry saw a surge in occupancy rates during Cricket World Cup, with rates exceeding pre-COVID levels.



DDP Bureau

The Indian hotel industry experienced a surge in occupancy rates during the ICC Men's Cricket World Cup in October, as the influx of cricket enthusiasts from across the globe seeking to witness

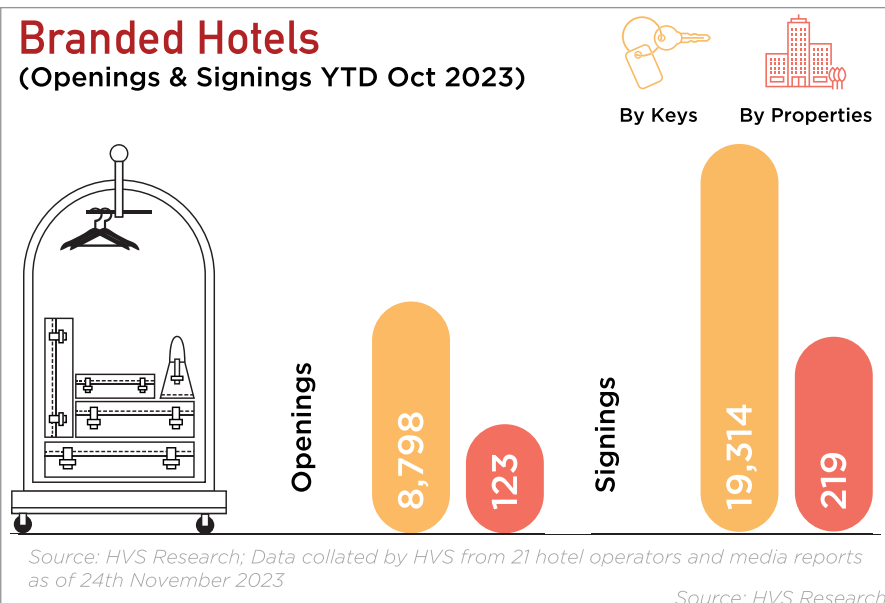
Heightened demand for hotel accommodations during cricketing event translated into continual upward trajectory in ARRs

the sporting spectacle spurred a surge in demand for accommodation. This phenomenon was particularly evident in cities hosting the tournament matches, where hotels witnessed occupancy rates exceeding pre-COVID levels by 1–3 percentage points in October 2023.

The heightened demand for hotel accommodations during the cricketing event translated into a continual upward trajectory in average room rates. The surge in average

rates ranged from 15 per cent to an impressive 33 per cent, showcasing the economic impact and commercial opportunities created by major sporting events.

Branded Hotels (Openings & Signings YTD Oct 2023)



Hotel Sector

Key Stats (India Average)

	Oct 2023	Oct 2019	Change over (Pre-COVID)	Change over (Post COVID-19)	Oct 2022	Sep 2023
ADR	₹ 7,600-₹ 7,800		↑ 26-28%		↑ 15-17%	↑ 7-9%
Occupancy	62-64%		↑ 1-3 pp		↑ 5-7 pp	↑ 1-3 pp
RevPAR	₹ 4,712- ₹ 4,992		↑ 30-32%		↑ 27-29%	↑ 10-12%

Source: HVS Research



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Leading green initiatives globally



The Leela Palaces, Hotels and Resorts is committed to sustainability by eliminating single-use plastic, implementing waste management practices & undertaking zero-waste initiatives.



Throughout the world, hotels are implementing various measures to support a sustainable future, including the introduction of smart showers, the installation of solar power systems and waste diversion programmes. The Leela Palaces, Hotels and Resorts stands as a prime example of an international brand that places a high priority on sustainability.

Our social responsibility strategy is aligned with Brookfield ESG guiding principles and is centred on four pillars

Anuraag Bhatnagar, CEO, The Leela Palaces, Hotels and Resorts, stated, “We are committed to eliminating all single-use plastic across our portfolio. We prioritise waste management and have implemented

zero-waste initiatives. Many of our properties have their own organic kitchen gardens and herbariums on the premises for growing and using organic fresh produce. Our social responsibility strategy is aligned with the Brookfield ESG guiding principles and is centred on four pillars.”

Bhatnagar says that they follow sustainability diligently across all their properties. Highlighting green initiatives undertaken on their properties, he explained, “We have launched a campaign, where flowers across all the properties are recycled and converted into incense sticks. It becomes a part of gifting and amenities programmes. Also, we are working towards being completely plastic-free. We are a part of the global plastic removal initiative under the United Nations. Green hospitality is sort of an upscale initiative.”

The hotel has installed garbage segregation plants and trained staff for waste segregation. “The aim is not just to go net zero by a certain duration of time, but to ensure we have appropriate infrastructure to reach that milestone. We also heavily focus on upcycling and recycling. All our hotels are being strictly monitored for green moves,” he added.

Talking about the sustainability scenario in India, Bhatnagar pointed out, “I think India is evolving itself and is on the fast-track as far as embracing green sustainability is concerned.”

Does all this add to their ratings? Bhatnagar says the importance of ratings cannot be exaggerated enough. “Though ratings are important, we do not practice sustainability just for ratings and recognitions; this is what all tourists believe in nowadays. People want to enjoy themselves to the fullest



Anuraag Bhatnagar
CEO, The Leela Palaces,
Hotels and Resorts

but also be conscious and mindful of sustainability and green practices,” he claimed.

People want to enjoy themselves to the fullest but also be conscious & mindful of sustainability & green practices

The Leela Palaces, Hotels and Resorts aims to create luxurious experiences for guests while consciously believing that it is of utmost importance to act responsibly and respectfully towards the environment. “We do this through building management systems, focussing on improving indoor air quality and our commitment to global net zero greenhouse gas emissions by 2050. We are working towards creating renewable energy solutions across our properties. We use LED lighting in all properties and conserve water using low-flow equipment,” he explained. □



Luxurious haven with holistic touch

With focus on sustainable living, Six Senses Fort Barwara aims to raise visitors' environmental awareness & responsibility toward local communities.



Q What makes Six Senses Fort Barwara stand out among luxury resorts in India?

Nestled in the heart of Rajasthan, near Ranthambore, Six Senses Fort Barwara stands as a sanctuary of well-being, seamlessly blending heritage, wellness and cultural experiences. What distinguishes us is our emphasis on holistic wellness. As a wellness brand, we are committed to creating exceptional spa services and personalised wellness programmes to elevate the guest experience, ensuring a harmonious blend of indulgence and well-being. Guests can anticipate more than just opulent accommodations; they can immerse themselves in a world where wellness takes centrestage.



Aaron McGrath
Regional GM,
Six Senses Fort Barwara

Q What are most memorable guest experiences that you have witnessed at Six Senses Fort Barwara so far? During their stay, guests delight in on-property cultural experiences that go

beyond the ordinary, offering a profound connection to the natural surroundings and the Barwara village. Whether it is participating in traditional rituals, savouring authentic cuisine, or engaging in indigenous activities, guests are immersed in the vibrant tapestry of the fort's surroundings. The fort's sprawling grounds not only serve as an architectural marvel but also as the basis for storytelling. Each step feels like a passage through time, with the walls whispering tales of bygone eras.

“As a wellness brand, we are committed to creating exceptional personalised wellness programmes to elevate guest experience



Q What specific sustainable initiatives have been implemented at Six Senses Fort Barwara?

We are a plastic-free resort, having eliminated single-use plastics throughout the property. This includes everything from packaging in our rooms to dining and beverage services. Our Earth Lab serves as a unique learning space where guests can delve into the world of sustainability. Here, they can participate in workshops on waste management, create their own products from raw materials such as organic lip balm, mosquito repellents and scented candles, among others and understand the lifecycle of items they use daily. It is a hands-on experience that fosters a deeper connection to sustainable living. We believe in carefully curating an immersive experience where guests not only enjoy the luxury of our resort but also



leave with a heightened awareness of their role in preserving the environment and supporting local communities.

Q Is the brand looking at opening more hotels in India?

India is an important country for Six Senses. We are now having two operational properties here, Six Senses Fort Barwara in Rajasthan and Six Senses Vana in Dehradun, Uttarakhand. We open properties in unique locations and allow seamless integration with the values we bring to the table, focussing on wellness, sustainability and creating exceptional experiences. For Six Senses, it is not about proliferating our brand but rather being selective and creating truly unique guest experiences in exceptional properties.

