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The Hotel and Restaurant Association of Western India (HRAWI) organised a special seminar on ‘Information Technology for Hotels & Restaurants’ in Mumbai. We give a sneak peek on the event.
FHRAI DESK

HRAEI DONATES ₹10 LAKH FOR CYCLONE FANI VICTIMS IN ODISHA

A cheque of ₹10 lakh towards relief and rehabilitation work was handed over by a delegation of senior representatives of HRAEI to Chief Minister, we bring you a report.

FHRAI DESK

HOW GREEN ARE HOTELS? UPHRA RAISES QUESTION AT SUMMIT

We bring you the details on the recently held Uttar Pradesh Hotel & Restaurant Association summit on Environmental Concerns of Hospitality Industry – Greening of Hotels and Restaurants in association with Food Safety and Drug Administration Department, Government of Uttar Pradesh.

INTERVIEW

GOVT TO INITIATE VISA FEE REDUCTION

Ministry of Tourism (MOT) is working with other ministries to ease the visa regime, as well as address the industry demand to reduce the visa fee and making visa free in lean period, reveals Yogendra Tripathi, Secretary, Tourism.

SECURITY

ARE HOTELS PREPARED FOR CYBER THREATS?

We speak to industry spokespersons on the role of technology in hotel operations and how to eradicate cyber threats through new tools. The veterans highlight on some issues vital to hotel security. Flip over to read...

48 PRODUCTS & SERVICES

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When the Hon’ble Finance Minister, during the 2019 Budget speech, mentioned the initiative of developing 17 Iconic Tourist Sites across India, a lot of speculations was made concerning the implementation of the scheme. However, the picture is now getting clearer about the allocation of funds of ₹1,378 crore to the Ministry of Tourism for FY: 19-20, for the development of tourism-related infrastructure to international standards. The Hon’ble Minister of Tourism, Shri Prahlad Singh Patel has said that the government is focusing upon developing sites specifically from the tourism point of view. The aim is to focus on infrastructural developments, connectivity and to offer basic amenities like water and washrooms at the sites. The hospitality industry is driven totally by tourism potential of the country, as the government seek to increase travellers - both domestic and foreign - desire to move freely across India, our members are committed to providing an exemplary experience to them.

Sri Patel also announced increasing the opening hours of 10 historical monuments across the country till 9 pm including Rajarani Temple Complex, Bhubaneswar; Dulhadeo Temple, Khajurao; Sheikh Chilli Tomb, Kurukshetra; Safdarjung & Humayun’s Tomb, Delhi; Group of Monuments at Pattadakkal & 7 Gol Gumbaz, Karnataka; Group of Temples, Markanda, Chamursi, Gadchiroli, Maharashtra; Man Mahal, Varanasi; and Rani-ki-Vav, Patan. Now, these monuments will remain open from sunrise to 9 pm for public. Earlier, these monuments used to open from 9 am to 5.30 pm for general public.

Although we have a large domestic market, the tourism sector’s best prospects for growth are in attracting foreign visitors. We are thankful, again, to the Government for their initiatives, that are highlighted on regular intervals in speeches of dignitaries and political leadership, and welcome it wholeheartedly, as it provides indirect and direct marketing support to the hospitality industry. Being an Association catering specifically to the hospitality industry, it is our mandate to take up, communicate, and get the issues and concerns acknowledged, addressed, and ratified by the concerned ministries and departments of the Government of India on behalf of the members. We would like to share and inform that a workshop, to understand the ongoing tussle between the e-commerce giants, both Online Travel Aggregators (OTA’s) and Food Service Aggregators (FSA’s) and the hospitality industry will be organised tentatively in August 2019, by the concerned department of the Government of India. We wish to inform that FHRAI shall be communicating its point of view by way of submitting a representation, based on the inputs received from the members.

To conclude, would like to highlight a news to cheer for the residents of the capital city – New Delhi, with regard to an initiative taken by the Delhi Development Authority (DDA), to set-up integrated restaurants at various parks across the city. The authority has floated a design challenge to the students of architecture and landscaping under the theme ‘Happy Destinations’. It will certainly allow people from all walks of life to experience fine dining in the lap of nature, at an affordable cost.

With kind regards,
Rahul Lall
Secretary General, FHRAI
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In the light of the recent incident concerning a guest being billed ₹442/- for two bananas at a five-star hotel, the Federation of Hotel & Restaurant Associations of India (FHRAI) has clarified that the hotel has not done anything illegal. It also reiterated that charging 18 per cent GST was a legal requirement incumbent upon the hotel. “Chain hotels have presence across several cities and follow Standard Operating Procedures (SOPs). We need to understand that the hotel is not engaged in the sale and purchase of fruits and vegetables, but, it provides service of accommodation as well as restaurant service which include supply of food and beverages to its guests. Hotels need to be sensitive to the cost applied on the products, however, at the end of the day it remains their discretion.” says Gurbaxish Singh Kohli, Vice President, FHRAI.

FHRAI also clarified that the hotel has done the right thing by charging 18 per cent GST on F&B served in the hotel premises. GST laws are not optional but are to be charged to the customer and passed on to the Government as per provisions of the law. It further stated that the rate for supply of services including goods by a restaurant is 9 per cent CGST and 9 per cent UT GST. It stated that the hotel has correctly charged the Goods & Service Tax (GST) on the bill which was legally payable by the customer. “Food served within the premises of a hotel with a declared tariff for accommodation of ₹7500/- per day and above is chargeable under Services Accounting Code 9963 at the rate of 9 per cent CGST and 9 per cent UT GST. So, while bananas, or other unpacked fruits, are outside purview of GST at a retail store, when served in a restaurant or hotel, whether as a fruit platter or a whole fruit, as per existing GST laws a levy of 18 per cent is applicable. This is what the laws demand of us, and we don’t have a say in the matter,” says Pradeep Shetty, Jt. Honorary Secretary, FHRAI. However, the apex hospitality body has issued an advisory to its members on ways to handle such situations. “We will advise our members to sensitise the staff on the subject and will advise precautionary measures,” said DVS Somaraju, Hon Treasurer, FHRAI.

“Bananas, or other unpacked fruits when served in a restaurant or hotel, a levy of 18% is applicable.”
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HRAWI ARMS MEMBERS WITH INFORMATION TECHNOLOGY

The Hotel and Restaurant Association of Western India (HRAWI) recently organised a special seminar on ‘Information Technology for Hotels & Restaurants’ at the Hotel Sahara Star in Mumbai. The Subject Matter Experts (SME) imparted knowledge and key know-hows on IT related to hotels and restaurants to identify and protect businesses against cyber security threats as well as to optimise the use of internet for reaching a broader customer base. “Tourists staying at a hotel, whether domestic or international now expect the availability of this service as a default which once upon a time was provided on a chargeable basis. However, the online world also brings along with it potential security risks for the establishment. It has become extremely important that hotels and restaurants protect themselves against possible cyber security threats,” says Gurbaxish Singh Kohli, President, HRAWI. The seminar broadly covered topics on Managed Guest Internet Service for hotels, restaurants and cafés, Revenue Monetising Models on Wi-Fi, cyber threats, liabilities and ways to safeguard all stakeholders. The sessions were specifically designed keeping in mind the nature of business of hotels and restaurants.

