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HRAWI ORGANISES ANOTHER FIRE MARSHALS TRAINING

HRAWI recently conducted one more batch of the fire marshals training programme for hotels and restaurants in the city. We bring you news from the same.
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REINING-IN ATTRITION IN THE HOSPITALITY INDUSTRY
Regional presidents share what hotels in their regions are doing to hire the best talent and retain them to maintain a skilled workforce.

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POWER TO HOTELIERS
Executive Committee members share the achievements of FHRAI for hotels as well as restaurants, specifically in their regions in the last five years.

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SECRETARY’S MESSAGE

Dear fellow members,

Ministry of Tourism has identified 17 sites in 12 clusters in the country for development under the Iconic Tourist Sites Development Project, pursuant to Budget Announcements of 2018-19. Suman Billa, Joint Secretary, Ministry of Tourism, had recently said, “One of the big plans that we are working on is to develop our iconic sites.

We have picked out the 17 most iconic sites in India like the Taj Mahal, Kaziranga and are working hard to make them world-class. All the first-cut master plans are done, so I think that there is an impetus on, as to how we can really make these iconic sites truly a world-class tourist experience.”

Speaking on the growth of tourism in the country, he said, “There is no doubt that tourism will emerge as an economic engine for growth for this country and I don’t think there will be any confusion on that politically. Whatever work that we have been doing and the way that the tourism sector has been pulling together, that will continue strongly.”

The sites that will be redeveloped are- Uttar Pradesh- Taj Mahal & Fatehpur Sikri; Maharashtra- Ajanta & Ellora; Delhi- Humayun’s Tomb, Red Fort & Qutub Minar; Goa- Colva beach; Rajasthan- Amer Fort; Gujarat- Somnath & Dholavira; Madhya Pradesh- Khajuraho; Karnataka- Hampi; Tamil Nadu- Mahabalipuram; Assam- Kaziranga; Kerala- Kumarakom; Bihar- Mahabodhi.

According to a recent report by HVS ANAROCK, the year 2018 has seen growth in performance by hotels over 2017 in almost all major markets across India, with the momentum carrying into the first quarter of 2019, where performance of January and February 2019 is a stellar 11 per cent higher in RevPAR performance than the same period last year. Given the head start that 2019 has received, coupled with the general momentum that has built over the last two years, we are of the opinion that RevPar’s will grow. This bodes well for the hospitality industry and I hope you generate excellent business in the summer months.

Further the report stated that the year 2018 in many ways is the hotel industry’s inflection point: average rates grew by approximately 6.25 per cent in 2018, unlike in 2017 and 2016, where occupancy was the main driver of growth in RevPAR.

After a long hiatus, the industry-wide ADRs in 2018 grew at a rate faster than long-term inflation rate of 4.5 per cent, suggesting that markets are now on a steady path to recovery, even though they have a long way to tread before they can reach levels witnessed during the boom period from 2005 to 2008.

Developing the educated hotelier is not easy. While talent might be found, it needs to be honed with skills and perseverance. A lot of what the academia approves the industry disapproves, yet all main brands visit the educational institutes for fresh recruits.

Eventually progressive education, opportunity and hard work help build the successful hotelier. Turn the pages to find out more on the same in our cover feature.

With kind regards,
Rahul Lall
Secretary General, FHRAI

Rahul Lall
Secretary General
FHRAI

Hotel performance of January and February 2019 is 11 per cent higher in RevPAR than same period last year

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Dr. Zahir I. Kazi
Hon. President

Mr. G.A.R. Shaikh
Hon. General Secretary
Riding on the success wave of its first fire marshals training programme held last month, the Hotel and Restaurant Association of Western India (HRAWI) recently conducted one more batch of the programme for hotels and restaurants in the city. The training activity was held on April 8, 2019, at the Mumbai Fire Brigade headquarters in Byculla and was conducted under the supervision of the Mumbai Fire Chief & Director - Directorate of Maharashtra Fire Services – Dr. Prabhat Rahangdale and team. Through the seminar, a fresh batch of 118 employees from several hotels and restaurants across the city received training on the different aspects of fire safety. The seminar covered a wide range of topics including causes of fire, rescue methods, the dos and don’ts during fire emergency, among others. A practice drill on how to use a fire extinguisher and other safety related skills were also imparted to the participants. Upon successful completion of the programme, each participant was awarded with a certificate and a badge officially qualifying him or her as a Fire Marshal volunteer. “This is HRAWI’s second successful programme in fire safety conducted in conjunction with the Mumbai Fire Brigade.

So as of today, there are close to 250 fire marshals in several hotels and restaurants in Mumbai who are informed and equipped with the basic life-saving skills after undergoing the fire marshals training. It is greatly impressive that member and non-member hotels and restaurants have taken interest in this programme and are getting their staff trained despite this being voluntary. Such activities are intended to educate our fellow industry members on precautionary measures and fire-fighting techniques in case of an emergency. We thank the CFO and all other officials from the Mumbai Fire Brigade for taking their invaluable time out to train us in this life-saving programme,” said Gurbaxish Singh Kohli, President, HRAWI.
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In the last couple of years, the occupancy levels of most hotels in Kolkata have steadily maintained a rate of 72 per cent which is slightly above the national average. Many new hotels including some of the well-known international chains, such as, Westin and Holiday Inn, have launched new properties. ITC Hotels launched its colossal ITC Royal Bengal with a room inventory of 456 keys, over six F&B restaurants, offering the finest Indian and global cuisine and a huge banqueting area.

"A lot of new properties are coming up in the city. At least 1,000 more rooms are expected by 2020," says Pranav Singh, President, HRAEI. According to him, MICE is the driving force in making Kolkata’s occupancy rate so high.

Big global properties and events — such as Fashion TV’s F-salon and F-Bar and Playboy lounge — have shown interest in Kolkata. "A stable government, a rich heritage and culture are few of the factors that have been drawing MICE tourists to this city," says Singh.

"The city’s huge variety of cuisines that include regional and international dishes also attract tourists to Kolkata which has a rich legacy of cosmopolitan growth," added Mohammed Azhar, Honourary Secretary, HRAEI.

Speaking at the 11th edition of The Great Indian Travel Bazaar (GITB) 2019. D.B. Gupta, Chief Secretary, Government of Rajasthan, said that that State Government and FICCI have already signed an MOU for GITB to be held in Jaipur till the year 2024. He also announced that GITB 2020 will be held on 19, 20 and 21 April. He said that in 2018-2019, as many as 83 development work-related to tourism infrastructure have been undertaken.

Jyotsna Suri, Past President, FICCI; Chairperson, FICCI Tourism Committee & CMD, The Lalit Suri Hospitality Group, said, that a total of 291 foreign trade operators (FTOs) from 47 countries and 260 Indian exhibitors with 300 booths are participating in this colossal bazaar. Dr Suri said, "GITB 2019 will witness 11,236 pre-scheduled, structured B2B meetings in the next two days." Sreya Guha, Principal Secretary — Tourism, Art & Culture, Govt of Rajasthan, said, that the tourism industry has witnessed a record growth of 9.4% in domestic arrivals and 8.97% in international arrivals in 2018.
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HRANI successfully concluded its latest food safety training and certification session in Rishikesh at Hotel Vasundhara Palace on April 18, 2019. The session witnessed full participation of food handlers from Uttarakhand.

The faculty for the session was Vikas Gupta, Professor, Amity University Noida. Gupta has conducted various FoSTaC sessions with HRANI since the very beginning.

His deep understanding, knowledge, and the ability to reach out to food handlers and address their concerns and questions made the session fruitful for all attendees. All participants were informed that the food safety training and certification is an important document for food handlers. It has now been made mandatory by the Food Safety and Standards Authority of India (FSSAI), that all food business operators that have Central or State Licence to have at least one trained and certified food handler for every 25 food handlers in their premises.

The participants were further apprised that FoSTaC certified Food Safety Supervisor will be a conduit between FSSAI and the Food Business Operator.

Renu Thapliyal, Secretary General, HRANI, sensitised the participants about various types of competence based certification programmes available under FoSTaC.

**HRANI CONDUCTS FOOD SAFETY SUPERVISOR TRAINING**

The latest food safety certification session witnessed full participation of food handlers from Uttarakhand.