By inviting visitors to join local festivities, we aim to deepen connection between our guests and local region

Q Can you share any upcoming developments at the resort that visitors can look forward to?

One noteworthy initiative is our upcoming Annual Festive Calendar for 2024. It is designed to align with various festivals and rich local events throughout the year. At Six Senses, we understand the importance of celebrating cultural diversity, and our festive calendar is crafted to invite guests to join us in indulging in these cultural experiences in the most authentic way possible. Throughout the calendar year, guests can look forward to immersive and vibrant celebrations.

Whether participating in traditional ceremonies, enjoying festive culinary delights, or engaging in unique cultural activities, we aim to provide an authentic and memorable experience for every visitor. By inviting visitors to partake in local festivities, we look forward to celebrating and fostering a deeper connection between our guests and the local region, offering a unique perspective on the culture and traditions that make Six Senses Fort Barwara a truly special destination.

Q How do you engage with the local community & contribute to their well-being?

We believe our guests' well-being and the local community's prosperity are intricately intertwined. Many of our team members are recruited from nearby villages, creating a diverse and inclusive workforce that reflects the authentic Rajasthan culture. Our guests get the chance to immerse themselves in the authentic culture of Rajasthan by engaging with locals. From traditional dance performances to interactive sessions with artisans, we integrate the talents and cultural wealth of the local community into the guest experience. This showcases the region's vibrant heritage and provides a platform for local artists to share their craft. We celebrate local festivals and occasions together with the residents of nearby villages. We create bonds beyond the conventional guest-resort relationship by fostering a sense of community and shared joy. Whether it is Diwali, Holi, or any other significant event, these celebrations reflect our commitment to being an integral part of the local fabric. □



Expo Inn Suites & Convention is poised to emerge as a versatile destination for weddings, get-togethers and formal conventions.

 **Suhani Sood**

Boasting a prime location, Expo Inn Suites & Convention is not only the stronghold of the events orchestrated by its parent company, India Expo Mart, but it also serves as an inviting oasis for corporate luminaries and emerging businesses alike. **Barun Gupta**, the recently appointed General Manager, envisions a future where Expo Inn Suites & Convention transcends its current status to become the epitome of business excellence in the region.

Gupta articulates his ambitious plans for Expo Inn Suites & Convention. His strategic focus lies in diversifying the avenues of business, tapping into unexplored markets, and positioning the property as a versatile destination for weddings, get-togethers, and formal conventions.

The distinguishing feature that sets Expo Inn Suites & Convention apart is its seamless integration with the adjacent exhibition halls, making it a prime candi-

date for becoming the most sought-after business property in the coming years. Gupta emphasises the need to showcase this unique advantage extensively, recognising the multitude of opportunities that lie within this segment.




Barun Gupta
General Manager,
Expo Inn Suites & Convention

The hallmark of Expo Inn Suites & Convention is its seamless connectivity for Meetings, Incentives, Conferences and Exhibitions (MICE), allowing patrons to effortlessly transition between event halls

and hotel facilities. Gupta elucidates the array of features encompassing air-conditioned exhibition halls, extensive parking areas, state-of-the-art broadcasting and secretarial facilities, robust security and surveillance systems, and the capacity to host gatherings of any magnitude. Notably, the property's expansive parking areas cater to thousands of vehicles, complete with an electric vehicle charging station, and helipads accommodating up to three helicopters.

We will offer a world full of opportunities in terms of weddings, get-togethers and formal conventions

In sync with one of the most prominent trends across industries, Gupta emphasises the “seeing is believing” ethos, acknowledging its significance in the commercial world, be it Business-to-Business (B2B) or Business-to-Consumer (B2C). 

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Space for the spectacular

Boosting India's MICE strength, Novotel Jaipur Convention Center intends to be the preferred destination for both business and leisure travellers alike.



Lipla Negi

A 226-keys hotel in close proximity to a state-of-the-art convention venue serves as a strategic alignment to enhance Accor's ability to cater to the needs of business and conference travellers. Novotel Jaipur Convention Centre along with Jaipur Exhibition Convention Centre is set to redefine the standards of exhibitions and convention space by offering ultra-modern facilities backed by excellent service. Calling it a 'spectacular space', **Manuj Ralhan**, General

The hotel & exhibition centre spreads across 42 acres with South Asia's leading pillar-less exhibitions-convention-entertainment facilities

Manager, Novotel Jaipur Convention Centre (NJCC) & Jaipur Exhibition and Convention Centre (JECC), stated, "We have the best infrastructure and are capable of handling large-scale MICE events, socials, weddings and concerts, among others."

Offering a comprehensive solution that combines high-quality accommodation with world-class event facilities, it enhances Accor's ability to cater to the needs of business and conference travellers. The hotel and exhibition centre spreads over an area of 42 acres with South Asia's leading pillar-less exhibitions-convention-entertainment facilities. It has 13 breakout meeting rooms, a VIP Lounge, two green rooms and a grand ball room with modern technology with 740 retractable auditorium—style seats, making it ideal for conferences, exhibi-



tions, gatherings and weddings. With its enchanting 70,000 sq. ft. lawn, NJCC offers an exquisite venue for celebrations and special events and a major boost to the local economy.

While the brand intends to emphasise upon the increasing demand for inbound MICE business, its primary target customers are pharma firms, manufacturing industries, apparel, automobiles, paint and cement companies, IT industry, BFSI, jewellery, PSUs and governments, associations, exhibitions,

Premium features

- 42 acres of total area
- Two large pillar-less exhibition halls (1,06,347 sq. ft. each)
- 13 breakout meeting rooms
- One VIP Lounge
- Two green rooms
- Grand ballroom with 740 retractable auditorium-style seats
- 70,000 sq. ft. lawn for weddings & social events
- 226 well-appointed rooms
- Three dining venues

weddings and lifestyle events. “We will begin exhibiting at trade shows for ATM Dubai, ITB Berlin, SATTE and OTM Mumbai, among others in 2024,” emphasised Ralhan.



Manuj Ralhan
GM,
NJCC & JECC

Talking about the big fat Indian wedding business, he added, “We aim to capture a substantial market share by ensuring flawless execution, exceptional hospitality and personalised experiences—all at reasonable rates with exclusive savings for big Indian weddings.” Apart from this, the team strategises to work actively towards fostering collaborations with prominent wedding planners and create enticing propositions for the industry leaders.

Grand meeting spaces: The venue takes pride in being the foremost choice for exhibitions, conventions, lifestyle events and weddings across the country. It features two JECC halls, each boasting 1,06,000 sq ft, coupled with a spacious 24,000 sq ft poolside lawn. Complementing these exceptional event

spaces are an array of amenities—a scenic swimming pool, a rejuvenating spa, and a state-of-the-art fitness centre—creating an ideal retreat for travellers seeking the best of bleisure.

Food exchange: The chefs have travelled to the region and have authentically recreated well-known northern Indian dishes such as Chole Bhature from Chandni Chowk, the Ghewar sweet dishes from Rajasthan, the Laal Maas (made with rural meat), and many more.

With its enchanting 70,000 sq. ft. lawn, NJCC offers an exquisite venue for celebrations and special events

Tea tales: To unfold a tea tale experience of locally brewed organic tea, an eclectic tea stall is placed in the lobby. It offers a variety of teas to the guests, including blue butterfly pee tea, rose petals, lemongrass, and a mix of herbs, among others. The masala tea has earned appreciation from the guests, standing out among the diverse selection known for its rich aroma and taste.

The Heartists: It is often believed that people will never forget how you made them feel. The team is extensively trained to deliver spectacular experiences, understanding that guests return when memorable moments are created that make them feel truly special. The team is dedicated to crafting not just a stay but lifetime experiences. ❑





'Tis Merry time for hotel industry

From Christmas brunches & evening soirees to New Year party packages & holiday bookings, festive fervour continues to drive demand for sector.