IN MEMORIAM: KULWANT SINGH KOHLI

The FHRAI fraternity extends its deepest condolences on the demise of Kulwant Singh Kohli, who left for his heavenly abode on July 17, 2019. He was 85. He was the former Sheriff of Mumbai and the legendary hotelier who introduced the city to butter chicken through his Dadar-based eatery Pritam. He was an EC member of HRAWI and FHRAI for a long time, till he refused to take up any office, after his appointment as the Sheriff. The history of Pritam goes back to pre-Independence India, set up in 1942 by Rawalpindi entrepreneur Prahlad Singh Kohli – Kulwant’s father. Kohli was known to go out of his way to help struggling actors of the time. A meal then would cost ₹19 and ₹38 for two. When the restaurant was reopened to the first centrally air conditioned restaurant in the city, it was the legendary Raj Kapoor who inaugurated it. Over the years, the iconic eatery was patronised by Dilip Kumar, Manoj Kumar, Sanjeev Kumar, Raj Kapoor, Raaj Kumar, Sunil Dutt, Dharmendra, Rajendra Kumar, Dev Anand, Jagjit Singh, Anand Bakshi, Shanker Jaikishen, Chetan Anand, Kamal Amrohi, BR Chopra, Yash Chopra and many more, who craved North Indian cuisine, and would regularly frequent his joint. The family, over time, expanded the business by adding a typical Punjabi-style dhaba, a fine-dining, the four-star residential Hotel MidTown Pritam to its kitty. Kohli also ventured into the film industry with Sangeeta Films Corporation.

The FHRAI fraternity will miss him and we convey our heartfelt condolences to his family. May his soul rest in peace.
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Hotel & Restaurants Association of Eastern India (HRAEI) recently donated `10 lakh towards relief and rehabilitation works following the devastation caused by Cyclone Fani in Odisha two months ago. The cheque was handed over by a delegation of senior representatives of HRAEI to the Honourable Chief Minister Sri Naveen Patnaik.

The fund was donated to support the fellow hoteliers and restaurateurs who had incurred a heavy loss in the aftermath of the cyclone. HRAEI representatives met the Chief Minister and the Tourism Minister Sri Jyoti Prakash Panigrahi with proposals to develop the hospitality industry of the state in the wake of the massive destruction caused by Cyclone Fani. Odisha has a huge tourism potential with UNESCO heritage site like Konark, mangrove forests of Bhitarkanika, Asia’s biggest lagoon Chilika, pristine beaches and forests full of biodiversity. “We promised the tourism ministry full co-operation in developing a robust hospitality industry to attract more domestic and foreign tourists in the state,” said Sudesh Poddar, Chairman Managing Committee, HRAEI.

"The delegation suggested the government to provide land at a reasonable price to draw top hospitality groups," added Pranav Singh, President, HRAEI. It was also suggested to develop golf courses at convenient location to draw premium visitors and develop the state as a top MICE (Meetings, Incentives, Conferences and Events) destination of the country. "With the state government’s support we can not only revive the hospitality industry in the wake of the Cyclone Fani, but also restate it as one of the top tourist destinations of India,” said T.S. Walia, President Emeritus, HRAEI.

The delegation will again meet the Tourism Minister and Tourism Secretary soon to make concrete discussions on the proposals and suggestions made by the HRAEI delegation.

HRAEI DONATES ₹10 LAKH FOR CYCLONE FANI VICTIMS IN ODISHA

A cheque of `10 lakh towards relief and rehabilitation work was handed over by a delegation of senior representatives of HRAEI to the Chief Minister Sri Naveen Patnaik.

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Overlooking acres of the tranquil and serene ‘Jhang lake’, on offer will be Deluxe Rooms, Suites and Presidential Villas, an unisex SPA, uniquely themed Food & Beverage outlets like the ‘Jungle bar’, ‘Baron and Baroness’- the Scottish bar, ‘Mama Mia’- for signature Italian, bakery and confectionery experience and ‘Tea Pot’- the casual dining multi-cuisine coffee shop for designer buffets. A sparkling swimming pool with a ‘rain dance’ area, a fitness centre, and a well stocked library will complete all that you expect from the ultimate luxury destination.

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**SIHRA RAISES AWARENESS ON SEXUAL HARASSMENT AT WORK**

South India Hotels and Restaurants Association (SIHRA) organised an awareness session for its members this month, with Vishal Kedia, Founder and Director of Complykaro. Complykaro is empanelled by the Ministry of Women & Child Development, Government of India, as a Resource Company for providing PoSH Training. These sessions were organised in Chennai and Hyderabad.

The awareness session held for SIHRA members was with regard to compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal), Act 2013 (PoSH Law). This programme was recommended for hotel owners, senior management, HR heads and members of the Internal Complaints Committee and it helped clarify the salient features and requirements of the law. The sessions were held in Chennai at the Ambassador Pallava Hotel and in Hyderabad at the Katriya Hotel and Towers. Both sessions were well attended and since it was interactive, participants were able to clarify a lot of their queries regarding the law. Kedia shared copies of a booklet on the PoSH law with all who were present at the session.

S. Bhagwat, Director, Human Resources, The Park Hyderabad, who attended the session, said he and his team gained more insight on the vital features of the PoSH Act and its application. The Prevention of Sexual Harassment (PoSH) at workplace Act is applicable to every workplace, establishment, company or organisation employing 10 or more employees (full time, part time, interns or consultants included) irrespective of its location or nature of industry.

PoSH CHECK helps you conform to the stringent PoSH Compliance guidelines. Manage policy drafting, employee training, ICC Committee training, External ICC Member selection and Compliance Report filing are all packaged into an easy-to-use solution designed by legal experts. Non-compliance to PoSH Act will result in heavy monetary penalty, additional damages and company license cancellation.

The Ministry of Corporate Affairs has made it mandatory for all private companies to make disclosure of compliance under ‘PoSH Act’ through their Annual Board Report.
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The 5th HRANI Conclave was held recently on July 26 at one of the most majestic convention halls in the country, Sabhagaar Conference Hall, The Durbar Hall at the Fateh Prakash Palace, Udaipur. The Conclave was inaugurated with the lighting of the ceremonial lamp by Guests of Honour Inoshi Sharma, Director, FSSAI and Maharaj Kumar Lakshyaraj Singh Mewar, Executive Director, HRH Group of Hotels, Udaipur & EC Member FHRAI & HRANI. Other dignitaries on the dais included, Surendra Kumar Jaiswal, President, HRANI & Vice President FHRAI; Amarvir Singh, Hony Secretary, HRANI & EC Member, FHRAI; Garish Oberoi, Treasurer, HRANI & Immediate Past President, FHRAI and Renu Thapliyal, Secretary General, HRANI.

While addressing the Conclave, Sharma emphasised on the role of catering sector in ensuring health of citizens by ensuring safe food to the consumers. She highlighted and talked about few of the initiatives of FSSAI. Some of them were hygiene rating certification including responsible place to eat; serving alcohol responsibly, RUCO and save food, share food and share joy.

Mewar highlighted on preserving the Indian culture and heritage. He also preferred speaking in Hindi as a mark of respect. Jaiswal in his address placed on record the efforts of CEO FSSAI in addressing genuine concerns of stakeholders. While thanking Director FSSAI, he said, “The industry is indeed receptive of various initiatives of FSSAI viz FoSTaC, hygiene rating and Eat Right India and others.” He also submitted the concern and challenge of FBO’s (central licensees) on Menu Labelling (a draft regulation of FSSAI). He added, “We appreciate and stand by the vision of FSSAI as an authority of food safety and promoting healthy eating habits by educating citizens of calorific intake, but in specific customer-centric cases of food service establishments.
such as standalone fine dining restaurants as well as restaurants in hotels information on calorific value and allergens may not function optimally." He further added that by providing allergen information and nutritive value in the menu will result in making it a book as the maximum dishes in a food service establishment has such ingredients (cereals, milk, egg, fish, groundnut tree nuts & soyabean products etc). He requested for an exemption for the fine dine units (standalone restaurants or restaurants located in a hotel) and banquets (catering) from the purview of implementation of this regulation. While seeking the exemption, he also proposed to introduce an insert in menu as ‘Healthy Menu’.