“...”
and the duration of each course which is of eight to twelve hours spreading over one to two days. She said, "The training manuals of these trainings are based on general hygiene or manufacturing practices as detailed under schedule-4 of FSS Regulation, and the courses have been divided into three levels - Basic, Advance, and Special." The session was a hit among the attendees as well as the local media, said Thapliyal. She also gave the audience insights on some other schemes that were beneficial to consumers as well.

Apprising the participants about the Hygiene Rating scheme, she said, "FSSAI’s Hygiene Rating scheme is a voluntary self-assessment scheme for food business operators. It is a transparent scoring and rating process which aims to allow consumers to make informed choices about the places where they eat out."

She also informed about the various advantages of the scheme for the FBO. “Adherence with the hygiene rating checklist, an FBO will automatically familiarise itself the enforcement matrix,” she said.

She further added, "Through this rating, the FBO becomes government authorised accreditation of hygiene in the premises."

**HRANI TO HOLD ITS NEXT CONCLAVE IN LUDHIANA**

HRANI’s next conclave has been scheduled for May 27, 2019 in Ludhiana, Punjab at 1800 hrs onwards. The conclave will be inaugurated by Chief Guest, Pawan Agarwal, Chief Executive Officer, Food Safety and Standards Authority of India (FSSAI).

The conclaves are planned and organised by HRANI in all nine state of North India on rotation basis. This time, Hotel and Restaurant Association of Northern India (HRANI) in collaboration with Hotel & Restaurant Association of Punjab (HRAP) has planned to introduce ‘HRANI Awards - Ludhiana Edition’. The awards have been instituted by HRANI to encourage industry professionals and recognise excellence, in the hospitality industry.

The session on hygiene rating is planned in the interest of the hotel and restaurant members. Start-ups such as BioD have initiated the repurposing of used cooking oil with the objective to create sustainable solutions for a greener environment and a healthier society. The knowledge will highlight the harmful effects of consuming cooking oil which is used and re-used. Registrations for the event can be done through HRANI’s website. The event will start from 1800 hrs which will be followed by the inaugural HRANI Awards at 1830 hrs and the above-mentioned sessions on hygiene rating and repurposing of used cooking oil. It will conclude with networking cocktail and dinner.

"HRANI, in collaboration with Hotel & Restaurant Association of Punjab, has planned to introduce HRANI Awards"
FHRAI is the voice of the hospitality industry and provides an interface between the hospitality industry, political leadership, academics, international associations and other stakeholders. Just post the 64th anniversary for the Association, which was on April 15, 2019, we bring you a list of the past Presidents of the illustrious association.

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<th>PRESIDENT NAME</th>
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<td>Maneck S. Shaw</td>
<td>1968-69</td>
<td>B.K. Gupta</td>
<td>2001-02</td>
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<td>S.N. Singh</td>
<td>1970-71</td>
<td>S.K. Khullar</td>
<td>2002-03</td>
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<td>Ajit Kerkar</td>
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<td>Vivek Nair</td>
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<td>P Ananda Rao</td>
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<td>Pesi M. Shaw</td>
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<td>H.K. Kohli</td>
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<td>Rajindera Kumar</td>
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<td>M.S. Bharat</td>
<td>1986-87</td>
<td>Ratan Marothia</td>
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<td>Satish Kumar</td>
<td>1990-91</td>
<td>S.M. Shervani</td>
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<td>Rajiv Gujral</td>
<td>1994-95</td>
<td>K. Syama Raju</td>
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<td>Jahagir Cama</td>
<td>1995-96</td>
<td>Garish Oberoi</td>
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<td>Sushil Gupta</td>
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ACCOR BRINGS ICONIC RAFFLES BRAND TO INDIA

Accor have announced two majestic hotels in India - Raffles Jaipur and Raffles Udaipur - in the presence of Accor Chairman & CEO Sébastien Bazin and owner, Ratankant Sharma. The iconic Raffles brand is synonymous with luxury, glamour and extraordinary adventure and this announcement signals a new direction for Accor in India, with a stronger focus on luxury and premium brands.

Both hotels will deliver a palatial experience in an extraordinary setting along with the famously discreet and personalised Raffles service. Raffles is renowned for setting the standard for luxury hospitality for over 130 years.

Jaipur forms part of the culturally rich tourist circuit known as ‘The Golden Triangle’, which comprises New Delhi, Agra and Jaipur; while Udaipur is a natural extension of this given its proximity to Jaipur. Bazin said: “It is with immense pride that we announce the arrival of the Raffles brand in India, a hallmark of luxury and sublime service in a country that is famous for delivering luxury at the highest level. With our strategic partners, we look forward to providing an oasis of calm and charm in two of the most incredible destinations in India. We thank Ratankant Sharma and our partners for entrusting us with these landmark properties and we look forward to delivering the distinctive Raffles experience to travellers in India.”

NIRVANA SAROVAR PORTICO OPENS IN GORAKHPUR

Sarovar Hotels has announced the opening of Nirvana Sarovar Portico in Gorakhpur, Uttar Pradesh. Gorakhpur is Sarovar’s fifth city in Uttar Pradesh after Agra, Jhansi, Lucknow, Vaishali and Vrindavan. The hotel features 67 rooms including suites, with all modern amenities. The hotel also includes conferencing and banquet spaces and facilities for up to 350 guests. Ajay K. Bakaya, Managing Director, Sarovar Hotels, said “This beautiful, new hotel is a fantastic addition to our growing portfolio in Uttar Pradesh. With its significant development, Gorakhpur is an emerging destination with rising number of visitors from overseas and across the country. It is an important location for us to further tap the market and grow our business. This is set to be one of the best hotel in the city and will cater to the needs of corporate, groups, leisure and conferences.” Sarovar Hotels is targeting 100 hotels under its portfolio in the near future. The cities that expect openings this year include, Bengaluru, Bihar, Goa, Gujarat, Mumbai, Punjab, Tanzania, Uttarakhand.
India HoReCa Expo 2019, will be held from July 5-7, at the Codissia Trade Fair Complex, Coimbatore.

The expo focusses on the supply chain for the hotel, restaurant, catering & café industry. Healthcare, office management systems and solutions will also be highlighted in the expo. The three-day business networking event will be a good platform for the buyers, purchase initiators, end users and the decision makers to meet suppliers and plan their sourcing to fulfill their current and future requirements. The business connect is planned to facilitate the meetings with project planners along with their department heads to identify innovative products and to understand the functional aspects. IHE 2019 will be the perfect procurement hub for the Hospitality & Food Service industry.

Startups and investors get an opportunity to connect with senior industry professionals from the HoReCa sector. The attendees who were part of the previous editions of India HoReCa Expo were highly satisfied with the mix of products, the quality & service of the suppliers. This year at IHE 2019, HoReCa Professionals will be able to identify innovative and effective product range from F&B, Interiors, Laundry, Housekeeping, Food Service, Engineering, IT, Commercial Kitchen Solutions, Consumables & Gourmet Food. Besides India, business delegation from over 10 Asian countries have planned to make this event an effective sourcing platform. Specific pavilions for the exhibitors have also been planned.
**INDORE MARRIOTT LAUNCHES '54 PRAANGAN'**

Indore Marriott Hotel is all set to tantalize your taste buds with its new open-air Indian restaurant ‘54 Praangan’. It is an open garden restaurant with a live interactive kitchen and a green environment at scheme no. 54. The restaurant utterly justifies its name ‘54 Praangan’, as ‘Praangan’ is a Sanskrit word for ‘aangan’, which means an open area. ‘54 Praangan’ will give you the nostalgia of having fun and enjoying with your family in your aangan. Indore Marriott Hotel brings the only restaurant in Indore to serve undivided Punjabi, Awadhi and Kashmiri cuisine from its live kitchen for food lovers of the city. Featuring authentic Indian delicacies, the menu will reflect the rich diversity of Indian flavours and culture, all curated by expert chefs. The warm and welcoming ambiance reminds its guests about the rich food heritage of India. The hotel has a beautiful green landscape, the aroma of mango trees which is further complemented with live Ghazal and Sufi music. Devesh Rawat, General Manager, Indore Marriott Hotel, said, “At Indore Marriott Hotel, it is our constant endeavour to provide our guests with the best services and facilities along with the most vibrant Food & Beverage programme in the city. We are happy to launch the second specialty restaurant in the Hotel after One Asia, which is known for its distinctive cuisine trends and service. Our guests can now gain an exquisite dining experience in the open garden restaurant.”