Lipla Negi

Curating a distinct experience



Davinder Juj
General Manager,
Eros Hotel, New Delhi

Embracing the festive spirit, Eros Hotel, New Delhi aims to ramp up its F&B offerings with a host of initiatives such as themed brunches, food festivals centred around regional cuisines, contemporary food menus, innovative beverage promotions and including more healthy and plant-based options. “Beyond our opulent buffet, exclusive set menu, and unlimited free-flowing beverages, we are working towards curating a distinct experience for an unforgettable way to welcome the New Year,” explained **Davinder Juj**, General Manager, Eros Hotel, New Delhi.

During this period, the hotel is expecting occupancy of around 85 per cent with an ADR of ₹8,500. “We proactively address the surge in room rates by implementing a comprehensive strategy. Our approach includes creating captivat-

During Christmas & New Year period, the hotel is expecting occupancy of around 85% with an ADR of ₹8,500

ing season-themed promotions that offer value and enhance the guest experience,” he informed. For reaching out to potential guests through targeted campaigns, he favours leveraging cutting-edge digital platforms to ensure widespread market awareness. “Additionally, we design enticing ‘length of stay’ promotions, encouraging guests to extend their visits and make the most of the celebratory atmosphere. Through these strategic initiatives, we not only navigate the challenges of seasonal rate surges but also provide our guests with exceptional value,” he added.



Embracing the spirit of celebration



Jai Chugh
General Manager,
DoubleTree by Hilton Gurugram Baani Square

At DoubleTree by Hilton Gurugram Baani Square, a cheerful combination of Christmas tree, delightful goodies, lavish buffet spread, premium beverages along with live band and soul-stirring carol sessions is set to transport guests to a realm of sheer delight. “For those seeking a more comprehensive experience, our Food & Stay package promises a memorable stay with welcome amenities, an exquisite Christmas eve gala dinner featuring select premium beverages, live band performances, and a delightful Christmas day brunch,” explained **Jai Chugh**, General Manager, DoubleTree by Hilton Gurugram Baani Square.

Anticipating an increase in demand, he says, “The festive period from 25 December to 1 January is expected to contribute approximately 3.5 per cent of our total hotel revenue in Q4 2023. We are aiming for a remarkable 35 per cent revenue share from the Christmas Eve Dinner, Christmas Day Brunch and New Year Eve Dinner towards our total F&B revenue in December.” To avoid

extravagant spending while celebrating, he encourages guests to take advantage of the early bird offers on group reservations, advanced bookings until the second week of December.

Festive period from 25 Dec to 1 Jan is expected to contribute around 3.5% of our total hotel revenue in Q4 2023

The New Year celebration packages at Glasshouse & Vibe – The Sky Bar are quite popular among guests. Unravelling the food and stay packages on offer, he shares, “Our Food & Stay package includes welcome amenities, hi-tea, complimentary minibar fill, a dazzling New Year’s Eve Dinner with premium beverages, live entertainment, and a refreshing breakfast the following day. Our Christmas and New Year festive packages start at an irresistible price of ₹7,000 per couple plus taxes for our guests to usher in the most impeccable celebration of the season.”



New Year packages focus on personalisation



Imit Arora
General Manager,
Holiday Inn Jaipur City Centre

The festive cheer already arrived at Holiday Inn Jaipur City Centre with a grand Cake Mixing event in November, accentuated by an exquisite brunch and dinner menu for the season. A line up of thematic decorations, live music performances, along with targeted promotions is aimed to attract to the pink city. The hotel has worked out a diverse range of options to cater to local as well as visiting guests. “For party enthusiasts, we have curated a package where they can opt for not choosing any hotel outlets but rather can explore the electrifying nightlife of Jaipur with the flexibility to revel in festivities at various clubs across the city, ensuring a dynamic and diverse celebration,” shared **Imit Arora**, General Manager, Holiday Inn Jaipur City Centre.

During the Christmas and New Year season, the city has historically seen the highest demand and the hotel is expecting nothing less this year as well. To address the increased demand, it has implemented dynamic pricing strategies that consider various factors, including the festive events, local attractions, and historical data. Arora explained, “This allows us to adjust room rates thoughtfully, ensuring that our pricing remains fair and competitive while meeting the heightened demand for accommodations.”

New Year Gala Dinner at Ballroom:

For those seeking an intimate gala experience, the Gala Dinner Package promises a night of divine culinary delights, live music and a festive DJ. Additionally, a range of activities, including a kids play area, a tattoo station, live counters, and many more, will ensure a joyous and unforgettable start to the New Year.

Our line-up of diverse New Year's Eve packages is meticulously crafted to cater to varied taste & preferences of guests

Monarch and Roadhouse Family Celebration Package: Families looking for a warm and inviting environment can indulge in a delightful buffet dinner at Monarch - All Day Dining and Roadhouse - Resto Bar.

Chao Chinese Bistro Luxury Dinner Package: For couples and small groups desiring a more intimate and tranquil celebration, Chao Chinese Bistro, known for its exquisite Chinese cuisine and sophisticated ambiance, gears up with a gourmet dining extravaganza.



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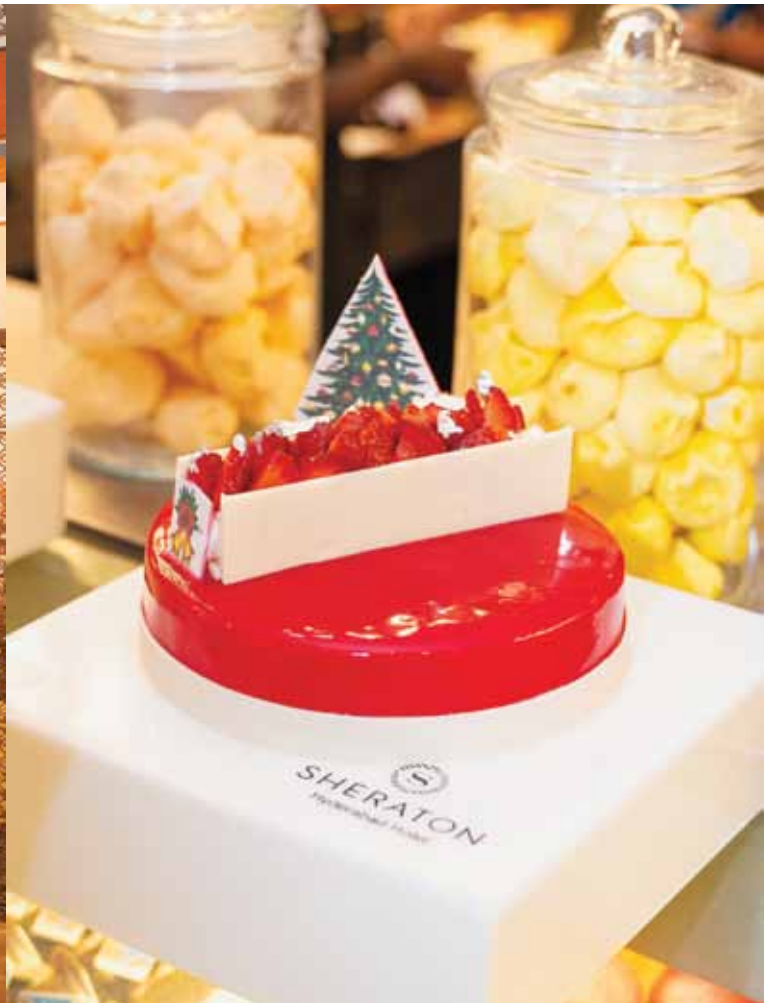
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A festive extravaganza



Pranay Verdia
Cluster General Manager,
Sheraton Hyderabad Hotel

As the holiday season approaches, Sheraton Hyderabad Hotel is gearing up to usher in the festivities with a spectacular line-up of events, packages, and offerings. Anticipating a surge in demand, the hotel is all set to roll out exclusive New Year's Eve packages that promise a memorable celebration for guests. The highlight of the evening includes two distinct events—the grand Ballroom celebration and the luxurious Zega extravaganza.

The Ballroom event aims to bring the community together under one roof, fostering a sense of togetherness as everyone rings in the New Year. “The theme for this year, like every year, will offer an elegant and entertaining atmosphere for guests,” explained **Pranay Verdia**, Cluster General Manager, Sheraton Hyderabad Hotel. On the other hand, Zega, the hotel's pan-Asian restaurant, will host an exclusive event with a theme that transports guests ‘under the stars’. “Zega promises an opulent experience for those looking to welcome the New Year in style,” he added. The culinary offerings during the festive season will also include a lavish buffet with a live band at the Feast, the all-day dining outlet, adding another

layer of entertainment and indulgence to the celebration. The hotel is elevating its F&B game with themed brunches every Sunday, a wide-ranging multi-cuisine buffet, live music, and extravagant Christmas brunches and dinners. To add to the festive spirit, themed offerings such as pies, plum cakes, stolen cakes, plum puddings, mini gingerbread houses, almond crescent cookies, and more are available for purchase.