Thapliyal in her address added that the conclaves were organised with an objective to sensitise members on hospitality industry-oriented subjects and were held in three different cities (Lucknow -February 16, Ludhiana-

Legacy of Fateh Prakash Palace

Fateh Prakash Palace constructed during the reign of Maharana Fateh Singh, one of the greatest Maharana's of Mewar, is an exclusive venue for royal functions, has been meticulously preserved for discerning guests. The Durbar Hall Sabhagar, which is one of the main features of the hotel, is of historical significance as in 1909 Lord Minto, the Viceroy of India, laid its foundation stone: The hall was originally called Minto Hall, in his honour

May 27 and Udaipur- July 26, 2019). She also stated that it had fruitful footfall. The response and feedback from the members on presentations and panel discussions were very positive. The conclave comprised of presentations on Re-purposing of Used Cooking Oil to Bio Diesel by Arises Enterprises and by Yatin Masurkar, Project Sales Manager – Food, Testo India.

A plenary session on Food, Flavour, Trends 2030 and beyond was moderated by Celebrity Chef Rakesh Sethi, Corporate Executive Chef, Radisson Hotel Group, South Asia with Love Mathur, Corporate Chef, HRH Group of Hotels, Manish Joshi, Executive Chef, Taj Lake Palace and Deepak Kumar Bhan, Senior Sous Chef, The Leela Palace as the panellists for the same.

The HRH Group of Hotels (the owning Company of Shiv Niwas Palace, Fateh Prakash Palace, and Jagmandir Island Palace) has been growing through the 1980s to emerge as India’s largest chain of palace-hotels under private ownership. 'Experience the Original in the Abode of Kings' is the USP of the HRH Group of Hotels. In Udaipur, Shiv Niwas Palace, Fateh Prakash Palace, and Jagmandir Island Palace are iconic palace-hotels, awarded by the Ministry of Tourism.
Uttar Pradesh Hotel & Restaurant Association (UPHRA) recently held a summit on Environmental Concerns of Hospitality Industry – Greening of Hotels and Restaurants in association with Food Safety and Drug Administration Department, Government of Uttar Pradesh. The summit was held on August 1, 2019 at Hotel Hyatt Regency, Lucknow. Anita Bhatnagar Jain, Additional Chief Secretary, Food Safety and Drug Administration Department, Govt. Of Uttar Pradesh was the Chief Guest of the event. Other dignitaries on dais included V. K. Verma, Assistant Commissioner, Food Safety and Drug Administration, Rajiv Mehrotra, Principal IHM Lucknow, Surendra Kumar Jaiswal, President, Uttar Pradesh Hotel & Restaurant Association & Hotel & Restaurant Association of Northern India and Vice President, Federation of Hotel & Restaurant Associations of India, Anil Varmani, Vice President, Food Processing Association Uttar Pradesh, Pradeep Mishra, Senior Volunteer, Robin Hood Army and Ravi S. Khanna, Treasurer, Uttar Pradesh Hotel & Restaurant Association. The objective of the summit was to sensitise members of hospitality to adopt eco-friendly practices. Save water and energy, Minimise usage of plastics and Save Food, Share Food, Share Joy, were topics deliberated. The summit witnessed the attendance of 300 delegates.
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The Goa Tourism Development Corporation (GTDC) has announced the elimination of plastic bottles/cups/straws starting this practice from its headquarters to its hotels (GTDC Residencies) across the state.

Dayanand Sopte, Chairman, GTDC, said, “This decision will go a long way in contributing towards environment protection and in reducing plastic waste which has become a bane in the state. Growing plastic waste is a major concern and it is important to keep our environment plastic-free.”

This decision was taken at a recently held GTDC Board meeting where henceforth water, tea, coffee, etc. will be served in cups of paper or glass. **Water dispensers, water filters will be installed at the tourism head office and residencies.** Water will be served in metal or glass bottles, which will be re-fillable.

Speaking further on this initiative, Sopte said, “We at GTDC have taken on this campaign from the head office first and all our residencies will execute this within the next three months so that we can play a significant role in the endeavour to conserve the environment. This decision of banning use of plastic items will help towards creating an environmentally sustainable tourism sector.” Plastic bottles are amongst the major plastic items used in the tourism industry and they alone contribute to over 20 per cent of plastic pollution in the oceans.

GTDC’s residencies across the state will phase out the use of plastic bottles, plastic cups and straws in the next three months. On achieving this, we will rope in the tourism stakeholders and other partners in the hospitality sector to be part of the large campaign against use of plastic bottles and plastic items, Sopte said.

Amatra Hotels and Resorts has launched two properties in Haridwar and Mussoorie, Uttarakhand. The company is also looking to have 3,000 rooms and inventory of over 45 hotels in the next 3 years across strategic locations in India. In India, the company is looking to acquire properties in Goa, Rajasthan, Kerala, Delhi, Himachal Pradesh and few other leisure locations across the country. In 2019, it plans to add five hotels to increase its total tally to 7 hotels. “We are launching these two properties in India with a clear focus to provide unmatched and distinct luxury in India, which is affordable for the masses. As we create a different league of identity for us in luxury hospitality, travellers will witness many firsts in this segment. We are also looking to acquire properties in other regions across India and will launch few more properties this year,” Sabry Salahudeen, Chief Growth Officer, Amatra Hotels, said. The resort offers value for money in the leisure category.
SA Tourism (India Sales Associates, ISA) has been appointed as the India Sales Representative for Small Luxury Hotels of The World (SLH), with immediate effect. ISA is a boutique Sales and Marketing Representation company for the hospitality and tourism industries based in Delhi.

With this partnership, the ISA team will focus on building SLH brand awareness with the travel trade and driving reservations from the luxury outbound travel market. Additionally, they will generate leads for corporate meetings and leisure groups, including family travel and small wedding groups.

Manas Sinha, Director, ISA, said: "Their portfolio significantly enhances the range of luxury products and experiences that we are able to offer to our key travel partners and corporate clients across India."

"With the growing number of outbound luxury travellers from many Indian cities, it is important for us to enhance our local sales presence and provide better customer service to our travel partners. We believe that the dedicated ISA sales professionals will be able to engage relevant luxury travel bookers for us and offer local market support as part of our extended global sales team," said Mark Wong, Vice President Asia Pacific, SLH. Additionally, Sinha has been also appointed as the Brand Ambassador for SLH India. He has been tasked to raise the SLH brand profile and grow their member hotel network in the Indian market, including the referral of small luxury independent hotels.
Govt. to initiate VISA FEE REDUCTION

Ministry of Tourism (MOT) is working with other ministries to ease the visa regime, as well as address the industry demand to reduce the visa fee and making visa free in lean period, reveals Yogendra Tripathi, Secretary, Tourism.

Nisha Verma

PROMOTING TOURISM EFFICIENTLY

Claiming that the Ministry of Tourism is working closely with all the stakeholders of tourism, Yogendra Tripathi, Secretary, Ministry of Tourism, Government of India, said, "MOT has been in discussion with all the stakeholders to understand what needs to be done to promote tourism. The industry has been upbeat about increasing tourism prospects in the country. They have raised their issues and pain points, for which we are in discussion and negotiations with various ministries to see the areas where further facilitation is required so that the stakeholders are able to promote tourism in the country in a better manner. The major issues are related to facilitation process, taxation or financing of the bigger projects. We hope that over time we would be able to address some of the concerns of the stakeholders and make things move forward."

The industry has been asking for lowering of visa fee and making visa free in lean period for a long time. Responding to the same, Tripathi said, "We have had discussions with the industry, and we understand their points. Within the Government, we are trying to facilitate the processes to come to the outcome, and we are hoping for positive results. As and when that happens, respective ministries would come out with their decisions."