**Recycle with ECOLEEN**

Ecoleen is an automated composting machine, it helps convert wet solid waste to compost within 24 hours, under a given set of conditions. Cleanliness, a habit and a social responsibility, is now a switch start concept with Ecoleen.

Synergia Metier are the manufacturers of ‘Automatic Composting Machines’ for treatment of organic waste from kitchens, garden, etc. under the brand Name Ecoleen. Fruits, vegetables, poultry, fish meat with small bones, fast food, garden waste, meal left-over, egg and crab shell and likewise can be composted through this machine. Compost formed is a good quality fertiliser to be used in gardens and pots.

It’s of use in every household, offices, organisations and commercial establishments which have generation of solid organic waste. Another major usage is in vegetable, meat and fish markets, poultry and fish farms. The wet solid waste is acted upon by thermophilic bacteria to get it converted to organic manure. The manure thus formed is good in organic carbon, calcium, nitrogen and other essential elements and minerals and has a good C:N ratio. There is no seepage of fluids and odour, thus Ecoleen works silently to clean your waste and thus, the environment. It is available in 25 kgs, 50 kgs, 100 kgs and 200 kgs regular models and above capacities as per the specific requirement. Thousand kgs and above models for MC’s are also tailored. ‘Swachhta’, should be a way of life. Every citizen of the nation should fulfill his/her call of duty of clean and healthy social environment.
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Some of our esteemed clients:
Regional presidents share what hotels in their regions are doing to hire the best talent and retain them to maintain a skilled workforce.

Kanchan Nath

**CORRECTIVE RENUMERATION**
The solution is to compare remuneration with other service industries and take corrective measures. More than half of the students who pass out from catering institutes, are keen to opt for overseas jobs, cruise liner and airlines, which offer attractive remuneration.

FHRAI has gone on record saying that the industry leaders are worried about losing qualified trained professionals to outer shores. But owing to the development in the hospitality sector, the hotel management institutes in India have mushroomed from just 18 to over 280 at this time. Therefore, the following would by my mantra for employee retention:

1) Create a culture: Create a clearly defined work culture. This should come from the top. Motivation and inclusion play a big part.  
2) Ensure they see a future: Employees need a future plan to grow. They need to know what they need to learn in order to move up the ladder.  
3) Get them involved: By creating committees on property, allow the line level team members to have a greater role in the hotel without having to pay them more or give them a promotion.

Apart from these, there are staff welfare policies that takes care of healthcare of the workers as well as their families. There are also incentives and some fringe benefits for a worker. The workers must be treated as family members. Above all, best performers are rewarded and given bigger responsibilities. The workforce is an important part, and the happier they are the better they perform.”
RECRUITMENT DRIVES FOR HIRING
The hospitality industry has always had a rather high attrition rate. There are many factors that contribute to this. On average, the pay scales in the hospitality industry at entry level are lower than those of other industries. It is also a fact that the timings in this industry tend to stretch and employees are often required to put in extra hours, sometimes, going upto a 10-12-hour work schedule. Most hotels conduct recruitment drives at catering colleges that are reputed and known for their training. Hotels prefer to find new recruits in this way since they find trained personnel at such institutes and can give them on the job training.

DIVERSE EMPLOYMENT OPPORTUNITIES
Many freshers join hotels straight out of college through campus recruitments and gain their first work experience in the hotels that selected them. Once they gain experience, they also find that they are able to find better paying jobs in other industries like ITES or even large hotel chains and cruise lines abroad.

The hospitality industry needs to find new ways or reinvent existing ways to reduce attrition rates and retain employees. It is a known fact that employees will constantly be on the lookout for better opportunities, therefore it is important that they find reasons and are motivated to stay. Some hotel chains have introduced employee friendly policies such as flexible leave policies which allows hotels of the same group in different regions to structure the leave policy as per the local holidays. Other hotel chains offer discounted stay options for their employees and their families at their hotels in different parts of the country. The hospitality industry has realised the importance of work life balance, efforts are being made to ensure that it is maintained.

It is necessary to build a strong, mutually respectful employer-employee relationship

Surendra Kumar Jaiswal
President
HRANI

Hiring the best talent is one of the top-most aims of any company, as employees are the representatives of the company. The job market swings in favour of professionals that are high in demand.

Top-tier professionals generally are aware of the worth of their skills and talent, and if as employers, we don’t market the hotel/restaurant properly, we might certainly lose a worthy employee to a competitor.

Hotels’ HR teams set up employer branding strategy which is structured in a way to appeal to deserving employees. However, the task of HR teams doesn’t last till talent acquisition.

After hiring a deserving or talented employee, retention is a major concern. While performance appraisal and work environment have a direct relation with job satisfaction, keeping a set of skilled workforce requires more than mere appraisals and nurturing work environment.

Using unique benefits to incentivise long-term employment is a good way to retain a skilled workforce by providing the benefits that befit their requirements. It’s a long-acknowledged fact that employee benefits are a major factor in attracting and retaining talent.

Along with that, an engaging work culture leads to success for hotels, restaurants, and other companies in the hospitality sector. Most employees just want to be recognised for their achievements.

If they’re not in an environment where they’re recognised for their achievements and contribution to the hotel, they’ll have little incentive to work hard or stay with the company. The employee workforce comprises of people with varied skill sets, expectations, and driving factors.

Setting up a work environment which makes an employee willing to give their best to the company lies on the shoulders of the management.

Effective senior leaders can nurture future leaders into becoming the brand ambassadors of the company. To fight off stiff competition, it is extremely necessary to build a strong, mutually respectful employer-employee relationship.

It is important to keep employees motivated to enable them to perform well

K. Syama Raju
President
SIHRA

OPINION
FHRAI celebrated its 64th anniversary for the Association on April 15, 2019. Executive Committee members share the achievements of FHRAI for hotels as well as restaurants.

Kanchan Nath

Lakshyaraj Singh Mewar  
Executive Director, Fateh Prakash Hotel

We look up to the FHRAI as a seasoned industry association with decades of remarkable work behind it. Over the last few years, GST has been a major issue which the FHRAI had to address at different forums of the government and its ministries. The fact that the hospitality industry got substantial GST relief is a measure of FHRAI’s success. I am sure more can be done on that front as GST remains a cumbersome issue for medium and smaller hotel chains to master. FHRAI in its last convention in Lucknow focused on ‘Spiritual and Wellness Tourism’.

This segment needs more attention in the years to come. As we reach out to global audiences, the authenticity and credibility of our spiritual and wellness programmes / products will be tested. Rajasthan can be contributing immensely in this exercise and facilitating the creation of new tourism products. Similarly, on the ‘food culture’ front, we have miles to go before we can become truly global and innovative in our restaurants, bars and cafes. There is need for expertise, training and the constant sharing of knowledge which can transform the F&B output. Gluten-free, lactose-tolerant, vegan cuisine are now becoming the norm. We have to offer these options for our guests. Or else, we will be losing out. Hygiene, safety are the perennial issues we have to address. I look forward to FHRAI taking the lead on all these fronts. More power to FHRAI!

GST has been a major issue which FHRAI addressed at different forums of the Government of India
EC MEMBERS

Vineet Taing
President, Vatika Hotels

In the last five years, FHRAI has been successfully positioning fair practices for the hospitality industry, paving a smoother way ahead for hoteliers and restaurant owners in India. One of the most prominent examples of which took shape when the association initiated and was actively engaged in the legal battle against online travel aggregators (OTAs) GO-MMT and OYO for their high commission and deep discounting policies disrupting the hotels market. Further, the association’s lobbying efforts have brought significant changes to the GST impositions on hotel rooms, much to the benefit of hoteliers as well as their customers. Accordingly, the tariff limit for 28 per cent GST imposed on hotel rooms has been increased from ₹5000 and above to ₹7500 and above. The GST on restaurants in five-star and luxury hotels was reduced from 28 per cent to 18 per cent, bringing it on a par with standalone air-conditioned restaurants. GST rate on restaurants has been slashed to 5 per cent. The association also took up the concern of the industry for restaurants on rented premises and submitted a representation for extending the ITC benefit to such units.