The hotel has witnessed a steady increase in room rates in the weeks leading up to the New Year

Keeping in mind the surge in room rates during the holiday season, the hotel is committed to providing ‘value for money’ to its guests. “The hotel has witnessed a steady increase in room rates in the weeks leading up to the New Year, and our focus remains on delivering a personalised service experience along with delightful F&B options,” he said. For those looking to secure bookings without breaking the bank, he recommends booking directly through Marriott.com. □

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Green bliss

Hotels spark sustainable joy

Promoting eco-friendly practices enables hospitality industry to continue driving innovation & contribute positively to both environment & society.

In an era where environmental consciousness is on the rise, the hospitality industry is undergoing a paradigm shift towards sustainability. Travellers, in recent times, have become more environmentally aware. Hotels and resorts are recognising the importance of adopting eco-friendly practices to not only reduce their carbon footprints but also enhance guest satisfaction. This article explores the pivotal role of sustainable hospitality practices in ensuring a positive guest experience.



Dr. Niralee Shah
Founder, Image Building
and Etiquette Mapping

■ **Green initiatives and energy efficiency:** Implementing energy-efficient technologies and renewable energy sources not only reduces operational costs for hotels but also demonstrates a commitment to environmental responsibility. Guests appreciate eco-friendly amenities such as energy-saving lighting, smart thermostats, and the use of solar power, wind power, or biomass energy. The integration of these technologies not only lowers the property's environmental impact but also enhances the overall guest experience.

■ **Waste management and recycling programmes:** Sustainable waste management practices, including comprehensive recycling programmes, reduced single-use plastics, and offering reusable alternatives for items such as linens and toiletries, contribute significantly to a hotel's eco-friendly profile. Guests are increasingly valuing properties that prioritise waste reduction and recycling, reflecting a shared commitment to environmental stewardship.

Composting initiatives can also help transform food waste into valuable resources for local agricultural projects. Furthermore, educating staff members



on proper waste disposal procedures is equally important in ensuring these initiatives succeed. Food waste, in particular, is a prevalent issue within the hospitality industry, and hotels can combat this by implementing portion control measures in restaurants or offering customisable meal options. Donating surplus food to local food banks or charities is another excellent way to minimise food waste while supporting the community.

“Guests appreciate eco-friendly amenities such as energy-saving lighting and the use of solar power, wind power

■ **Water conservation measures:** Water conservation is another vital aspect of green hospitality. Hotels can adopt various measures to conserve water such as installing low-flow fixtures, implementing greywater recycling systems, and utilising drought-resistant landscaping. These initiatives not only preserve precious water resources but also result in significant cost savings for the establishment.

Educating guests about the importance of water conservation and encouraging responsible usage is another essential component of a hotel's water-saving strategy. For instance, promoting towel and linen reuse programmes can be an excellent way to conserve water within a hotel. By encouraging guests to use their towels and linens for more than one day, hotels can significantly reduce the amount of water, energy and detergent used in laundry operations.

■ **Eco-conscious design and architecture:** Hotels embracing eco-conscious design and architecture not only blend seamlessly with the natural environment but also create a unique and aesthetically pleasing atmosphere. Sustainable architecture, green roofs, and the use of recycled materials contribute to a positive guest experience by fostering a connection with nature and showcasing the property's commitment to sustainability.


■ **Local and organic food sourcing:** A sustainable hospitality approach extends beyond the physical infrastructure to the culinary experiences offered. Hotels and resorts that prioritise locally sourced,



growing environmental awareness and the demand for eco-conscious travel options. Today, there is no doubt that by adopting sustainable practices, such as energy-saving technologies, waste management strategies, responsible sourcing, and water conservation measures, hotels, and resorts can significantly reduce their environmental impact and cater to the needs of environmentally-conscious travellers.

Promoting such practices enables the hospitality industry to continue driving innovation and allows it to contribute positively to both the environment and society. The incorporation of eco-friendly practices in the hospitality industry is not merely a trend but a fundamental shift towards responsible and sustainable tourism.

Hotels that prioritise environmental consciousness not only contribute to global conservation efforts but also stand to gain increased guest satisfaction, loyalty, and positive word-of-mouth. By embracing a sustainable hospitality approach, the industry can pave the way for a more responsible and eco-conscious future where guests and establishments coexist harmoniously with the planet.

(The views expressed are solely of the author. The publication may or may not subscribe to the same) 

organic, and seasonal ingredients in their dining options not only support local communities but also align with the preferences of environmentally conscious guests. This farm-to-table approach enhances overall guest satisfaction by offering fresh, flavourful, and sustainable dining choices.

■ **Community engagement and social responsibility:** Hotels are increasingly engaging with local communities through various initiatives, such as supporting local businesses, sponsoring environmental projects, or organising community events. Guests appreciate and connect with properties that actively contribute to the well-being of the community, creating a sense of shared responsibility and leaving a positive impact beyond the confines of the hotel.

■ **Educational initiatives and awareness campaigns:** Educating guests about the hotel's sustainability initiatives and encouraging eco-friendly practices during their stay can foster a sense of shared responsibility. Simple measures such as encouraging towel reuse, reducing water consumption, and providing information about the hotel's green initiatives empower guests to participate in sustainability efforts, enhancing their overall satisfaction and loyalty.

■ **Eco-friendly amenities and services:** Offering eco-friendly amenities and services allow hotels to cater to environmentally-conscious travellers while minimising their impact on the environment. Examples include providing natural toiletries in biodegradable packaging, offering bicycle rentals or electric vehicle charging stations, and promoting nature-based activities that promote environmental awareness.

Establishing on-site gardens or green spaces is another approach hotels can take to minimise their environmental impact. These areas can provide fresh produce for hotel restaurants, reduce heat island effects, and enhance air quality, all while offering an appealing atmosphere for guests to enjoy.

Composting initiatives can also help transform food waste into valuable resources for local agricultural projects

In conclusion, green hospitality has emerged as a crucial aspect of the modern hospitality experience, driven by



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Shaping India's palatial hospitality landscape

Col. Manbeer Choudhary, driven by a passion for Indian heritage has established palatial hotels that embodies essence of warm Indian hospitality.



DDP Bureau

Driven by his love for Indian heritage and inspired by a royal legacy, **Col. Manbeer Choudhary** embarked on a remarkable journey in the hospitality industry. Against the prevailing trend of modern hospitality formats, he envisioned and brought to life the first 4-Star Hotel, Hotel Jewel's and subsequently, the 5-Star Luxury Deluxe Hotel, Noormahal Palace in Karnal, Haryana. This ambitious endeavour, undertaken when major industry players were betting on contemporary concepts, marked the realisation of Col. Choudhary's dream—a palatial hotel that epitomises the true essence of warm Indian hospitality.



Col. Manbeer Choudhary
Founder,
Noor Mahal Hotel

Venturing beyond domestic success, the hospitality group, under the guidance of Col. Choudhary's son, **Roop Partap Choudhary**, took a giant leap into the global market. Roop Partap curated and established two Indian fine dining restaurants in prime London locations—High Holborn and Trafalgar Square. Currently, the group

is on the brink of aggressive expansion in London, actively scouting for new locations for their upcoming hotel.

He envisioned & brought to life first 4-Star Hotel, Hotel Jewel's & subsequently, 5-Star Luxury Deluxe Hotel, Noormahal Palace

The group, fuelled by a vision for aggressive expansion in London, is actively scouting for new locations for their upcoming hotel. Roop Partap, with his dynamic approach, not only championed the group's global ventures but also represented India at various national and international forums, advocating for the promotion of tourism in the country.

Col. Choudhary's illustrious journey reached its pinnacle when he was elected as the President of the Federation of Hotel Restaurant Association of India in 2006—a testament to his significant impact on the Indian hospitality industry. □



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PERPETUAL QUANDARY IN HOTEL INDUSTRY

To address manpower crisis, hospitality industry should prioritise enhancing employee engagement & adopting effective recruitment & retention practices.