DEVELOPING 17 ICONIC SITES

Apart from that, he stressed on the fact that MOT is working towards the announcement by Finance Minister at the Budget to develop 17 Iconic Sites. "Our ministry will be taking steps to ensure that we start the process of development of these sites and over a period of time, ensure that we have many places in the country which match the tourist experience at world-class destinations to further promote tourism in the country. We are working along with the states and with their support. Many states take active interest in tourist promotional activities especially states like Kerala, Uttarakhand, Goa etc. and we always welcome their support," he claimed.

INDIA TOURISM MART

Looking forward to the second edition of India Tourism Mart, he said, "Led by Federation of Associations in Indian Tourism & Hospitality (FAITH), the second edition of ITM will be at a grand level than last time and would give us an opportunity to be able to promote the tourism potential of the country with foreign business partners. I am sure that the programme would help us to further promote tourist destinations in the country across the globe. We are expecting more than 200 foreign buyers to come for ITM. I would like to compliment FAITH for taking this initiative. We, from MOT are fully supportive of their activities. We would also be celebrating the International Tourism Day on a grand scale and I hope that would further give boost to the tourism prospects in the country. Not just that, in a similar manner like last year, we would be celebrating Paryatan Parv across the country. We should in some ways promote domestic tourism and help the process."

We expect more than 200 foreign buyers to participate in the upcoming India Tourism Mart"
What's in PRODUCTS?
FMCG is a fast-growing segment, providing innovative products to hotels and restaurants. Catering to consumer trends, hotels are on the lookout for new products for the hotel mini bars, drinks, starters, snack recipes among others. We share F&B trends and more.
ENTERING AN UNCONTESTED SPACE
Commitment to offer healthy snacks gives Cornitos an edge over other players in the market. A team of well qualified and vastly experienced nutritionists and quality professionals ensure that Cornitos customers across the globe get the best quality, healthy snack products. We believe in following the blue ocean strategy, which involves putting a differentiator brand or idea in place and creating more value for the consumers. While launching Cornitos, the focus has been on entering an uncontested space where competitors were yet to step in, reducing our entry costs and getting better value.

Growth for 2018 has been very encouraging giving us 20 per cent growth over last year. First six months of 2019 have been fruitful, and the company expects to touch the ₹100-crore turnover mark by the end of the year on the back of product and distribution network expansion.

CONSUMER CHOICES AND PURCHASING TRENDS
Hospitality industry requirements are changing according to the consumer needs. Now, eating out is a regular form of culture and people are ready to experiment with food and drinks in today’s time and want more choices. The hospitality industry requirements for innovative products are in customised packaging made using healthy ingredients. Hospitality industry is looking at products for mini bars, drinks, starters and snack recipes that are customised as per current consumer trends.

ESSENCE OF MARKETING, BRANDING AND SALES STRATEGY
Cornitos marketing strategy believes in direct engagement with the consumers so that we can get first-hand knowledge about customers taste, reviews and awareness about Cornitos products. The brand actively participates in hospitality shows like Aahar Food and Hospitality Fair, Food and Hospitality Trade show and UpperCrust Food and Wine Show, etc. We also conduct extensive wet sampling in top modern retail outlets; organise healthy snacking awareness activity in schools, food bloggers meet and Nacho - Taco Challenges, in which exotic Nacho- Taco recipes are created by the bloggers and culinary enthusiasts.

NEW PRODUCTS IN THE PIPELINE
Our focus in 2019 is to go big on mini bar offerings for hospitality industry with Nacho Crisps in 50g cans, Roasted California Almonds, Premium Cashews, Coated Green Peas, Roasted Salted Peanuts, Party Mix and Roasted Pumpkin Seeds in 30g packs. We have recently launched consumer-friendly ‘On the Go’ Nacho Crisps and dip packs. It comes in an easy to peel off tray having separate compartments for the Round Nacho crisps and Salsa dip to make the consumer experience better. ‘On the Go’ pack is available in two delectable flavours - Peri Peri and Jalapeno. Cornitos products under premium healthy snack segment are Spinach Garlic Tacos, Beetroot Chili Tacos and Veggies Nachos that are prepared using natural extract of beetroot, white beans and spinach mixed with yellow corn. Cornitos’ existing product range for HoReCa industry are Cantina, Original Restaurant Style Round Nacho Crisps, Sliced Jalapeno and Sliced Gherkins in 3kg tin packs, institutional 200g packs of regular Nacho Crisps is currently supplied in top hotel chains. Currently, we supply to Pullman, Taj, Hyatt Regency, Westin, to name a few.

“Mini Bar offerings like Nacho Crisps in 50g cans and Roasted Pumpkin Seeds in 30g packs is the focus” — Vikram Agarwal, Managing Director, GHFPL
Bursting with Flavours

Food Service India Pvt. Ltd. (FSIPL) is a leading food and beverage solutions provider for the HoReCa segment in India. It carries forward a legacy of over 75 years from its parent group, VKL Seasoning.

FSIPL offers its products through five brands – Springburst, Chef’s Art, Sunbay, Spicefield, and Marimbula. The team at FSIPL comprises of experienced chefs and sales professionals specialising in the HoReCa segment. FSIPL offers three differentiated services to its customers – building food and beverage menu, standardising recipes, and in-kitchen demonstration and training.

BUILDING FOOD AND BEVERAGE MENU
As part of this service, an expert chef discusses and understands the vision of a customer’s business. The food chef then helps design the food menu and a beverage chef helps design a drinks menu for the business.

STANDARDISING RECIPES
One of the major problems in any food business is maintaining the consistency of taste. Due to changes in ingredient quality and variations done by different chefs, the taste varies. FSIPL provides solutions that ensure consistency of ingredients.

IN-KITCHEN DEMO AND TRAINING
FSIPL has a team of food chefs and beverage chefs to understand the unique requirements of each customer. These chefs visit customer kitchen and bar facilities to understand which solution best fits a customer’s set-up.
Initially, the promoters of the company were busy in identifying new products and ideas in the coffee industry to offer something innovative from what is available in the market. This was possible by extensive research in the market and consumption patterns and innumerable visits to food trade fairs at Gulfood, FHA, Thaifex, etc.

**PURE COFFEE WITH EASE OF USE**

With constant brainstorming with the suppliers worldwide and the Indian hospitality industry, Sessco Enterprises realised the need of good and pure coffee with ease of use.

They came up with two product ideas for the Indian market – Sesscoffee Capsule Coffee System and King Coffee 3-in-1 premix coffee. Though Coffee Capsule system is available in Indian market, but, some of the brands give the option of serving only espresso (black) coffee, whereas few can serve cappuccino also but with milk poured into the container for preparing cappuccino.

The existing coffee capsule systems could not become popular due to reasons like inferior quality of machine, they could serve only espresso shots, machines were using their own brand coffee capsules, there was a need to clean the machine after serving cappuccino so that the milk does not contaminate/block the tubes in the system.

Taking care of all these, we have introduced for the first time in India, Sesscoffee Capsule Coffee System with inbuilt steamer/frother, serving both cappuccino and espresso without the need to clean the cappuccino so that the milk does not contaminate/block the tubes in the system.

Our system prepares cappuccino by putting fresh milk/creamer in the cup itself. Further, there is no need to buy capsules from us as the system can use any Nespresso(R) compatible capsules.

Sesscoffee Capsule Systems are best suited for placement in hotel rooms, executive offices and premium homes.

**PRODUCTS FROM SESSCO**

Our second product offering, King Coffee 3-in-1 coffee is a premium coffee from Vietnamese leading company TNI. It is a premix coffee with coffee, sugar, creamer added and you just need to add 75ml of hot water to get pure coffee with real strong aroma. It is available in 1kg bag for vending machines and single serve sachets in box packing of 6/10/88 sachets. King Coffee is best suited for people on the move and coffee lovers who want consistent taste of real coffee anytime, anywhere.