FHRAI engaged in the legal battle against OTAs for their high commission and deep discounting policies

TS Walia
Managing Director, Hotel Walson

In 1955, FHRAI started with about 35 members and today we are around 4,000 members strong. HRAEI is a confluence of states with varying degrees membership among them. Previously under the leadership of Sudesh Poddar, whose contributions have been invaluable as through precarious times, HRAEI has grown its members and the future seems brighter. The association, under the current leadership of Pranav Singh, has managed to tackle many issues head on, and that has propelled HRAEI to achieve more. As for FHRAI, notwithstanding the fact that some members differ in their perspectives on certain topics, we understand that it is this diversity which makes FHRAI the potent force that it is today. Members should appreciate, that for all, we present a united front to every adversity that damages the fiber of the industry. On the national stage, as well as for all of our segments, the past decades have been a spectacular story and armed with past accomplishments, and a grand vision, I believe that we can rewrite the future as well.

In 1955, FHRAI started with about 35 members and today we are around 4,000 members strong

D.V.S. Soma Raju
Executive Director, Katriya Hotel & Towers

Since inception FHRAI has been trying to fulfill its purpose to encourage, promote and protect the interests of owners and other persons concerned with and interested in the hospitality industry. The liquor ban imposed on highways in 2017 affected many hotels and restaurants and threatened the livelihood of many. FHRAI spearheaded the case and took up the cause for its members and was successful in having the terms of the ban modified such that hotels and restaurants within municipal areas were not affected. Through FHRAI, the regional associations such as SIHRA made their representation on behalf of their members for a reduction in the GST rates which had impacted hotels and restaurants. This was successfully done, and rates were reduced. Again, through FHRAI, SIHRA took up the case pertaining to MRP and obtained a judgment in favour of the hotels. FSSAI certification is a mandatory requirement and the association facilitates training programmes for its members by conducting FoSTaC trainings.

FHRAI got terms of the liquor ban modified. We also took up the MRP and GST cause for hoteliers
Key to Hospitality Education
Developing a successful hotelier takes passion and perseverance. In this feature, educationists share latest trends, tech-exposure, course content & available facilities, while hoteliers elaborate on specialisation trends, brand culture, expectations & more...
The Monarch International College of Hotel Management is one of the most esteemed college and institute in Ooty and one of the highly reputed colleges in South India. It is situated in a wonderful spot amidst the breathtaking beauty of Ooty. Ooty is marked for its healthy climate and natural beauty. The city enjoys a pleasant climate throughout the year. Our sound reputation, since inception in 1998, comes from the success of our graduates and the response from the hospitality sector. The campus of The Monarch International College of Hotel Management is situated a few minutes from the centre of the city. Since the late nineties, Monarch has established itself as a professional leader in building excellence in students and is well known for its exemplary teaching methods. The college has carved a niche for itself in the field of education and hotel management studies, providing the necessary diversity of experience and expertise. Monarch has always strived to give quality education and at the same time groomed the students into hotel management professionals by combining academic rigor with relevant, practical experience in a learning environment that reflects the spirit of Monarch.

Since the late 90s, Monarch has established itself as a leader in building excellence in students.

COLLEGE PHILOSOPHY
We aim to provide high quality, professionally oriented hotel management education in a multi-disciplinary field of study. The purpose of which is to prepare young people with the expertise, commitment and skills necessary for the international hotel industry, and to meet the demand of the global challenges in the hospitality sector. The Monarch International College of Hotel Management is the house of students from all over India and worldwide. It houses a production kitchen, where food production transforms into an art. The service lab aims to train the students with the skills of service with bar and beverage management.

FACILITIES AT MONARCH
Monarch gives access to fully furnished computer lab, well equipped classrooms, a library that includes reference books in the area of hospitality management. The WiFi & E-library is a complete Wi-Fi campus-connection that provides access to seamless coverage in the college as well as in the hostels and at any location on campus. Students gain practical knowledge and training during the weekdays in the labs on campus, on weekends they are trained at the best hotels. Our programme involves one or more internships, during the 3rd and the 5th semesters in reputed chain of hotels, allowing students to put their skills to practice making them understand this fascinating industry. Internships give the students hands on experience as well as provide an excellent opportunity to face various situations arising in this challenging field.
IPS Academy, a premier institution of Central India has completed 25 glorious years of its successful journey and is celebrating its silver jubilee. IPS Academy as it stands today is a dream fulfilled, a mission accomplished, dream and mission of its President Ar. Achal K. Choudhary. He says, "I have always believed that education bereft of values and skills does not serve the society and nation. There are no short cuts to success and no alternative to hard work. Hone your creative instincts and think out of box. Always dream big and accomplish it with all your might."

Hailing from a humble family from Rampura, a small village in Madhya Pradesh, a young boy dreamed of doing things, no one had heard of in his village. But he was determined not to let go of it. In the days, when English was not a very popular medium of education, he attempted the Board exams in English and later made it to one of the IITs. Being the first to determine the importance of CBSE affiliation, computer education, healthy mid-day meals, convenient school transportation system, he laid the foundation of his institute on these pillars. In the year 1987, his dream came into being in the form of Indore Public School. Soon after its inception, the school became a pioneer and a trendsetter in various fields and its teaching practices were later adopted by many others in the business. What started in a small campus now expanded to six different campuses, providing education to thousands. In 1994, the School’s unprecedented success led to the establishment of IPS Academy.

Today, IPS Academy boasts of 16 Colleges spread over a huge 58-acre campus and 71 Courses.

"I have always believed that education bereft of values and skills does not serve the society and nation."

Ar. Achal K. Choudhary
President
IPS Academy
SRM Institute of Hotel Management is a part of 37 years old SRM Group of educational institutions, sponsored by Valliammai Society. The SRM Group is named after Thiru Ramasamy who is the late father of T.R. Pachamuthu – the founder and chairman of Valliammai society. The society was named after his mother who was his great source of inspiration. The Valliammai society runs several institutions under the name of Thiru Ramaswamy - SRM GROUP.

SRM Institute of Hotel Management is one of the country’s premier Hotel management institute established in the year 1993, as a part of the prestigious SRM University, Chennai. We have campuses in Chennai, Trichy, Delhi, Haryana and Gangtok, Sikkim with the state-of-the-art infrastructure with the latest equipments, smart classrooms, advanced labs, well-equipped library and a fully operational star hotel attached to the campus to help the students acquire hands on training in the real-time environment to hone their skills and competencies. World Association of Chefs Societies (WACS) and Higher Learning Accreditation Commission of Texas (HLACT), have recognised SRM IHM as No.1 Hotel Management Institute in India for providing high standard of quality culinary education and also contributing to the continued growth of the global hospitality & food service industries.

‘Education to Employment, Learn by doing and Earn while you learn’ is the mission of SRM IHM and the institute cherishes this mission to carry out excellence, to nurture and develop young aspirants to be the finest hospitality professionals for the most sophisticated hospitality industry with the most innovative curriculum and methodology renewed and updated once in three years.

Dr D Antony Ashok Kumar, Director of SRM Institute of Hotel Management, briefs about the diverse job opportunities that the course offers at various sectors and the efficient multiple skills that makes a student ready to meet the exact need of the industry. Candidates need to be hardworking and should possess excellent communication and interpersonal skills with an ability to handle disputes or criticism with patience. He/she should be co-operative, polite and respectful towards guests in all situations.

SRM Hotels came into being on January 1995 with its flagship hotel at Tiruchirapalli. From then, it has enticed the visitors who have graced the premises of this enchanting place with the upcoming hotels at Tuticorin and at Chennai.

Candidates need to be hardworking and should possess excellent communication and interpersonal skills.
Think Big

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TRENDS IN SPECIALISATIONS
Students show keen interest in food photography and plating techniques. In the age of social media the modern-day chefs like to show the world what they are creating. Understanding of popular hotel software and technology is on priority list of students, though technology becomes obsolete by the time they join the industry. Revenue Management is one subject that enables students to understand the latest trends in hotel pricing strategies, the relationship between demand and supply preparing them for employment in sales or revenue management department of hotels.