One of the foremost challenges the hospitality industry saw post-COVID has been the manpower crisis, and the scenario keeps impacting the overall recovery of the industry to date. As per the reports, the industry is still struggling with an overall 20–25 per cent shortage of quality manpower.

Understanding these challenges is paramount to tackling this crisis, which can be a major hurdle to the growth and profitability for the industry. Some of the key challenges include:

High turnover rate: The hospitality industry is renowned for its high turnover rate, necessitating constant recruitment and training of new employees. This contributes to the increased cost and effort required to maintain a stable workforce. Candidates taking up positions on a short-term or temporary basis, either to earn extra income or as a temporary filler while exploring different career options, often result in the absence of suitable and quality resources, thereby impacting overall results.

Seasonal demand fluctuations: Many hospitality brands experience seasonal variations in demand such as busy periods dur-



Rachit Mathur
CEO,
Shiftz

ing holidays or tourist seasons. Managing manpower during peak periods and ensuring adequate staffing levels during off-peak periods can be challenging.

Skills shortage: Finding skilled and trained staff can be difficult for hospitality brands. This is especially true for specialised roles such as chefs, bartenders and front desk staff.

Staff retention and motivation: Retaining and motivating employees is crucial in the hospitality industry. Brands need to provide attractive incentives, career development opportunities to keep their workforce engaged and committed.

Language and cultural barriers: In diverse locations, hospitality brands may face language and cultural barriers while recruiting and managing employees. Effective communication is essential for providing quality service to guests from different backgrounds.

Hospitality industry is renowned for its high turnover rate, necessitating constant recruitment & training of new employees

Employee scheduling: Brands need to balance the needs of the business, employee preferences, and labour laws to ensure smooth operations.

Training and development: Continuous training and development are essential to ensure that employees are updated with the latest industry trends and equipped with the skills required to provide excellent service.

(The views expressed are solely of the author. The publication may or may not subscribe to the same) □

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RESPONSIBLE HOUSEKEEPING

Global green initiative



Global hospitality industry is increasingly adopting responsible housekeeping practices, such as eco-friendly products and waste reduction.



Ananya Kukreja

In the ever-evolving landscape of global hospitality, the mantra of responsible housekeeping is echoing louder than ever. “Responsible housekeeping is about maintaining sustainable business practices while considering environmental and social impacts,” emphasised **Nithil Baskar**, Director, Operations, JW Marriott Mumbai Sahar. This philosophy goes beyond the conventional notions of cleanliness, diving deep into eco-friendly products, energy conservation, waste reduction and a commitment to the well-being of both guests and the broader community.

As the hospitality industry embraces this transformative ethos, a seismic shift is underway. According to the World Conservation Union, ecotourism is growing at a staggering rate of 20–34 per cent annually. Over 30 certification programmes for sustainable and responsible tourism now exist, allowing travellers to identify eco-friendly havens and hotels to showcase their unique contributions. By January 2022, over 400,000 accommodations worldwide, certified by organisations such as Green Key and LEED will stand as beacons of commitment to sustainable and responsible practices.



Nithil Baskar

Director, Operations,
JW Marriott Mumbai Sahar

Responsible housekeeping is about maintaining sustainable business practices while considering environmental and social impacts

In this pursuit, housekeeping emerges as a pivotal player, possessing the potential to not only uphold sustainability goals but also attract a discerning, educated audience. **Sonpal Singh**, Executive Housekeeper, Courtyard by Marriott Aravali Resort, underscores that responsible housekeeping is not just a practice; it is a core value shaping an exceptional and sustainable guest experience.



Responsible housekeeping extends beyond the mere cleanliness of a room. It encompasses a holistic approach that respects the environment, conserves resources, and ensures the well-being of our guests. Balancing what we get and what we give out is very important for any business in the current day and age.

The various practices that hotels now employ, and many can adopt:

- Keep an eye on systems and processes so as to practice them most conservatively.
- Creating a green team.
- Reducing carbon footprints—in-house bottling plants—an initiative many hotels are taking.
- Make the hiring and training process green—video conferencing over in-person calls.
- Eco-friendly guest services—residential bathroom amenities and reusing linen—overstay informed initiative.
- Upgrade your transportation offerings and services with sustainability in mind—electric vehicle charging stations are an example.
- Shopping local.
- Recycle and compost.
- Donate to the community.
- Automate the water and energy conservation.
- Invest in green infrastructure—in-house water treatment plants are an example.
- Reduce the use of single-use plastic.
- Make green decisions.
- Shop for certified green appliances.
- Optimal unitisation of HVAC systems.



Sonpal Singh
Executive Housekeeper,
Courtyard by Marriott
Aravali Resort

Responsible housekeeping is not just a practice; it is a core value shaping an exceptional and sustainable guest experience

Impact on hotels

When we try to reduce wastage, we invariably allow the hotel to operate at a lower cost and contribute to its bottom line. “Efficient housekeeping practices such as scheduled cleaning, proactive maintenance and smart inventory control can reduce operational expenses while maintaining high standards for the hotel,” stated **Chayanika Nath**, Housekeeping Manager, Sheraton Grand Bangalore Hotel at Brigade Gateway. Proper resource management with the stringent practice of following operating procedures can reduce waste. Even the simple act of saving paper and moving to digital alternatives allows

organisations to serve the environment while streamlining and accelerating internal processes. A typical worker spends an estimate of 30 per cent to 40 per cent of their day searching for printed documents. It goes without saying that today’s educated audience respects organisations working towards the greater good.

Efficient housekeeping practices such as scheduled cleaning, proactive maintenance and smart inventory control can reduce operational expenses

Gamechangers

“Water consumption and wastage are matters of great concern,” said **Manish Goyal**, Founder, Stotrak Hospitality. Water harvesting, treatment and recycling must be given greater importance and investment. “Hydrogen energy used for vehicles should also be extended to the industry—this could really be a game changer when it comes to our energy needs and environmentally friendly practices,” emphasised **Niraj Kumar Sinha**, Vice President, Operations, The Parterre, Ahmedabad. There are some other game-changing initiatives that our government can help us with, which include subsidies for procuring or generating green energy, taking actions and reinforcements with businesses and vendors that make and supply harsh chemicals for housekeep-



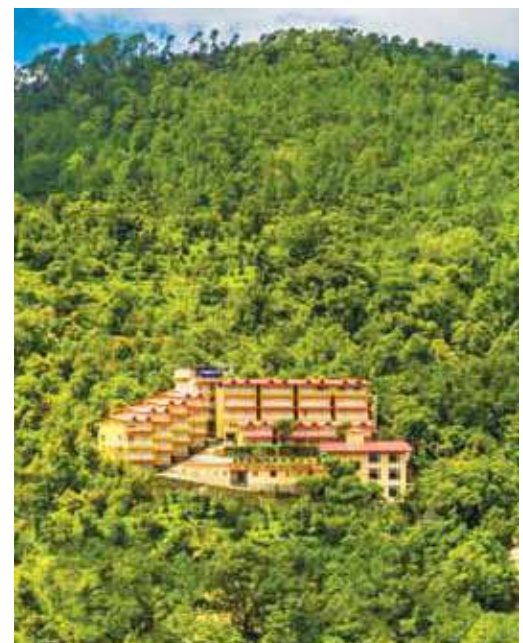


Sarbendra Sarkar
Founder & MD,
Cygnett Hotels & Resorts

Providing comprehensive training programmes & certifications serves as a valuable strategy to standardise eco-friendly practices within the hospitality industry

ing practices, creating awareness campaigns targeting the hospitality and tourism industries, tax incentivisation for hotels using green practices of water

consumption. “Providing comprehensive training programmes and certifications serves as a valuable strategy to standardise eco-friendly practices within the hospitality industry. By doing so, it not only fosters a uniform approach to sustainable practices but also empowers guests to discern and choose eco-conscious hotels. Consequently, this initiative plays a pivotal role in actively promoting and advancing the cause of sustainable tourism,” advised **Sarbendra Sarkar**, Founder & MD, Cygnett Hotels & Resorts. □



Ring in 2024 with CULINARY DELIGHTS

Four Seasons Mumbai offers curated culinary & nightlife experiences for Christmas & New Year, featuring festive hampers, traditional Christmas patisserie & more.