Since most of the Indian 4-5 star hotels are experiencing loss in revenues, compared to previous years, with the advent of aggressive OYO rooms, there is an urgent need to upgrade their product offerings so as to give a premium feel to their customers. Unless these hotels think out of the blue and make their customers differentiate experiences of staying at these premium rooms, there is risk of further loss in revenues.

**COMPLETE COFFEE SOLUTION**

Both Sesscoffee products are a good choice for placement in hotel rooms as they offer complete coffee solution in rooms and will upgrade category of rooms due to premium offering.

Since Sesscoffee products are unique and different, we are facing challenges due to absence of product awareness in the market. The Indian hotel industry generally believes in offering something only when it has been demanded by its customers. So, our biggest challenge is to make product and brand awareness of our product offerings.

Realising this need, we have decided to participate in premium trade fairs for B2B and B2C, sharing product awareness videos and posts on social media and YouTube, organising tasting sessions with industry experts and sampling with general public and so on.

Since Indian consumers are both educated and intelligent, they can understand and appreciate different value-added services and do not compromise on quality. Premium hotels have to act immediately and not wait for what their consumers demand and should exceed their expectations.
FH&RA INDIA

Annual Issue - Collector’s Edition
Ensure wide exposure for your brand

Upcoming Issue will be used as a ready reckoner throughout the year

30,400 Copies reach Hotel & Restaurant owners, directors and decision makers

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Are hotels prepared for CYBER CRIME?
Are hotels prepared for CYBER THREATS?

Technology today is important for hotel operations. It also gives the hotels access to a guest’s vital information. Therefore, it is imperative for hotels to secure this data through cyber security, hoteliers share trends in this segment.

Kanchan Nath
SECURING DATA OF HOTEL CLIENTS

Accor takes appropriate technical and organisational measures, to protect guest personal data against misuse and unauthorised access.

To name few technical measures such as upgrading firewalls at hotel and central level data centers, managing/upgrading total network security on regular basis, equip with real-time vulnerabilities detection tools, etc.

Organisational measures such as a PCI-DSS compliance requirements, user ID/password protection process/system, means of physical protection etc. to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services.

In relation to the submission of credit card data when making a reservation, SSL (Secure Socket Layer) encryption technology is used to guarantee a secure transaction.

REAL-TIME VULNERABILITY DETECTION

Hackers are always looking for opportunities to invade privacy and steal data that's of crucial importance, so it's better to take the necessary precautions to protect company's valuable information.

Accor is equipped with real-time vulnerability detection tool to identify any potential attack/threat on network, regular audits are performed by experts for health check, strong sign-off policies are followed at each level, regular risk assessments are carried out by central risk department.

LATEST TRENDS IN CYBERSECURITY

Digital business has created a new ecosystem, one in which partners add new business capabilities and security complexities.

AI will get even more efficient at protecting customers, processing and prioritising data and ascertaining which of the threats are real.

Cybercriminals can also leverage AI tools to launch sophisticated attacks via better-designed phishing attacks and make it more challenging to identify complex attacks.

RPA (Robotic Process Automation) presence will increase in cybersecurity area for incident detection, response or analysis. IOT trends can be prime targets.

“AI will get even more efficient at protecting customers, processing and ascertaining real threats”
SECURITY OF DATA
Our systems follow PCI-Compliance ready security with built-in user management security. Apart from this, the access to the hosted server is limited and password policy to access the servers are maintained. Also, the application follows GDPR compliance-ready security for the data.

Data backups are at 4-hour interval and since the server is hosted on a cloud solution, enough security has been taken care of by the server provider for backup of machines other than our own backup mechanism.

PREVENTIVE MEASURES
We provide access based on IP address registered for users. Only those users with that specific IP address can access the system. Other than this firewalls, anti-spam and anti-virus have been configured for any intrusion catch and alert. We have tested our software against OWASP top 10 vulnerability assessment and have taken care of any vulnerability in our application.

LATEST TRENDS IN CYBERSECURITY
The role of multi-factor authentication, data regulation (GDPR) are some of the latest trends other than malware, spam and phishing.

The access to the hosted server is limited and password policy to access the servers are maintained.

Sarbendra Sarkar
Founder and Managing Director
Cygnett Hotels and Resorts

Sarbendra Sarkar
Founder and Managing Director
Cygnett Hotels and Resorts
We have a solid secure anti-virus total security for every single PC in all hotels of the group.

**Sarada Prasan Muduli**
Revenue and Technology Officer
Lords Hotel and Resorts

**SECURITY OF DATA**
Data flow comes to hotel in three different ways. 1. Online Reservations 2. Offline reservations 3. Walk-in guests. In this way the PMS become a very important part for guest data security. To ensure the data is safe with us, we ensure below mentioned steps. IT manager – who is directly responsible for Information Security. A solid anti-virus for every single PC in the hotel. Implementing cybersecurity training for employees. Conducting a risk assessment of existing network. Looking at the possible inside threats time to time. Cybersecurity insurance for server and PCs. Ensuring Wi-fi connectivity to maintain the secured browsing.

**PREVENTIVE MEASURES**
We have obtained the secure database for SQL server for the entire chain of hotels. We ensure the all anti-virus, anti-malware and spyware is active from day 1 in server and PC 24 x 7. We have also developed an anti-breaching facility where we can immediately be informed on any kind of breach into our server. We also secured our domain, payment gateway and booking engine through the strong firewall and 3-layer anti-virus system. We also maintained a secured matrix for user level data access. Only secured department in secured network PCs, can use the data access so that less the chance of cyber hacks.

**LATEST TRENDS**
AI base technology with safety firewall, auto trigger of OTP, new generation anti-virus to protect guest database are latest trends. Implementation of cloud base PMS which is completed programmed on NET and securely backed up on AWS. Safe API integration with multiple online distribution channels is popular.

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We have a solid secure anti-virus total security for every single PC in all hotels of the group.
Learn the ropes of hospitality

V. M. Salgaocar Institute of International Hospitality Education (VMSIIHE)’s mission is to develop the intellectual and human potential of students through a commitment to excellence in learning and collaboration with the industry.

WORLD-CLASS HOSPITALITY COMES CLOSER HOME
VMSIIHE located in Goa is a world class hospitality institute, with a state-of-the-art infrastructure and a wide range of facilities. Affiliated to the Goa University, VMSIIHE has a tie-up up with Dublin Institute of Technology, Ireland for academic support and Turismo de Portugal for a collaborative international training. Students also have an opportunity to go on a study tour to Switzerland and other European countries. Significantly, the students at VMSIIHE are exposed to the international hospitality sector through a six months effective internship programme. The institute offers a three-year B.Sc. Degree in International Hospitality Management.

BRIDGING THE GAP
VMSIIHE has taken the initiative to organise Hospitality Career Expo-2019 to bridge the gap and create an ideal venue for job seekers to meet service providers. The expo-2019 will be spread over three days starting from October 11-13, 2019, wherein graduating students from hospitality institutes and industry stakeholders will be interacting and networking on a common platform. The expo will see hotel management and culinary institute students from pan India participating in the 3-day event which will have starred hotels, boutique hotels and fine dining restaurants in attendance.

PATHWAY TO GLOBAL OPPORTUNITIES
Apart from academics and practical sessions, the institute boasts of an intensive industry-focused curriculum, dedicated and experienced faculty with international expertise, sophisticated in-house training equipment, world-class infrastructure, sessions with industry experts, educational tours to Europe, international exchange programme. On completion of the course they will have the professional skills to meet challenging opportunities in a dynamic industry.

INNOVATIVE AND PRACTICAL EDUCATIONAL MODEL
VMSIIHE offers leadership programme, professional internships, and more which has fetched the graduates placements in India, UAE, etc.