UPDATED SYLLABUS
At Banarsidas Chandiwala Institute of Hotel Management & Catering Technology (BCIHMCT), we have updated our syllabus in this academic year itself looking at the requirement from the industry, changing trends and the society at large. The students get to specialise in either rooms division (front office, revenue management, accommodations management) or food & beverage service along with food production in their final year. Other than the hotel management subjects, students get to study subjects like event management, entrepreneurship development, financial management, environment management.

IMPROVED FACILITIES
With fast paced changes in hotel technology, we need to update our hotel software annually (for teaching purpose). Setting up of language lab has helped a number of students to be confident in the communication skills. We add latest books and titles in our library annually along with online e-learning and journals reference portal. We upgrade our kitchen (combi and deck ovens, handmade pasta making machines, mandolins, meat mincer, deep fryer) and housekeeping equipments (vacuum cleaners, annually as per the requirement. During the front office practical classes, students practice on software taking reservations, check-ins, posting on folios and other functions related to front office operations.

STAYING UPDATED
The students of today’s generation are quite tech savvy. They adapt to new technology effortlessly. The hotels face major issue of training and retraining their older employees since before they are well trained the technology becomes obsolete.

PLETHORA OF OPPORTUNITIES
Different career opportunities available to students include: hotels, fine dining restaurants & QSRs, airlines, travel agencies, MNC’s, entrepreneurship, retail, hospitals, facility management, catering business services/ event management. In terms of percentage, the number of our pass outs employed in hotels is 85 per cent. The break up for other career options for our 2019 batch was: Hotel and restaurants-85%, retail-4%, further studies-8% and entrepreneurship-3%. Internships were provided for 10 and 20 weeks.

LONG HOURS ON LOW WAGES?
Hotels are very supportive towards the candidates but due to high demand in hospitality sector, candidates are required to work for long hours. This is a demotivating factor along with the low compensation.

In terms of percentage, the number of our pass outs that take employment in hotels is 85%
With the rapid changes taking place in the hospitality industry across the globe, the opportunities are immense for professionals seeking viable career opportunities in this sector. Apart from the four core areas namely, food production, F&B service, housekeeping and front office, students are also opting for careers in revenue management, tour operations, event management, facility management, training & development, etc.

AIH&TM organises special sessions and short-term programmes ranging from communication, personality development, moral and ethics in the hospitality industry, etc. Industry experts are invited to conduct special lectures which in turn help students to develop a holistic approach towards their professional and personal lives.

The campus of Ashok Institute of Hospitality & Tourism Management, Centre of Excellence AIH&TM at Hotel Samrat, has a wide space for classrooms and practical labs. The campus boasts of state-of-the-art infrastructure which enables students to acquire the basics as well as advanced knowledge in various fields of hospitality industry. AIH&TM is the only hospitality training institute in the country operating from a running five-star category hotel. The practical labs at AIH&TM are equipped with all the latest equipment including combi oven, pulverizers, fat fryers, custom-made Chinese cooking ranges, mock bars, chambermaid trolley, mock reception, etc. The teaching methodology includes classroom lectures, demonstration, role plays, video films, practicals, etc.

The passing out batch of B.Sc. H&HA has achieved excellent placement record, the students are placed/interned with some leading hotel chains such as Oberoi, Hyatt, Le Meridian, Marriott, Pullman, Imperial, and many others. The students from the previous batches of various courses conducted by AIH&TM are well placed in the industry, some of them are working with leading employers such as The Ashok Group of Hotels, Lemon Tree, Air India, Taj SATS, F Bar, Marriott etc. in India and abroad.

Industrial training is an integral part of the course curriculum and plays a very important role for students seeking career in this sector. Although, a majority of brands take initiative and help in nurturing students, few hotels don’t take the industrial training curriculum seriously which in turn affects the morale of the students. Similarly, few hotels disrupt the training schedule based upon the sudden requirements of the hotel and this leads to an imbalanced input to the intern in different departments of the hotel. Hotels must understand that the students should be nurtured well so that they are groomed to be successful leaders.

Few hotels disrupt the training schedule due to sudden requirements of the hotel that results in imbalance.

Anita Bimal
Principal
Ashok Institute of Hospitality & Tourism Management (AIH&TM), ITDC

- Sincerity
- Commitment
- Positive attitude
- Moral ethics and values
- Interpersonal skills
ENHANCE YOUR CAREER WITH IICA

Are you excited that Masterchef Australia is about to go on air soon? Is the food and culinary scene something that you are really passionate about? Is culinary school worth it and you can turn the experience and training into a successful profession? Before you enroll in culinary school, you must be able to answer these questions to know if it’s a fit career choice for you. Today, more and more people around the globe see food as an art form that is rapidly reaching and impacting everyone’s lives. Therefore, it goes without saying that trained professionals in the culinary arts are definitely in huge demand. The education that you receive at the culinary school is the basic foundation for a promising career in this energetic trade. There’s certainly no doubt about that! Benefits of being a chef are many. A culinary school helps to enhance your career as a chef.

ACE THE BASICS

To learn to cook – that’s the basic reason why you will go to culinary school. Many make this journey in order to be able to harness the love for the craft, mould their talent into a proficient skill that will help them reach their goals someday. Undergoing intensive training at the culinary institute is the only route to getting better at the game. But mastering the techniques alone is not enough. Being a chef means a 360-degree education that also includes recipe development, menu creation, and pricing along with having a thorough knowledge of kitchen, business and inventory management.

SHARPENING YOUR SKILLS

Cooking at home and training in culinary school are absolutely world apart in terms of experiences. Mastering the techniques, that you developed at home, is what you do at the culinary institute. Here, you will learn the trade directly from established masters, who have had many years of industry experience. Learning the science of food, the theory behind cooking, methods, and techniques will be passed on to you through interactive sessions.

Culinary school is a fantastic way to explore where your true calling lies in the field of food. Jobs available after culinary school are myriad. At the International Institute of Culinary Arts, New Delhi, the constant focus and key objective is to offer students an unparalleled learning experience which rivals international standards as a result of which students become employable by the hospitality industry globally.
THE MONARCH
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OOTY

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B.Sc - Hospitality and Hotel Management
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Diploma in Hotel Management - 1 yr
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HIGHLIGHTS - Offers Integrated International Programs
✦ 3 yrs in India and 1 Yr in Toronto, Canada with work permit
✦ 100% National & International Placements
✦ Rated as the 3rd best Hotel Management College in South India and 9th best in India - Pioneer News Paper
✦ Rated as the 5th best in India Dainik Bhaskar

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Contact: 0423-2445343, 2446871 | Mob: 9486846871 | Web: www.monarchcollege.net
HOSPITALITY RECRUITERS NEED TO KEEP EVOLVING

The Indian hotel industry is projected to sustain a 10-11% growth in 2019. With such growth and the challenges that come along with it, hospitality recruiters need to keep evolving in the way that they attract talent to join their organisations. Our hiring philosophy at Marriott International is simple: ‘we hire for attitude and train for skill’. More than the individual’s qualification, we look at what they bring to Marriott and to our hotels. Great communication, enthusiasm to learn and grow with the organisation, loyalty, interaction skills, and willingness to go the extra mile are some of the qualities we look at when hiring talent for our hotels.

BRAND CULTURE FOR FRAMEWORK OF INDIVIDUAL BEHAVIOUR

You may have heard of this before, ‘Culture eats leadership traits for breakfast’. At Marriott, we believe that the culture of our organisation is our greatest strength. It is the framework that guides individual behaviour and ensures that everyone in the organisation is focused on delivering the highest level of service to our guests. We look for candidates who share our values and are passionate about exceeding guest expectations.

Gurmeet Singh
Senior Area Director of Human Resource
South Asia
Marriott Int’l Inc.

HOTELS

Gurmeet Singh
Senior Area Director of Human Resource
South Asia
Marriott Int’l Inc.

leadership traits

- Enthusiastic
- Loyal
- Quick-thinker
- Eager
- Hungry for learning
strategy for breakfast’, a phrase originated by Peter Drucker. Any company disconnecting the two are putting their success at risk. The role ‘culture’ plays in building a sound brand strategy is more important than ever, as there is a direct correlation between a healthy, productive culture and a company’s bottom line. A culture operates primarily by setting boundaries for individual behaviour. Culture, in effect, provides the framework within which individuals and organisations function.