DDP Bureau

Step into the enchanting world of the Four Seasons Hotel as 2023 draws to a close, where a tapestry of curated culinary and nightlife experiences awaits. This Christmas and New Year, the hotel beckons with promises of joy, warmth, and an opportunity to forge lasting memories with loved ones.

Festive gifting

Embark on a journey of festive delights with the exquisite festive hampers and delectable traditional Christmas patisserie creations meticulously crafted by the Four Seasons team. Each item is a token of appreciation and affection, encapsulating blessings in a box. Choose from an array of traditional delights such as Kugelhopf, Mince Pie, Plum Cake, and more, ideal for expressing wishes to loved ones, esteemed clients, associates, or even as a delightful personal treat.

Christmas Eve – 24 Dec 2023

As the sun sets on Christmas Eve, the ambience at San:Qi comes alive with magic, setting the stage for an unforgettable evening. Embrace the festive spirit with a specially crafted menu that seamlessly combines traditional flavours with a modern twist. Guests can anticipate a symphony of tastes, from richly seasoned roasts to innovative dishes that highlight the diversity of global cuisines. At AER, sway to the beats of Guest DJ **Kumar Swamy**, perfectly complemented by **Ajit**, the percussionist, as the city lights up with festive glimmer.

For those in search of unparalleled Christmas Day experience, AER offers brunch that transcends the ordinary

San:Qi (7:00 to 11:45 pm): Indulge in a sumptuous array of delectable seasonal delights and signature Asian preparations.


Christmas Day – 25 Dec 2023

For those in search of an unparalleled Christmas Day experience, AER offers

a brunch that transcends the ordinary. AER provides a breathtaking backdrop to a brunch spread that is not only a feast for the eyes but also a culinary journey for the palate. This unprecedented brunch experience promises to be unique and indulgent, offering guests the opportunity to savour distinct dishes while revelling in the festive spirit.

New Year's Eve – 31 Dec 2023

Bid farewell to the year in style at the AER and San:Qi as they become the epicentre of New Year's Eve celebrations, offering a blend of gourmet delights and a vibrant atmosphere. The evening is set to be a crescendo of flavours, music, and camaraderie as guests bid farewell to the old and welcome the new with a sense of anticipation and joy.

A special all-you-can-eat menu featuring Asian and international favourites can be enjoyed at the hotel's fine dining pan-Asian restaurant San:Qi. 





16 TIPS FOR PERFECTING KITCHEN DESIGN

A commercial kitchen design is a complex task that requires careful planning and understanding of the foodservice industry.



DDP Bureau

The creation of a commercial kitchen is a nuanced endeavour, requiring a blend of meticulous planning, attention to detail, and a profound understanding of the unique demands of the foodservice industry. Whether embarking on the establishment of a restaurant, hotel, catering business, or any other foodservice operation, the blueprint of the kitchen is a critical factor that can define the success of the venture.

Paul Chaddha, Kitchen Designer and Founder, Blisspace, shares 16 commercial kitchen design tips. These are as follows:

- **Define your menu and concept:** Start by clearly defining your menu and concept, as this will greatly influence the kitchen's layout and equipment needs.
- **Space planning:** Begin by measuring the available space and creating a detailed floor plan. Ensure that there is enough room for all necessary kitchen components, including prep areas, cooking stations, storage and service areas.
- **Workflow and kitchen zones:** Organise the kitchen into functional zones to optimize workflow. Common zones include:
 - ▶ **Receiving zone:** Where deliveries are accepted and inspected.

▶ **Storage zone:** For dry, refrigerated and frozen storage.

▶ **Prep zone:** Where ingredients are washed, chopped and prepared.

▶ **Cooking zone:** The primary cooking area, with different stations for various cooking methods.

▶ **Service zone:** Where finished dishes are plated and picked up.

▶ **Dishwashing zone:** Ensure a logical flow of ingredients and staff from one zone to another to minimise congestion and maximise efficiency.

Design waste disposal system that separates recyclables & organic waste & ensure easy access to waste receptacles

• **Kitchen equipment:** Select commercial-grade equipment that suits your menu and kitchen layout. Consider the capacity, energy efficiency, and maintenance requirements of each piece of equipment.

• **Ventilation and exhaust systems:** Proper ventilation is crucial for a commercial kitchen to remove heat, smoke, and odours. Ensure that the ventilation system adequately serves all cooking equipment.

• **Health and safety compliance:** Adhere to local health and safety regulations, including food safety standards, fire safety codes, and ADA accessibility requirements.

• **Flooring and walls:** Use durable, easy-to-clean materials for flooring and walls.

• **Plumbing and utilities:** Plan for sufficient water supply, drainage, and electrical outlets based on your equipment and layout. Hire professionals to install and maintain these systems.

• **Lighting:** Adequate and well-distributed lighting is vital for safety and food preparation. Use task lighting over workstations and consider energy-efficient options.

• **Storage and shelving:** Efficient storage solutions are crucial for maintaining an organised kitchen.

• **Waste management:** Design a waste disposal system that separates recyclables and organic waste and ensure easy access to waste receptacles.

• **Safety and emergency preparedness:** Install fire suppression systems, fire extinguishers, and first-aid kits in accessible locations.

• **Accessibility:** Ensure that kitchen is accessible to all staff, including those with disabilities. □

Christmas gala



Leela Ambience Gurugram is spreading Christmas cheer with two dazzling events: Winter Wonderland Dinner & Christmas Carnival Brunch.



Step into a world of enchantment and festive splendour as The Leela Ambience Gurugram Hotel & Residences extends a warm invitation to celebrate the magic of Christmas in the most extraordinary way. This holiday season, immerse yourself in the opulence of the festivities with a special Christmas Eve dinner at the Spectra and a delightful Christmas Carnival Brunch at the Skydeck & Poolside.


On the night of 24 December, Spectra, the award-winning restaurant at The Leela Ambience Gurugram Hotel & Residences, will undergo a transformation

into a Winter Wonderland. The stage is set for a festive buffet dinner, promising a flavour-packed journey like no other. Amidst the charming winter village décor

Serenaded by live music, families can cherish togetherness in joyous ambience, creating a memorable Christmas dinner experience

that graces the venue, indulge in epicurean offerings, including exquisite winter-themed desserts that will leave your taste buds dancing with joy. The dedicated play

area ensures fun-filled activities and games to keep the excitement alive, making it a merry and memorable Christmas Eve dinner for both young and old. Serenaded by live music, families can cherish togetherness in the joyous ambience, creating a memorable Christmas dinner experience.

To add an extra layer of joy to this magical time of the year, The Leela Ambience Gurugram Hotel & Residences invites guests to join in the most extravagant Christmas Carnival in the city on 25 December. The Skydeck and Poolside will be transformed into a picturesque setting with festive decorations. Revel in a luxurious experience by the pool, accompanied by live music serenading the festivities. 

Embracing inclusivity with Braille menus

Novotel Visakhapatnam Varun Beach introduces Braille menus at its Indian specialty outlet, Zaffran, promoting inclusivity and empowerment.



In a groundbreaking stride toward inclusivity, Novotel Visakhapatnam Varun Beach has etched a significant chapter by introducing Braille menus at its Indian specialty outlet, Zaffran. This initiative positions the hotel as a pioneer in Andhra Pradesh, setting a precedent for fostering empowerment and equality among all patrons.

Lakshmi Sridhar, General Manager, Novotel Visakhapatnam Varun Beach and The Bheemili Resort, emphasised the hotel's ethos centered around fostering inclusivity. "Our ethos revolves around fostering inclusivity, ensuring every individual feels esteemed and embraced," she stated, reflecting the hotel's dedication to

creating an environment that caters to the diverse needs of its guests.

Braille menus, beyond being a mere culinary guide, signify a gateway to empowerment for visually impaired

The introduction of the Braille menu brought heartfelt joy to visually impaired guests, providing them with the autonomy to independently explore and order from the menu. The Braille menus, beyond being a mere culinary guide, signify a gate-

way to empowerment and independence for the visually impaired. As part of this commitment, Novotel Visakhapatnam Varun Beach proudly employs six visually impaired individuals across various departments. Two of these employees participated in the event, rejoicing in the ability to read the Braille menu and independently place their orders—a powerful symbol of inclusivity in action. □



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Optimism peaks

Indian hotels soar high

‘Indian Accommodation Barometer 2023’ report reveals a positive outlook among Indian hoteliers, with almost half expressing optimism about their future prospects.