MOMENTS OF ACHIEVEMENTS
VMSIIHE is a member of EuroCHRIE & Hotel & Restaurant Association - H& RA (Western region) The Institute was awarded as the ‘Cleanest College’ of the state of Goa for three consecutive academic years, 2016-17, 2017-18 and 2018-19. It was honoured with the ‘Swachchatam Mahavidyalaya Samman’ from amongst 55 institutes affiliated to the Goa University.

“Students have an opportunity to go on a study tour to Switzerland and other European countries”
How water is getting scarce

Water today is one of the most precious resources. In current times, we witness metros and many developing nations culling out solutions to procure water. Water shortage has resulted in many destinations becoming unviable for tourism. Regional Presidents share steps being taken to create awareness about water shortage and how to combat scarcity.

Kanchan Nath

IDENTIFY KEY AREAS OF USAGE

In order to conserve water in the hotel industry, it is important to identify key areas where water is used and could be wasted, for instance, in areas like the bathroom. Some guests are more likely to waste water in a hotel than their home since the amount of water they consume is independent of their room tariff. So, we advise our members to install water saving devices in the shower, flush and faucet to reduce water flow. Low flow showerheads and aerators in faucets are used which restrict water flow but increase water pressure. We also advise to use flushes that use less water than conventional ones. These flushes use five to six litres of water per flush, whereas, conventional ones use 15-20 litres. In all the public areas we suggest installation of automatic sensors to help in reducing the wastage of water.

MONITOR CONSUMPTION AND RECYCLE

Areas like pools, spas, laundry, landscaping and kitchen are where consumption is the highest and is monitored. We are also encouraging big establishments to harvest all the rainwater from their rooftops and store it in an underground tank or to a set of rainwater recharge wells. Also, we are sending a message to recycle water, such as using kitchen wash water to water plants and more.

INITIATING SUITABLE PLAN

Water accounts for 10-12 per cent of utility bills in many hotels. Creating a water management plan and measuring water consumption by setting tangible targets is vital. One needs to know one’s start point and current water usage. Establish a water conservation plan:

• Carrying out a water audit.
• Comparing total and departmental consumption figures with set benchmarks to determine the potential for savings.
• Calculating the water used per guest per night.

Key areas for implementing the above viz:

Swimming pools: Having a swimming pool can increase freshwater consumption in a large hotel by up to 10 per cent, so, think hard about whether it is really necessary before installing one. Classification norms need to be changed making the swimming pool mandatory for certain classes to desirable Bathrooms and Grounds: Using low flow technology and recycled bath and toilet water for plants and gardening. Grey water systems enable up to 50 per cent of wastewater to be returned to the hotel after treatment for toilet flushing.

Housekeeping: Put procedures in place and conduct training to inform housekeeping on how they can reduce water use. Implement a linen reuse programme.

Educating and communicating: Hotels should have a responsibility in educating and communicating water issues to stakeholders; employees, and the customer. It is necessary for everyone to contribute to the protection of water resources.

Gurbaxish Singh Kohli
President
HRAWI

Pranav Singh
President
HRAEI

Water accounts for 10-12 per cent of utility bills in many hotels. It is essential to have a water conservation plan.
USE WATER JUDICIOUSLY

Water, today, is truly one of the most precious commodities which has a limited supply. Environmental damage, flawed practices, a lack of awareness over the years, have resulted in us seeing some of the most severe water shortages in our time. Today, India is facing one of its most severe water shortages.

The hospitality industry aims to provide a comforting environment for its guests and strives to make them feel important. Conservation of water earlier was not something associated with the luxury and comfort provided to guests. However, all that has changed and for some time now hotels have been putting in serious efforts to conserve water and use it judiciously. One of the ways the hotels do this is to involve guests in the conservation efforts and therefore messages are placed in the rooms requesting the guest's co-operation in helping to conserve water by reusing the linen in the room such as sheets and towels. Sewage treatment plants have also been installed in newer hotels for the treatment and effective utilisation of wastewater.

RAINWATER HARVESTING

Energy saving devices are now used in many hotels and these include the use of LED lights and solar panels. Rainwater harvesting is now mandatory in many places, it is an effective method of collecting and storing rainwater. Solid Waste Management is another area of importance. Reduce and recycle is the way forward. Putting in place these practices of conservation, requires constant training of staff and sharing of information as well. The hospitality industry must ensure training is imparted to all employees. Sustainable tourism is defined as ensuring that there is a positive impact on the environment through tourism, this includes involving local communities and businesses. A simplistic view of sustainable tourism is to maximise benefits to the environment and minimise negative impacts.

Conserving resources is the need of the hour.

Most hotels pay for the water they consume twice – first by purchasing fresh water and then by disposing of it as wastewater. The hospitality industry is one of these where water plays a determining part in everyday operations and potential growth.

HRANI supported the unique initiative of Danik Jagraan to save potable water through ‘Adha Glass Pani Campaign’. The campaign reflected to the idea that normally we are served a full glass and we end up wasting the precious resource knowingly. Hence, the members were requested to start a practice of serving half a glass of water to the guest with a message that if needed one is free to have as much to quench his thirst, will help in saving gallons of potable water.

The hotels and restaurants in north region are sensitising and highlighting various environmental-friendly practices through display of boards and tent cards to the following:

1. Importance of freshwater resources within the area and provide opportunities to use water wisely.
2. Encourage to have shower instead of bath.
3. Advisory to not leave the tap running while brushing and shaving.
4. Re-use of towels and linens by opting not to have them changed everyday.

EMPLOYEES IN KITCHEN

1. Usage of dishwashers on full load.
2. Advisory on pre-soaking utensils and dishes to save using running water.
3. Avoid thawing food under running water and avoid using running water to melt ice in sink strainers.

EMPLOYEES @ MAINTENANCE & HOUSEKEEPING

1. Usage of faucets and shower heads.
2. Washing with full loads.
3. Adjust the water level control on the washing machine appropriately.
4. Cleaning of driveway and sidewalks with a mop and broom and not a water hose.
5. Not to fertilise the lawn in the summer.
6. Usage of drip irrigation.
7. Checking faucets for leaks.
Customer Relationship Management includes the principles, practices, and guidelines an organisation follows when interacting with its customers. It is an approach to manage a company’s interaction with current and potential customers. It is often used to refer to technology companies and systems that help manage external interactions with customers. Elements of Customer Relationship Management range from a company’s website and emails to mass mailings and telephone calls. It helps to improve business relationships with customers, specifically focusing on customer retention and ultimately driving sales growth.

Reasons why Customer Relationship Management is necessary:

**BETTER ALLIANCE WITH CUSTOMERS**

Customer Relationship Management leads to satisfied customers and eventually higher level of business every time. It helps in retaining existing customers.

**IMPROVED EFFECTIVENESS AND WORKING**

Customer Relationship Management gives you unprecedented insights into how your customers feel and what they are saying about your organisation — so, you can improve what you offer, spot problems early and identify gaps.

**REDUCTION IN CUSTOMER DEFECTION RATE**

Customer Relationship Management emphasises on training and development of the employees to become more customer-oriented. Therefore, the customer defection rate may be reduced.

**REDUCTION OF EXCESS EFFORTS**

Having a Customer Relationship Management system...
CRM helps to improve business relationships with customers and ultimately drive sales growth as the backbone for all systems that support internal processes, reduce integration efforts and manual tailoring and increase execution of strategic goal.

**STREAMLINING OF PROCEDURES**

One can automate customer service processes using Customer Relationship Management. It helps to deal with customers’ complaints or suggestions more effectively and quickly. By streamlining the business process, you can minimise human error.