MULTITUDE OF TRAINING PROGRAMMES
You can’t have a service business with a lot of associates, without having people who know how to manage. We have been teaching our management and employees, how to manage and take care of their jobs. Good management and trained associates are the most important factors in our business. Across our hotels and offices, we have a multitude of training programmes designed specific to our various brands, operational disciplines as well as various responsibility roles, and are delivered through different platforms.

EXIT INTERVIEW FEEDBACK
Our hotels and offices conduct exit interviews of all job leavers, irrespective of the tenure and seniority. Attrition is not necessarily bad for the organisation, however, when a certain area or section starts seeing more turnover, we need to know the problem and nip it in the bud before it spirals out of control. The feedback that we receive from our associates often results in some positive change at our hotels. The feedback is shared by HR with the senior leadership teams and they make action plans to ensure that negative feedback is converted to positive best practices culminating in a happy, positive and thriving work environment. One example of such feedback that helped influence one of our HR policy decisions was the payment of gratuity when our associates were transferring from one hotel to another within our organisation. So in order encourage inter-hotel transfers within five years, and also to compensate our associates for the same if they moved before completion of five years, we introduced a joining allowance which would be paid by the receiving hotel as a similar amount as the calculation of gratuity for the number of years they worked in the previous hotel.

GAP NEEDS TO BE BRIDGED
Hotel school education in our country today needs to be more relevant and updated with current industry trends. While the basics are of utmost importance, and should not be let go of, it would be more beneficial for students to learn in theory what actually is done in hotels today. Unfortunately, most theory subjects are fairly outdated, and when students intern at our hotels, they realise this gap. We also recommend and give opportunities to various faculty members in colleges to come and brush up on their knowledge at our hotels by spending time in operations areas. Sometimes this helps in understanding and bridging the gap that exists between theory and practicality in hotel operations.
TRAINING FOR GROWTH
We believe in recruiting for attitude and training for skills. A positive attitude and the eagerness to learn and work is most essential. Millennials are ambitious and are on a lookout for opportunities to learn and grow. We, at Hilton, recognise the needs of the youngsters and provide them a platform to learn through intensive internal and external programmes, the opportunity to cross train across different departments and different hotels.

OPPORTUNITIES FOR CROSS TRAINING
We have a lot of strong training programmes designed across different verticals. Our leadership programmes such as Elevate, Steps to Success, DBD aspire, Shine, etc., are a mixture of classroom and online trainings, dedicated to creating a strong supply chain of leaders who will carry the Hilton legacy forward.

EXIT INTERVIEW FEEDBACK
Exit interview feedback is discussed regularly with the leadership team of the hotel and any grey areas if any is highlighted and worked upon immediately to avoid recurrence. Strong feedback mechanism in Hilton through regular pulse check of employees, one-on-one meetings with team members to understand and resolve their queries, complaints, etc. has helped us to reduce attrition across our hotels. A proactive and empathetic approach towards understanding team member problems and resolving them on priority will go a long way in reducing employee turnover. There have been instances in the past where team members, during their exit interview reflected on the idea of better job trainings and mentoring programmes. A combination of several solutions were shared with the right decision makers which resulted in coming up with some unique training and leadership programmes for employees.

ESSENTIAL TO COUNSEL STUDENTS
It would be most advisable for institutions to send their faculties to the hotels for frequent workshops, wherein the gap can be bridged in terms of understanding the requirements of the industry and then grooming the students as per the requirements. There needs to be more investment from colleges in training students on soft skills, personality building, leadership courses, etc. The overall development of the students is important for them to make a mark for themselves in the industry. Colleges need to more in terms of mentoring their students and counselling.
BRAND CULTURE
Our value chain is easy: ‘engaged and motivated employees lead to improved communication with customers, which impacts guest loyalty and ultimately, our business’. We believe that for work to be motivating for colleagues, it has to have both ‘meaning’ and ‘engagement’.

‘Meaning’ infers that colleagues have the opportunity to serve a larger purpose by connecting their own purpose to the organisation’s purpose. ‘Engagement’ means giving colleagues the opportunity to do what they do best, by challenging them in their roles, while also helping them develop their skills and knowledge. It’s this ideal balance of challenge and skills that is called as ‘flow’.

TRAINING AND GROWTH
Hyatt encourages coaching with the help of a mentoring system. This is known as ‘Hyatt On Skills Training’. Structured on a global level, this programme has been designed by senior HR leaders and is focused on several key objectives such as evolving learning from a formal, classroom setting to a more experiential model; developing learning that is available in real time, and focusing on understanding the needs of individual learners, rather than running courses.

FLEXIBILITY IN WORK HOURS
We introduced our ‘bold decisions’ to enhance the work-culture of our colleagues. These initiatives include a five-day work week (or 8 days off a month), work rosters published a minimum of 7 days in advance so that colleagues can plan their schedules and have a better work-life balance, adherence to working hours so associates leave on time and a global ‘Family Assistance Policy’ which includes paternity leave. This has significantly impacted work satisfaction levels and has emerged as a key factor in attracting the right talent. They have a free-flow process to move to different Hyatt-branded properties and locations.

Motivated employees lead to improved communication with customers, which impacts guest loyalty

Arif Khan
Director of Human Resources, India
Hyatt Hotels and Resorts

leadership traits
• To learn & grow
• Foster a culture of care
• Adapt and thrive with change
• Achieve results
• Be focused
IMBIBING BRAND CULTURE
Organisational culture is a broad, encompassing construct that signifies beliefs, prevailing values and norms, behaviours, and practices of an organisation; it is considered as an important factor in driving the company’s success. There is recognition that the leaders understand that culture drives people’s behaviour. Good leadership, employee engagement, job fitment and values of the organisation play a definitive role in creating a culture. The values and belief system espoused by the leaders cast a major influence on the people. Leaders advocate and demonstrate positive values such as high-performance culture, empowerment of employees, employee well-being and integrity.

TRAINING AND GROWTH
Sarovar Hotels provide the opportunities through e-learning modules and manuals which can be accessed by employees for learning opportunities. There are several functional trainings and learnings platforms provided for employees at hotels which are regularly monitored. Through these platforms, there are opportunities of development of employees, and gradually there are growth opportunities provided for the staff. The scope is also reinforced during the internal appraisal system at hotels and organisation.

HR POLICY AND EXIT INTERVIEWS
Exit interviews are an important factor to document, and also help in building a culture in an organisation as employees are important. Exit interviews are also important as these are avenues when organisations are able to analyse gaps in the work culture. Exit interviews are necessary as at times there are good employees who leave organisations. Good employees leaving organisations do affect the performance of an organisation, and exit interviews provide feedback, for a future retention strategy / policy to retain deserving employees through alignment in policy / compensation etc. Sarovar Hotels do follow an Exit Interview Policy for employees, and there have been instances where the exit interview has pointed to aspects which have influenced particular policy decisions to be amended and have helped the organisation enhance the facilities for employees. Sarovar Hotels believes in a good working culture and gives importance to exit interviews for employees.

THE EDUCATION/INDUSTRY DISCONNECT
Institutions at times have to prepare the students for the real working aspects right at the start of the course. At times, practical exposure comes across as lacking which have to be focused on. Factors such as communication, technical finesse in departments such as kitchen/ front office/housekeeping have to be given special focus by the institutes. Practical exposure for students is important for working in hotels and crisis management and excellent customer relations. There should be much more industry interface for the students at the institutes.

The values and belief system, espoused by leaders of a brand can majorly influence many people
HIRING THE BEST
With the presence of social media, most job seekers research about a company’s reputation and employer brand even before they apply. Nurturing and attracting talented individuals to our organisation using right marketing methods and sharing our people’s stories on social media is the current trend. Candidates don’t seek jobs, they seek careers, and that’s where the key to tap the right talent lies. We believe that an organisation grows only when their employees grow. IHG offers diverse training methods to suit all learning styles: group-based, online courses, best practice, simulations and of course ‘learning live’ through your work. Our colleagues can access numerous learning courses through MyLearning – our global learning platform. Our colleagues also undergo six-monthly reviews with their respective team leaders to track their performances and goals.