DDP Bureau

The ‘Indian Accommodation Barometer 2023’ report released by Booking.com in collaboration with Statista has revealed a positive sentiment among Indian hoteliers. The report shows that nearly 50 per cent of hoteliers feel optimistic about their current economic development and future prospects. According to the report, nearly half of the hoteliers (49 per cent) reported increases in room rates, and an even higher number (55 per cent) reported increases in occupancy. Only 14 per cent said that they saw a drop in the average daily rate and 15 per cent said they had seen a decrease in the occupancy rate.

Consumer spending trends

Hoteliers observe consumer spending trends, indicating that 67 per cent of guests are booking shorter stays, and 66 per cent are booking further in advance. Preferences include booking less expensive rooms (63 per cent), opting for more restrictive cancellation policies (60 per cent), spending less on extras (52 per cent), and avoiding peak season stays (42 per cent).

Only 14% of hoteliers reported a drop in average daily rate & 15% noted a decrease in occupancy rate

Commenting on the report, **Santosh Kumar**, Country Manager, India, Sri Lanka, Maldives and Indonesia, Booking.

com, said, “2023 has been a year of recovery and optimism for the Indian hotel and holiday rental operators. The positive outlook reported in the inaugural Indian Accommodation Barometer 2023 is a testament to hospitality sector’s resilience. It is encouraging to see a strategic shift towards sustainability, wherein accommodation providers are prioritising energy efficiency and waste reduction, paving the way for the evolving and conscious traveller.”

Opportunities & challenges

Opportunities for growth in 2024, include attracting international tourists (88 per cent), families (78 per cent), offering local experiences (72 per cent), attracting more domestic travellers (72 per cent), and catering to spiritual tourism (64 per cent).



Accommodation barometer: How do Indian hoteliers feel about their recent business development?



Source: Booking.com

Gastronomical experiences play an important role in the industry's profit margins, with 39 per cent of accommodation providers claiming food and beverages make a significant contribution to the business. Adapting to changing food preferences is also important, with 41 per cent of accommodation businesses stating that featuring vegan and/or vegetarian food on their menu is becoming more important.

Hoteliers prioritise sustainability measures, with investments in energy efficiency (46%), waste reduction (45%) & water preservation (26%)

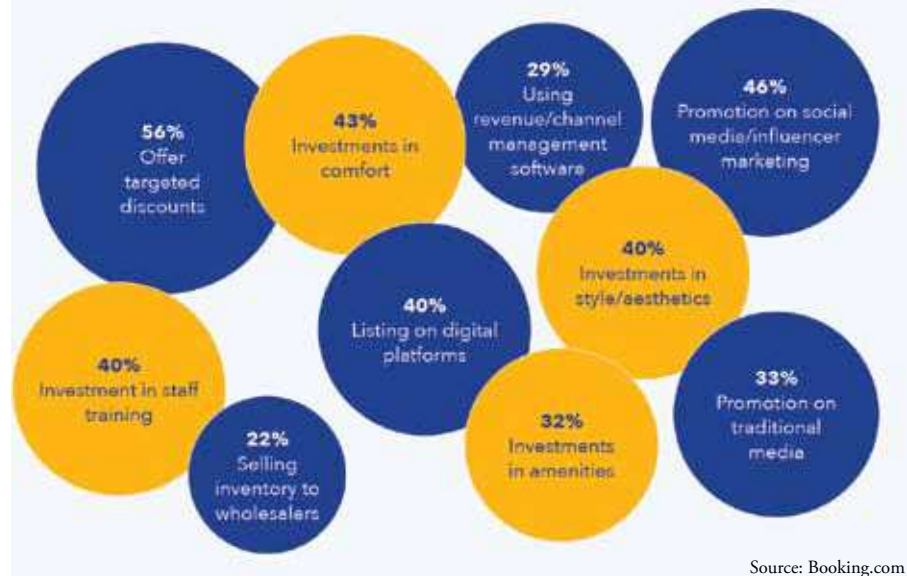
Claudia Cramer, Director, Market Research Insights, Statista said, "Following initial signs of revival in 2022, travel and tourism continue the recovery course in India in 2023. Despite ongoing challenges, Indian hoteliers are excited about the return of international tourists and are embracing the digital and green revolution."

Investment priorities

62 per cent of respondents consider fiscal and tax incentives as crucial for the hospitality industry's efforts to become more climate-friendly and sustainable. Hoteliers prioritise sustainability measures, with investments in energy effi-

ciency (46 per cent), waste reduction (45 per cent) and water preservation (26 per cent). Only 3 per cent of Indian accommodations currently use AI-powered business tools, but 25 per cent plan to introduce such tools in the coming six months. ■

Investments and tools used by Indian hoteliers to attract guests



Products & Services

Lamp Collection by Mohh

Committed to delivering outstanding design and craftsmanship, Mohh has introduced its Lamp Collection—an embodiment of elegance, Scandinavian finesse, and timeless craftsmanship. Designed by interweaving ethos of functionality, modernity, and comfort, the lamp collection by Mohh is meticulously crafted in muted colour palettes with the purpose of cultivating a warm and cosy ambiance. Tailored to seamlessly complement a broad spectrum of interior design styles, these lamps serve as an ideal addition just in time for the winter season. The entire collection epitomises serenity, creating a tranquil living environment.



Shaped Cushions by Eris Home

Eris Home has unveiled a playful twist with their latest Shaped Cushions collection. Inspired by the gentle forms of nature, this collection becomes the perfect companions for indoor snug moments, inviting everyone to bundle up and indulge in lounging experiences. An ode to the dream of floating in the air, the 'Cloud' cushion from this collection embodies a serene essence promising comfort as its namesake. For long hours spent on couches, chairs, or bed the 'Forever Knot' cushion arrives as the perfect sidekick with its unparalleled lumbar support and velvety finish.



Outdoor furniture collection by SPIN

SPIN recently has launched some new products in its outdoor furniture collection. The collection captures the essence of its modern, edgy style and the brand purpose of adding joy to everyday moments. SPIN outdoor furniture collection is a discovery of a full suite of outdoor essentials, from dining tables and chairs to comfy sofas, benches, high tables, loungers, bar essentials and more. Each product exudes the modern, minimal and conversation-sparking design ethos of the brand. The whole outdoor collection evokes a pleasant look designed to be used in a rugged outdoor environment.



Kuruka 2.0. fabric collection

Beyond Dreams has introduced its bespoke Kuruka 2.0. fabric collection, which is designed to infuse your home with the heartbeat of the wild. The collection pays incredible homage to the untamed beauty, the vibrant culture, and the fierce wildlife of the Masai Mara. Through the authentic tribal motifs and iconic Masai spear prints adorning this collection, a compelling narrative unfolds. The intricate details of the motifs speak to the craftsmanship of those who created them, while the starkness of the spear prints reminds us of the raw, unyielding nature of life's challenges.



Fire Pit and Lantern Collection

In a world where traditions meet modernity and where every occasion deserves a touch of class, Kaniry has turned up the heat in the home decor world with a new addition to its lineup—Fire Pit and Lantern Collection. Kaniry's meticulously crafted range comprises intricately designed lanterns that will be a symphony of tradition and innovation; and fire pits that create an enchanting ambiance in your outdoor spaces, taking any occasion to a whole new level with a unique fusion of tradition and modernity. Their glow gold metal lantern collection adds a hint of luxury to your abode.

Mobius Strip by Sumessh Menon

Nuance Studio Bangalore in collaboration with Sumessh Menon Associates has launched Mobius Strip by Sumessh Menon. The Mobius strip, a surface with only one side and one boundary, serves as a perfect representation of infinity. This creation, though, is more than just a geometric phenomenon. It is an allegory of the uninterrupted continuum of patterns we encounter, and how our experiences are woven in a non-linear fashion. Crafted using the state-of-the-art Litheoz concrete technology from Germany, the piece underscores the harmonious blend of innovative design with top-notch materials.