**CUSTOMISATION OF MARKET OFFERINGS**

Companies can customise a product or service depending on the data available with the firm. The firm can facilitate customer-company interaction through the company contact centre and website. Such interactions help develop customised products. Businesses and firms use techniques to cultivate, maintain and enhance Customer Relationship Management, they are:

**DATA WAREHOUSING AND DATA MINING**

Customer Relationship Management analysts develop data warehouses and use data-mining techniques to develop and maintain long-lasting relationships with the valuable customers. The data analysts use data mining techniques to examine the huge amount of data to find out interesting facts of the customers. The mined data can be utilised for various marketing decisions such as product design and modification, product pricing, maintaining dealer relationships, etc.

**ONE-TO-ONE MARKETING**

Some firms adopt one-to-one marketing strategy. Such firms treat their customers as partners and take the help of customers to design new products or to improve their services. If the customer gets involved with the firm, then they are more likely to remain with the firm.

**LOYALTY PROGRAMMES**

Firms may use a variety of loyalty programmes to retain customers. They may provide special discounts to frequent customers. Firms may also provide gifts and other benefits to the loyal customers.

**PRIORITY CUSTOMER PROGRAMMES**

Some firms introduce priority customer programmes. The priority customers are given priority in after-sales service, delivery and resolving complaints.

*The views expressed above are the authors’ personal views.*
‘BREATHE EASY’ STAY AT SHANGRI-LA IN INDIA

Keeping in line with climate changes and depletion of natural resources, Shangri-La’s Eros Hotel, New Delhi, practices ‘Breathe Easy’ stay, with natural air-purifying plants. Apart from the Electronic Air Filters that remove airborne particles as small as 2.5 microns, there are a variety of air-purifying plants that have been beautifully placed at various public areas in the hotel.

Snake Plants placed in the hotel lobby are known for purifying the air and removing formaldehyde and nitrogen oxide produced by fuel burning appliances. Peace Lily (Spathiphyllum) improves the air quality by 60 per cent and it is amongst the top house plants of the hotel. Spider Plants placed near the swimming pool produces oxygen whilst purifying the air by absorbing carbon monoxide, formaldehyde and xylene. Additionally, Spider Plants are non-toxic and edible, making them safe for children enjoying at the kids swimming pool. Other air purifying plants at the hotel like Mother’s Plant, Money Plant and Aloe Vera are quite popular for improving the air quality. All plants at the hotel have been carefully handpicked and have unique purification properties that help in creating a healthier space in their own unique way.

Some other big initiatives taken to drive a socially responsible business at Shangri-La’s – Eros Hotel, New Delhi include installation of Water Aerators in the guestrooms’ health faucets to save water, replacement of coal fired tandoors with PNG fired tandoors and conventional lighting fixtures with LEDs to save energy.

Special Winnow Machines have been installed in the restaurant to track food waste. An eco-friendly technology called ‘Steam Clean’ uses steam to clean the guest areas instead of chemicals. At Shangri-La Hotel, Bengaluru, the practice to conserve ecology stems from save power and see green initiatives at the hotel which work to minimise the impact on environment while conserving biodiversity and managing waste, water and energy.

HOLIDAY INN MUMBAI’S CELEBRATE SERVICE WEEK

Holiday Inn Mumbai International Airport, part of the InterContinental Hotels Group participated in the brand’s novel initiative, ‘Celebrate Service Week’ to express gratitude to its employees for their diligence and dedication to providing outstanding service to guests.

It was dedicated to celebrate their real asset; ‘their people’, to highlight their success, to regard the unique place they have in heart, and enhance employee relations, while enjoy every moment. The celebration was an humble, yet heart-felt tribute to ‘give back’ to the people, to recognise and acknowledge them.

The activities were organised as a part of the countrywide celebrations with the theme ‘Feel Valued’. Employees at the upscale hotel came up with a series of entertaining activities such as camping, masquerade ball, dancing and singing competition, treasure hunt and similar fun sessions. The high point of the festivities was the gala night, where all the employees were seen unwind to the core.

The successful celebrations were highly effective in promoting the team’s bonding and appreciating the efforts put in by each employee to make Holiday Inn Mumbai what they are today. To end the week, employees enjoyed dancing in an engaging atmosphere to spread the gaiety, while also helping the team members build a stronger relationship with each other.

Interesting themes such as jail, Mumbaiyamavali, Bollywood, Punjabi and similar were followed by employees for a plethora of engaging fun activities. The ‘Celebrate Service Week’ culminated with the Punjabi Theme, organised by the sales and marketing department with a grand welcome on Bullet bikes, among more.
Environmental issues are a prime concern nowadays. The underlying reason for almost everything is deforestation. This has a cascade effect on the water table, soil erosion, greenhouse effect and many others.

To work towards curbing this, CM, Devendra Fadnavis has conducted tree plantation drives. Recently, Mahindra Mahindra Accelo, a subsidiary of Mahindra & Mahindra, along with other corporates conducted a tree plantation drive in Shivajinagar, Pune.

Saurabh Rao, Commissioner, Pune Municipal Corporation; Milind Deouskar, Divisional Railway Manager; Prafulla Chandra, Additional Divisional Railway Manager; Sanjay Saxena, Director, Radisson Blu Pune Hinjawadi; Suneel Kamthan, President, Kayshtha Parivar Pune and Diwakar Srivastava, Chief - Commercial, Mahindra Accelo, were also present at this event.

During the drive the guests along with the organisers pledged to plant 1,000 saplings. The drive also gave participants an opportunity to adopt a sapling. Mahindra Accelo is committed to focus its CSR efforts on education, environment and health. Under the aegis of ‘Mahindra Hariyali’, tree plantation is undertaken. Nationwide target of planting one million trees involves all the companies in the Mahindra Group.
Royal Wedding was the name Magic Innovations, a 3D projection-mapping company, gave an Armenian wedding it orchestrated. Royal indeed, for the wedding was a showcase of technological grandeur. A shower of blue sparks, digitally projected on to the hotel’s façade, greeted incoming guests. Guests then made their way to the banquet hall, which was a canvas for a 360-degree projection. Shimmering motifs of stained glass decorated the walls. Mosaiced patterns teared open to reveal a kaleidoscope of swirling butterflies.

In one of the evening’s climatic moments, neon-blue light danced on stage and outlined a wedding cake that soared to a few meters in height. It is no wonder that this event of special magnificence won a DSE 2019 APEX award in the hospitality category and earned media attention from publications such as Digital Signage Connection.

With an annual growth rate of 20 per cent, the Indian wedding industry is the world’s second largest and estimated to be worth $50 billion, according to the Hindu Business Online. In order for Indian hospitality service providers like you to gain a competitive edge, you must think out of the box and use Professional AudioVisual (Pro-AV) and Integrated Experience solutions to create spellbinding moments for your guests. And it is not just weddings that these technologies are revamping. Tree by Naked, a restaurant in Yoyogi Park in Japan is using a mix of virtual reality, projection mapping, lighting and music to elevate the dining experience.

In a review of the restaurant, Food & Wine extols the restaurant’s multisensory nature-themed experience. The four walls come alive with beautiful imagery of forest beds and mountains. The journey of life is told through a tapestry of tree branches, glittering stars and blowing wind, which is projected on to walls and tables. Plates become canvases on which fishes swim across. Such an imaginative experience, one where digital art meets gastronomy, no doubt sets the bar high for fine dining.

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impact scorecard. Indian companies are embracing a mobile-first approach and are looking at embracing new technologies such as virtual reality, robotics and Internet of Things to take customer service to the next level. Understanding the importance of emerging technologies, Indian Express is partnering with InfoComm India to host a Healthcare and Hospitality session focused on digital transformation. The Industry Forum will feature a panel discussion, replete with lessons on digital transformation in the areas of hospitality, retail and healthcare.

An educational session will delve into the use of artificial intelligence, robotic process automation and blockchain technology to achieve business transformation. Be sure to attend this conference and gain illuminating insights. The show’s learning platform, InfoComm India 2019 Summit offers free-to-attend educational sessions across AVIXA Seminars, Industry and Technology Forums, AVIXA FlashTracks, and Platinum Partners’ Presentations. Full summit programme and updates are available at www.infocomm-india.com.