ADOPTING THE BRAND CULTURE
An employee will only become brand hearted and commit to an organisation if he or she gets room to grow, unleash their creativity and skills, great work environment, constant motivation and recognition and gain work-life balance. We offer high-performance culture that is driven by creating an engaging and inclusive environment where different perspectives and ideas are always welcomed. We always try to introduce innovative activities for our colleagues to nurture their talent and skills through Career Week, Celebrate Service Week, Passion Week, Social Media Week. This proves to be a great platform to promote employee engagement and foster team spirit. Our strong organisational culture keeps our company’s core values in front, in all aspects in our day-to-day operations and organisational structure, and we offer our new recruits an experience called #LifeAtIHG.

TRAINING AND GROWTH
An organisation will only grow only when its employees grow. In hospitality industry, employees are its brand ambassadors. Therefore, it is very important for us to train and groom them to gain professional competence. IHG mandates mandatory trainings for all the employees (relevant to their work space and surroundings) such as food safety, fire safety, data privacy, anti-bribery, credit card handling, information handling, crisis management, brand orientation, true hospitality, security awareness and many more to make them industry ready. We proactively work on soft skills and grooming standards of our employees which can help them in the long run.

Attracting talent, using the right marketing tools and sharing stories on social media, is a trend
IHE FOOD 19 TO Usher in the Future of Food and Beverage
Food & Gastronomy to Be an Indispensable Part of the Show

After the tremendous success of IHE 18, India Expo Mart Ltd (IELM) is all set to host IHE Food 19 in conjunction with IHE 19 (India International Hospitality Expo), at India Expo Centre & Mart, Greater Noida, Delhi NCR from 7-10 August 2019.

India Exposition Mart is setting the stage for the country’s premier food show, IHE Food 19, being organised in conjunction with the second edition of India International Hospitality Expo 2019 (IHE19) at India Expo Centre and Mart, Greater Noida from August 7-10, 2019. IHE Food 19 will be a show that aims to bring everyone from stalwarts to the mavericks of India’s food industry on the same platform, embracing the latest trends and charting a way forward to the future of Indian gastronomy. The objective is to create an all-inclusive ecosystem for the food industry which is integrated with the hospitality industry to have them both drive the country’s economic growth.

The event is being held in partnership with AHFA, HOTREMAI, ARCHIT, EPCh, supported by NSIC, PPFI, HPMF, IFCA, ICIF; under the patronage of Ministry of Agriculture & Farmers Welfare, MSME, Ministry of Food Processing Industries and Ministry of Commerce & Industry. IHE Food 19 has also joined hands with Latin American Embassies in an effort to celebrate their culture and cuisine. On April 24, 2019, the team met with ambassadors from 19 South American countries, including Costa Rica, Ecuador, El Salvador, Uruguay, Paraguay, Chile, Panama, Peru, Colombia, and Argentina, with the proposal of dedicating a complete day for Latin American food celebration at the show.

Taking a cue from a glorious past edition, IHE 18 also acted as a visionary show that appealed to food connoisseurs. It was inaugurated by Smt. Harsimrat Kaur Badal, Union Minister for Food Processing Industries, Government of India and had as the guest of honour, Sh. Amit Burman (Vice Chairman, Dabur India Ltd and Chairman, Litebite Foods Pvt Ltd).

IHE Food 19 is ready to tap into the massive potential that the industry promises and bring to fore numerous opportunities for maximising the visitors’ & exhibitors’ growth. Michelle Star Chefs, The Asian Gourmet Safari, Culinary Theatres & Masterclasses, Food Awards, Trial By Fire, Start-up Mentorship & Pitch, B2B Meet-ups, Launchpads, Wine Tasting and Investment Decks. Along with this, the biggest hotel chains from the country will set up their famed restaurants where you can just walk in and dig into their delicacies. The Asian Gourmet Safari will showcase the rich culinary history and variety that Asia presents. This is going to be the ultimate spread of the best that the region has to offer, with chefs coming from across the region to celebrate their culinary heritage. From Vietnam to Myanmar, Thailand to Indonesia, this is going to be the ultimate showcasing of the best Asian food that the country has seen in one place.

Another stellar spectacle at IHE Food 19 would be the IHE Food Conclave On Food Processing & Safety. This will encompass panel discussions bringing food maestros on stage and charting a way for the future of Food Processing and Safety with a detailed discussion over an array of topics.

IHE Food 19 will also be attended by the crème de la crème of the hotel & restaurant industry and serious players keen on leaving behind a mark. From top tier representatives from the Ministry of Food Processing, CEOs of major food conglomerates & MNCs, hotel purchase heads, executive chefs, restaurant owners and so many more, IHE Food 19 will host the best of the industry under one roof. Additionally, students & researchers from reputed institutes will also be present.
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PRODUCTS

WALL PANEL EXCELLENCE

- RMD boards from the famed Manikchand Group have been introduced by Ventura International. According to Manish Maheshwari, Director, Ventura International, “RMD wall panelling and wall coverings are an effortless way to safeguard your walls, apart from enhancing the interior look of your rooms. The range can be used to improve interior architecture in any room say living room, study room, kitchen, bathroom or porch. The modified area looks prominent when a wall is highlighted with the help of these wall panels or coverings. The panels are accessible in a wide range of colours and textures.” They can be easily installed. This new collection boasts the natural look of marble, granite, wood and leather.

BAKE PERFECT WITH PURATOS

- Puratos India, has launched four new innovative products that would revolutionise the Indian bakery, patisserie and chocolate industry. These include Tegral Satin Purple Velvet EF, Fruitfil Range, Carat Supercrem Nutolade, and Tegral Red Velvet Sponge Mix. Each of these four products offers high quality ingredients, authenticity and convenience. They fullfi ll the demand for global food with a local touch.

‘GREEN TEA’ FRESH

- It’s summer time and if you are looking for ways to make your summer more refreshing and healthier, here are some summery treats to from Typhoo: Green tea Moroccan mint: Experience a refreshing green tea with the cooling effect of natural spearmint. Green tea lemongrass: Rich in antioxidants, makes for a perfect afternoon tea. Peppermint: A refreshing naturally caffeine-free infusion.

FAUCETS THAT SAVE WATER

- Vitra, the bathroom solutions brand of Eczacba Building Products Division in Turkey introduces its stylish water saving faucets named T4. A totally new approach to the natural flow of water. With it’s pure design and functionality, the T4 faucet is a design for all times. Faucets with cascade flow add more panache to the washbasins. Made with auto- clean silicon aerator, the faucets from Vitra provide a smooth flow while saving water. Built in basin mixer with cascade flow beautifully complements the bowls.
Marico, one of India’s leading FMCG majors has launched a range of Vegan Gourmet products under the brand name ‘Coco Soul’. The range includes 100 per cent organic virgin coconut oil, 100% natural virgin coconut oil and 100% natural Infused variants of cold pressed virgin coconut oil, and Coco Soul Foods which include Coconut Spreads, Coconut Chips and 100% Organic Coconut Sugar; all made using the Superfood coconut.

OTA Boutique Furniture, an iconic label known to introduce the best furniture from the international designers and brand have introduced the most applauded UME Chair designed by Maja Ganszyniec. Maja is a designer with a comprehensive approach to the design process. The irregular running outline of the sphere, transforming its geometry, reveals technological and constructive virtuosity. Examination of the angularity results in a surprisingly soft shape and an ergonomic, comfortable seat.

Kurl-on has launched a unique, eco-friendly cool gel mattress topper. Aply called ‘Kooler’, the mattress top gives you a feeling of the temperature lowered by 3 to 4 degrees from current room temperature, thereby enabling a comfortable, good night’s sleep. A perfect summer companion, its portability gives the added advantage of taking it along with you, anywhere. Manufactured from eco-friendly natural cooling and moisture absorbing fabric, the Kooler is suitable for all types of mattresses. With its, thermal absorptivity giving a cooling sense, the new product is now available in Queen size, it will soon be available for other mattress sizes as well. On the newly launched product, Ashutosh Vaidya, CMO, Kurl-on, says, “At Kurl-on, innovation is at the centre of everything we do. It has always been our endeavour to offer unique, innovative and cost-effective home comfort solutions; while also disrupting the market with such novel offerings. Inventive products such as the ‘Kooler’ demonstrate Kurl-on’s commitment to research and development”.