KOKO by K2India

Turn your living space into a festive masterpiece with KOKO by K2India, a fusion of opulence and artisanal craftsmanship. Enhance your holiday atmosphere with their furniture, a harmonious blend of luxurious details. Whether it is intricately designed chairs or lavish consoles, each piece showcases the exceptional workmanship that characterises K2India. KOKO by K2India presents a carefully curated selection that goes beyond conventional furniture, transforming your home into a sanctuary of festive enchantment.

Furniture design by Saachi Marwah Rana

Saachi Marwah Rana has ventured into the world of furniture design, drawing inspiration from architectural visionaries such as Alexander McQueen and Antoni Gaudí fashion designers. This fusion of architectural brilliance and fashion innovation led to the creation of a groundbreaking collection of bespoke furniture. What sets this collection apart is its distinctive value proposition—the materials used appreciate in value over time, becoming more precious as the years pass. Every minute detail of these pieces showcases deep craftsmanship and dedication, transforming them into not just furniture but genuine works of art.



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Embarking on a spiritual odyssey

Cygnett Collection KK Hotel Ayodhya features 41 opulent rooms spread across three categories, each designed with modern amenities & aesthetic touches.



Cygnett Hotels & Resorts has announced the signing of the contract for its newest property—Cygnett Collection KK Hotel Ayodhya. The Cygnett Collection Hotels is a collection of Cygnett's unique properties, located in key cities and leisure resort locations. The rooms offer modern amenities that cater to every guest's needs. The hotel is strategically located in the heart of Ayodhya.

"We are thrilled to establish our presence in the spiritually significant city of Ayodhya. With the completion of the Ram Temple in January 2024, Ayodhya is poised to become a global tourism hub and spiritual centre, attracting visitors from all corners of the world. Prime Minister Narendra



Sarbendra Sarkar
Founder & MD,
Cygnett Hotels & Resorts

Modi envisions Ayodhya as a must-visit destination for future generations, making this the perfect time for Cygnett Hotels & Resorts to enter the Ayodhya market. We are excited about the growth prospects in terms of both tourism and infrastructure development," said **Sarbendra Sarkar**, Founder & Managing Director, Cygnett Hotels & Resorts.

The Cygnett Collection KK Hotel Ayodhya offers a decorative and stylish atmosphere, ensuring an unforgettable stay. It features 41 opulent rooms spread across

three categories, each designed with modern amenities and aesthetic touches. The hotel aims to provide a serene and comfortable ambiance with modern amenities and meticulous attention to detail.

Cygnett Collection KK Hotel Ayodhya reaffirms brand's commitment to providing world-class hospitality in different parts of country

The hotel also features the C Pavilion, an all-day dining restaurant offering a variety of world cuisines, including hearty breakfasts, leisurely lunches, and scrumptious dinners. The Summit Columbia Banquet Hall is ideal for social and corporate events, accommodating conference halls of 50 to 300 guests and banquet halls accommodating informal gatherings of 350 to 500 guests.

"Cygnett Hotels & Resorts is dedicated to offering dependable comfort, exceptional service, and delectable cuisine to create an unforgettable experience for its guests. The opening of Cygnett Collection KK Hotel Ayodhya reaffirms the brand's commitment to providing world-class hospitality in different parts of the country," added Sarkar. □



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Breaking News

MOVEMENTS



SUDEEP MUKHERJEE

**Director, Sales & Marketing,
Novotel Imagicaa Khopoli**

★ Novotel Imagicaa Khopoli has appointed Sudeep Mukherjee as Director of Sales & Marketing. With an overall experience of 15 years, Mukherjee has worked with brands such as Marriott International, ITC Hotels, Lalit Hotels & The Park Hotels. His last assignment was with Radisson Blu Indore as Director of Sales and prior to that he was in a similar role with Sayaji Hotels Indore and Crowne Plaza Kathmandu. He was previously a part of Accor Hotels, serving as ADOS with Grand Mercure Bangalore and as F&B Supervisor with Novotel Hyderabad Convention Centre.



SANJAY KUMAR GAUTAM

**CFO,
Onora Hospitality**

★ Sanjay Kumar Gautam has joined Onora Hospitality as the Chief Financial Officer. Gautam comes with over 20 years of experience in accounting and finance. After completing Chartered Accountancy in 2002, he worked with several MNCs. He joined the Oberoi Group in 2011 and worked for almost 11 years before leaving the organisation in January 2023. In his new position, Gautam will be overseeing the accounting and finance processes. "Making the entire blueprint for an organisation's accounting and finance systems is a big responsibility and I am looking forward to achieving this successfully," Gautam said.



JITENDRA TAAK

**General Manager,
ITC Kohenur**

★ Jitendra Taak has been appointed as the General Manager at ITC Kohenur, Hyderabad. He has worked at various ITC Hotels, Luxury Collection. Having a strong leaning towards F&B service, 'JT' as he is fondly called, served at both business and leisure properties. With his flair for people management and adaptable leadership, Taak brings a wealth of experience to his new role as General Manager at ITC Kohenur. He will also be playing an instrumental in developing and implementing F&B strategies to drive sustainable growth.



VINODH RAMAMURTHY

**General Manager,
Hilton Chennai**

★ Vinodh Ramamurthy is now part of Hilton Chennai, taking on the role of General Manager. Formerly serving as the General Manager, Hilton Jaipur, Ramamurthy played a pivotal role in orchestrating significant enhancements in achieving highest revenues, team satisfaction, and guest experience during his tenure. With an impressive career spanning over 24 years in the hospitality industry and an 11-year association with Hilton, he brings a dynamic and innovative approach to lead the team at Hilton Chennai. His strategic leadership and commitment to excellence have left an indelible mark on Hilton Jaipur's success.



SUMIT DATTA

**Resident Manager,
Le Meridien Gurgaon**

★ Sumit Datta has joined Le Meridien Gurgaon in the capacity of Resident Manager. Datta embarked on his journey with the Taj in 2005. With a career spanning 18 years in hospitality, Datta brings forth a profound reservoir of expertise and an unwavering commitment to deliver unparalleled guest experiences. Commencing his journey as a Butler, he ascended the ranks, carving his trajectory through establishments such as Taj Falaknuma Palace, Taj Lands End, Taj Krishna, Vivanta by Taj, Whitefield. His last tenure at The Leela Palace - Jaipur, bore witness to significant milestones



VIKAS NAGAR

**Hotel Manager,
Pilibhit House - IHCL SeleQtions**

★ Pilibhit House - IHCL SeleQtions has appointed Vikas Nagar as their new Hotel Manager. In his new role, he will be spearheading Pilibhit House's hotel operations and will play a pivotal role in planning and executing strategies that are aimed at ensuring the warmth and hospitality alongside delivering services and experiences to generate revenue growth. With in-depth work experience in culinary operations, he will ensure the highest standards of F&B service are being implemented with exciting changes already in line. Nagar is known for his strategic vision, skilled leadership and ability to handle operations of different scales.

Happy New Year 2024

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NOTABLE SPEAKERS

Alan Watts, President – Asia Pacific, Hilton
Anil Chadha, Divisional Chief Executive, ITC Limited Hotels Division
Anuraag Bhatnagar, Chief Executive Officer, The Leela Palaces, Hotels and Resorts
Christopher Wong, SVP Development - Asia Pacific, Four Seasons Hotels & Resorts
Elie Younes, Executive VP & Global Chief Development Officer, Radisson Hotel Group
Gautam Birudavolu, Chief Executive Officer, GreenPark Hotels & Resorts
Jatin Khanna, Chief Executive Officer, Sarovar Hotels & Resorts
Jesper Palmqvist, Area Director - Asia Pacific, STR
Mark Hoplamazian, President and CEO, Hyatt Hotels Corporation
Nikhil Sharma, Market Managing Director - Eurasia, Wyndham Hotels & Resorts

Patu Keswani, Chairman and Managing Director, Lemon Tree Hotels
Pieter Elbers, Chief Executive Officer, IndiGo Airlines
Priya Paul, Chairperson, Apeejay Surrendra Park Hotels
Rajeev Menon, President - APAC (excluding Greater China), Marriott International
Rajesh Magow, Co-Founder and Group CEO, MakeMyTrip
Ranju Alex, Area VP - South Asia, Marriott International
Serena Lim, Chief Growth Officer, The Ascott
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