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appointments

VIPIN SHARMA
Vice President – Technical
Goldstone Hotels

Goldstone Hotels has appointed Vipin Sharma as their Vice President -Technical. Sharma brings more than two decades of experience in planning & execution of MEP services for hotels, working out detailing in terms of architecture, services and interior requirement for smooth operation of hotels with emphasis on energy conservation. He will look after all the group hotels at corporate level for both aspects—operations and projects. He will be responsible for complete operation & maintenance, setting standards, maintaining SOP, PPM; new project pre-opening & renovation co-ordination, energy conservation, budgets & cost monitoring and vendor development.

SUNIL SONI
Vice President – Food & Beverage
Goldstone Hotels

Goldstone Hotels has appointed Sunil Soni as Vice President – Food & Beverage. Soni is a critically acclaimed Chef with more than three decades of experience in India and abroad including Kuwait, Kenya, Seychelles and USA. He was instrumental in starting a state-of-the-art Indian Restaurant in Boston, USA with a concept of open kitchen duleled with live cooking station when that concept was not very well known. This concept and Awadhi cuisine brought laurels to the restaurant. He was featured in a famous TV show ‘Phantom Gourmet’ in Boston, USA.

ANAND SARODE
Corporate General Manager – Sales
Lords Hotels and Resorts

Lords Hotels and Resorts has announced the appointment of Anand Sarode as Corporate General Manager – Sales. He has completed his diploma in Hotel Management from IHM Mumbai and has more than two decades of hotel sales experience. At Lords, he would be involved with all regional sales offices and give them a strategic direction and lead the team from the front. Sarode will be responsible for furthering the sales network through TA, Corporate and other HNI clients.

RANJIT SINGH
Corporate General Manager-Sales
Clarks Inn Group of Hotels

Clarks Inn Group of Hotels has appointed Ranjit Singh as Corporate General Manager-Sales. In his new role, Singh shall be responsible in promoting more than 55 hotels & resorts of the group across India under the brand names Clarks Inn, Clarks Exotica Velvet and Clarks Residences & Clarks Premier. A Hotel Management Graduate from IHM Pusa and B. Com. from Osmania University, Singh has an experience of 25 years in hotel industry. He has worked with prominent hotels like Savoy Suites, Heritage Retreat – Jaipur, etc.

VIKAS AHLUWALIA
General Manager and National Head
Zone by THE Park

Zone by THE Park, the upscale social-catalyst brand, has appointed Vikas Ahluwalia as its new General Manager & National Head effective from April 2019. Ahluwalia brings over 22 years of rich experience in the hospitality segment with expertise in the areas of hotel operations and development. In his new role, he will be responsible for heading and growing Zone by THE Park brand. By overlooking operations, sales & marketing, he will be actively focusing on further expansion and development of the Zone.
The Leela Ambience Gurugram Hotel & Residences has appointed Varun Chhibber as General Manager. Leading some of the finest hotels in the world, Chhibber joins the team with close to two decades of experience. In his new role, he will oversee the day-to-day operations along with the senior leadership team while creating bespoke experiences. Earlier, he was the General Manager of The Leela Ambience Convention Hotel Delhi. Under his leadership, the hotel transitioned into one of the most preferred MiCE and wedding destination in Delhi-NCR region.

Hyatt Regency Pune has designated Sandeep Singh as the Director of Operations. An industry expert, Singh holds an experience of more than 13 years in the hospitality industry, converting strategic vision into measurable results at various hotels. As the Director of Operations, Singh will be responsible for heading and managing the hotel operations and maintaining high standards of guest satisfaction. Throughout his career, he’s worked with various brands of repute. He has served as the Director F&B at The Westin Gurgaon, New Delhi.

JW Marriott Pune has further added to its dedicated and experienced team with the appointment of Abhirath Sah as the new Director of Sales & Marketing. In his new role, Sah will be responsible for the overall functioning and growth of market share for the hotel and will spearhead a team of highly skilled professionals while developing sales & revenue strategies for segment-wise growth. He joins the hotel from The Westin Hyderabad Mindspace, where in his capacity as Director of Sales & Marketing, he was in charge of driving the core sales and marketing strategies.

A Nature Resort, located 8kms from the main Uttarkashi town on the way to Gangotri on a four-acre lush green estate at an altitude of 1150 Mts. Situated right on the riverbanks of River Ganga (Bhagirathi) it is surrounded by high mountain cliffs. It is an ideal location for Family Holidays, Weekend Getaways, Corporate Team Building programmes, and to indulge in various adventure activities like a short trek to Ayana Dev or Nachiketa Tal, adventure activities at Adventure Park, Rock-climbing, Rappelling & Jamatang.

It is also an ideal place for Yoga and Meditation. A small local temple at the river edge adds to the ambience of the Resort. There are many opportunities for day trips, such as a hiking trip to a nearby village, a Day trip to Gangotri with your family or a Day trip to Harsil.

For more details, write to us at: devika@dcppi.com
Frazer and Haws have launched an exceptional collection of silver lamps. You can choose from a variety of silver lamps from Frazer and Haws that will illuminate your surroundings. Lamps can also brighten corners and reading nooks. It’s time to add that stylish touch to your hotel with the silver lamp from Frazer & Haws.

Akiva Superfoods has launched India’s first flavoured 100 per cent pure A2 Cow Ghee in three variants: Original, Vanilla, Garlic & Herbs. Akiva Superfoods brings a contemporary spin to this time-honoured household staple, with two artisanal flavours-Vanilla; Garlic & Herbs, as well as the all-favourite Original Ghee. The unique feature of this ghee is that it is made entirely from ethically sourced premium A2 milk obtained from grass-fed Sahiwal cow at partner dairy farms. Akiva Superfoods Ghee has an impressive nutrient profile, making it a superior substitute to cooking oils and butter.

Sirca Paints India have recently entered wall paint industry of the Indian market by introducing a variety of wall paints for interior and exterior use. The introduction of different wall paints products by Sirca is a result of their research and development, which makes the product exclusive and fulfills the industry need. The range includes Double face inclusion, which can be used both on interior and exterior. It provides a smooth finish with an elegant appeal. Sirca have luxury range of wall paints namely Amore for Gloss finish, Fresco for Matt finish, ideal for interior use; Tulip for Gloss finish & Rossa for Acrylic finish, for exterior use.

Confectionary and bakery food items are more sensitive to temperature and humidity change than other food items, hence, it is important to provide the ideal display refrigeration solution to these products. Keeping the same in mind, Elanpro, added Display Cabinet to its product portfolio. With this product, the company has introduced a new anti-mist and LED lighting system that enhances display and lowers electricity consumption.
FEEL FRESH WITH RAINFINITY

Hansgrohe is making a new statement in the bathroom with the Rainfinity shower range. The modern surface in elegant, matte white and the contemporary graphite of the simply structured jet disc are a visual highlight in the bathroom. The three spray modes of the Rainfinity head shower gives a truly extraordinary shower experience.

PROOF OF EXCELLENCE

Lamiwood Flooring Company, a pioneer in the sector of wooden flooring for past 12 years has just launched Thermo Ash Cladding in the market. Originated from Poland, Lamiwood Thermo ash wood is treated with heat and steam which makes it weatherproof and thus can be used as wooden facade cladding or terrace decking. With quick and trouble-free installation without the use of any special treatment to the building makes it worry free for the user. Thermo Ash Wood is machine oiled using selected special oils, with the addition of UV filters and colour pigments. Its heat-treated genuine wood panels with a simple click system allows for easy assembly and disassembly, says Vaibhav Vasishta, CEO, Lamiwood Wooden Flooring.
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