IDUS has launched dining chair collection. The collection comprises of dining chairs that will surely enhance the decor setting of any dining hall & room. Each chair is an exclusive master piece in its design & style. According to Sameer Hora MD-IDUS, “Each chair has its own practical and aesthetic purpose that adds character to the house/hotel or restaurant space. With its uniqueness & freshness in design of each chair, it promises to bring style & comfort together to give the space a glamorous look.”
Radisson Blu Dwarka, in line with its commitment to contribute to social causes, was happy to be a part of the most unique running events happened in Delhi NCR – ‘Tree-a-thon’. 700+ people participated in ‘Tree-a-thon’, which was held on April 14, 2019. The event commenced from 5:00 AM. Kiran Shobha, Mrs India 2016 - Body Fit was the Guest of Honor for the event. Tree-a-thon is a ‘first-of-its-kind’ running event organised by Radisson Blu Dwarka, Kalpavriksha a not-for-profit trust and run sync, worked passionately towards creating safe environment for our future generations. Tree-a-thon created awareness amongst the runners and onlookers on the importance of trees in our lives. The funds raised through this event was contributed as a donation to Kalpavriksha and would be utilised for planting and nurturing of trees.

‘Tree-a-thon’ run had a unique motto of ‘You Run – We Plant’. Kalpavriksha planted trees for every willing runner. Every registered runner in this event got an option to get a tree planted (and optionally fenced) on his/her name near their area of choice – where they can nurture it. We owe a lot to our planet, and this is one such initiative through which every participant can repay.

The Westin Hyderabad Mindspace played host to 40 culinary experts from Marriott properties across the country for the 5th edition of the annual Marriott South Asia Chefs Workshop. The purpose behind this extraordinary three-day workshop was to encourage and hone the culinary knowledge and skill of these talented maestros in a setting where they can inspire and be inspired. Over the three-day sojourn, the Executive Chefs actively participated in engaging activities, discussions on innovations and trends in the F&B industry, and culinary cook-offs. Marriott South Asia Chefs Workshop echoes the Group’s food and beverage philosophy of ‘less is more’, underlining principles of simplicity, authenticity, sustainability and quality.

Executive Chef Mahesh Padala said, “The three-day workshop witnessed a superlative fusion of talent, skill, and innovation. These facets came together to create an extraordinary experience for the culinary masters of Marriott South Asia. As a platform that promotes, encourages and challenges culinary minds to go beyond, the ‘Black Box’ activity allowed Chefs to showcase their individual strengths and collaborate their sheer creativity and talent. We at Marriott South Asia, promise to consistently revamp and lead the culinary space and this activity proved beyond measure that we are on track.”

Rohit Dar, General Manager, The Westin Hyderabad Mindspace added, “The resolution of the workshop, is to bring creativity and expertise together; to inspire chefs to rethink their relationship with food and how it impacts our guests and society in the larger context. It also addresses global food challenges such as sustainable sourcing and food wastage that we must all work towards improving. The workshop was a great opportunity for our hotel to showcase the rich culture and heritage of Hyderabad through every activation and offering presented over the last three days.”
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TGI Group of Hotel and Resorts has appointed Deleeph Nair as Corporate Housekeeper. Nair comes with over 14 years of experience in the hospitality industry and is all set to streamline the functioning of the hotel’s Housekeeping Standards. Prior to TGI Hotels and Resorts, he held various managerial positions in housekeeping operations with the country’s most renowned hospitality groups like Radisson, IHG, Residency group and Cruise lines. He will be responsible for the development and implementation of housekeeping standards.

Anil Chadha, previously Vice President - South & General Manager – ITC Grand Chola, Chennai, has moved to Delhi as Vice President - Operations, Hotels Division. He was responsible for the growth & expansion in the Southern region in both the WelcomHotel & Luxury Collection brands: WelcomHotel Coimbatore & WelcomHotel Kences Palm Beach, Mahabalipuram opened under his aegis, as did the Luxury Collection hotel ITC Kohenur Hyderabad. Along with operational excellence, his passion for Food & Beverage fructified in new brands for the chain and an award-winning array of restaurants in the South. He has excellent people management and team building skills which drives the result-oriented, work culture.

Marriott International has appointed Nikita Das as Sr. Cluster Marketing and Communication Head for Bangalore Hotels, Marriott International. Being in the industry for close to a decade, Das brings with her vast knowledge and experience in the hotel industry. In her new role, she will oversee marketing and communications of three Marriott properties in Bangalore i.e. JW Marriott Hotel Bengaluru, Sheraton Grand Bangalore Hotel at Brigade Gateway and the Renaissance Race Course Hotel. Das started her career with Ogilvy and Mather Mumbai in the year 2010 where she built her rich experience in marketing and advertising.

Fairfield by Marriott Pune Kharadi has appointed Vrushali V Kummar as their new Director of Sales. She is an influential and accomplished hospitality business leader with 18 years of international brand experience with IHG, Berggruen, Marriott, Oakwood and Hyatt. She also holds strong knowledge of global practices in hospitality and is well versed in establishing sales and marketing setups from luxury to business hotels in major markets such as Mumbai, Bengaluru and Pune. She has experience and market knowledge.

Varun Kumar Nishant has joined Top 3 Lords Hotels and Resorts as the Operations Manager. Nishant, is 33 years young and a diploma holder from IIHM – Kolkata and also has a three year degree in Hospitality Management from Queen Margaret University - Edinburgh. He had spent his initial days at Taj Hotels, Ramee Guestline Mumbai & Dubai, Ramada Powai – Mumbai, Kohinoor Continental, The Pride Hotel – Ahmedabad, Sarovar – Rajkot, Fortune – ITC – Dahej, Royal Orchid – Vadodara, among others.

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SANATAN SHARMA
Financial Controller
Radisson Blu Atria Bengaluru
Sanatan Sharma has been appointed as the Financial Controller at Radisson Blu Atria Bengaluru. With over 13 years of experience, Sharma comes in as a seasoned professional in the hospitality sector. He started his career in 2005 as Accounts Assistant at The Oberoi Grand Kolkata. Later, expanding his horizons in Finance, he worked with some of the well-known luxury hotels like Hyatt Hyderabad and Park Hyatt Maldives as Assistant Manager Finance. Sharma has extensive experience working across Asia with brands such as Marriott Bangkok, Radisson Blu Plaza Bangkok before he took up the role in Radisson Blu Atria Bengaluru. In this role he is spearheading the overall operations.

MINU BUDHATHOKI
Spa Manager
Four Seasons Hotel Bengaluru
With the launch of the eagerly awaited luxury property just a few weeks away, Four Seasons Hotel Bengaluru announced the appointment of Minu Budhathoki as the Spa Manager, Budhathoki who has a wealth of experience spanning different facets of hospitality, will be responsible for the bespoke spa experiences at Infuse Spa in addition to ensuring staff are trained to the highest degree of excellence. Budhathoki recently spearheaded a team at the Four Seasons Mauritius, wherein she gained valuable insight, when sent as task force. She hopes to apply her learnings to maximise revenue at the spa, manage her team as well as ideate and execute therapies which ensure that the needs of the guests are met and surpassed.

CHEF GAURAV ANAND
Executive Chef
Sheraton Grand Bangalore Hotel at Brigade Gateway
Sheraton Grand Bangalore Hotel at Brigade Gateway has appointed Chef Gaurav Anand as Executive Chef. A veteran in the culinary space, Chef Anand has consistently set industry benchmarks to high standards of fine dining in India. A maverick in the space, he has closely watched the food and beverage industry turn into a culinary paradise. From the day he took up hotel management, he was poised to bring in a change in the hospitality industry. His fascination for creating delicious food and presenting it in simple yet authentic style, gained him enduring popularity. Chef Anand started his career in year 2002 and ever since he witnessed the evolution of food globally. The exposure and learnings he observed all these years enabled him to experiment and curate signature dishes.
Karamat helps me maintain the consistency of the preparation, even if I'm not around. This gives me time to look at other branches while the quality is maintained throughout. We are never worried about sour tomatoes or fluctuating prices anymore.

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