

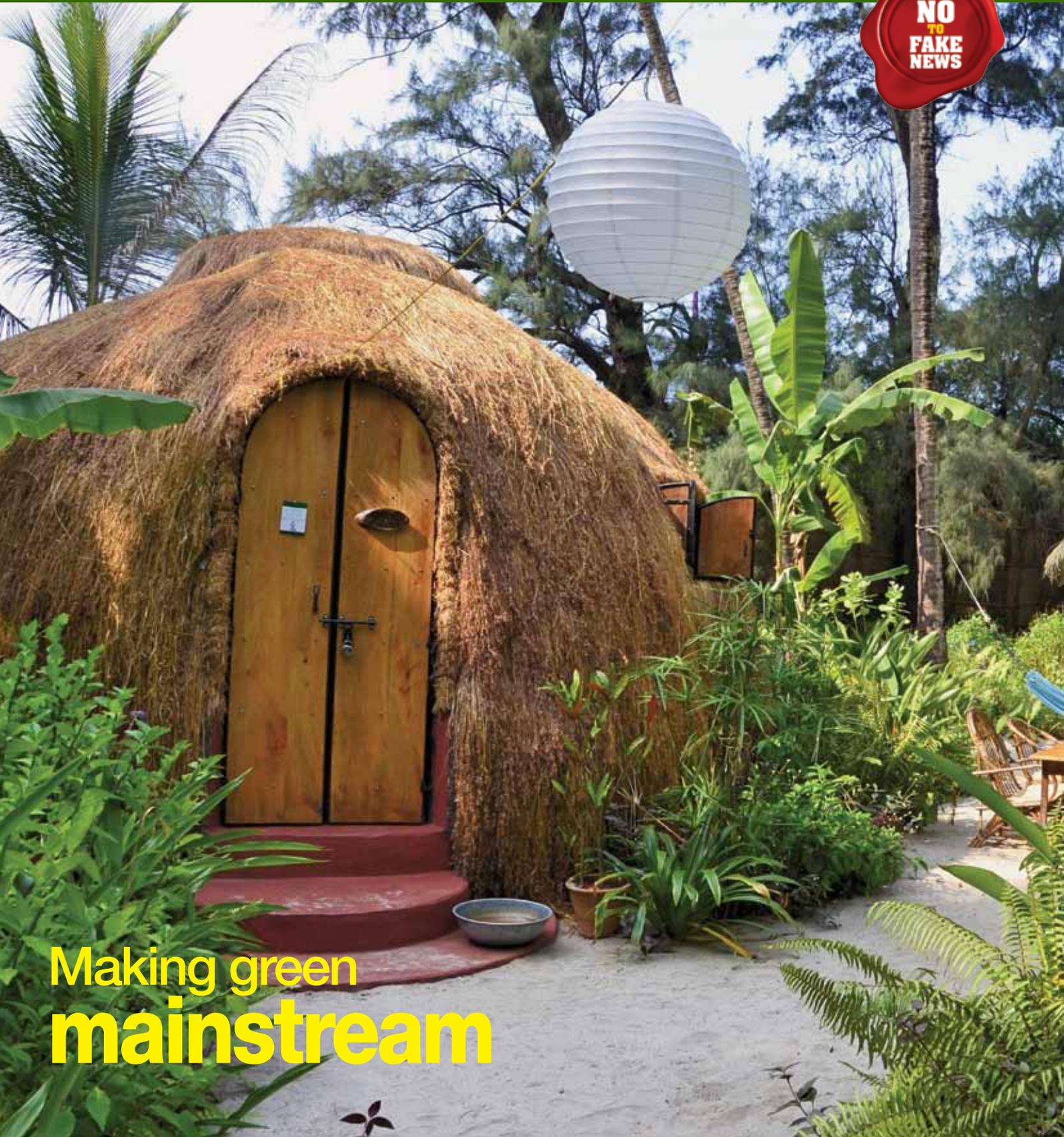
# HRA Today



NOVEMBER 2018  
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OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

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## PUBLISHER

Devika Jeet - devika@ddppl.com

## MANAGING EDITOR

Peden Doma Bhutia - peden@ddppl.com

## ASSISTANT EDITORS

Hazel Jain - hazel.jain@ddppl.com

Tripti Mehta - tripti.mehta@ddppl.com

Jessy Iype - jessy.iype@ddppl.com

## DESIGN

Sudhir Mudgal

## MARKETING & SALES - DELHI

Priti Khanna - priti.khanna@ddppl.com

Director (+919650399905)

Mayank Jain - mayank.jain@ddppl.com

Sr. Manager Advertising (+91965039928)

Gaganpreet Kaur - gaganpreet@ddppl.com

Marketing Manager (+91965039934)

## MARKETING & SALES - MUMBAI

Harshal Ashar - harshal@ddppl.com

General Manager (+919619499167)

Priyanshu Wankhade - priyanshu@ddppl.com

Manager Advertising (+919619499170)

## PRODUCTION MANAGER

Anil Kharbanda

## ADVERTISEMENT DESIGNERS

Vikas Mandotia

Nitin Kumar

## HRA Today

4, Candy House, Mandlik Road, Colaba, Mumbai 400 001

Tel: 91-22-22024076, 22831627, 22819773

Email: secgen@hrawi.com

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Email: hratoday@ddppl.com  
Tel : +91 9818767141

This issue of HRA Today contains 28+4 pages cover

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## Innovation is necessary

Shail Barot, Director, Vie Hospitality, says that creativity and the ability to think laterally are traits that the new generation of entrepreneurs must imbibe.

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## Bakers Lounge showcases global bakery trends

The third edition of Rich's Gourmet Guide - The Bakers Lounge showcased trends in the bakery industry and Rich's latest offerings.

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## Menus that tell a story

Chef Himanshu Taneja, Culinary Director, India, Marriott International, says that restaurant concepts must be driven by the demographics of a region to attain success.

## Cover Image

Yab Yum Resort, Ashwem Beach, Goa



### My Dear Fellow Members,

I trust you all had a very happy, healthy, prosperous, clean, and green Diwali.

As trading partners of the FSSAI, HRAWI has been imparting training to its members under the FSSAI Act, through seminars held at various locations throughout our region, having trained more than 1000 members and counting. As you are aware, the 'Swasth Bharat Yatra', an outreach of Eat Right India movement is being organised by the FSSAI to promote public health. A convoy of 150 volunteer cyclists including the Eat Right Mobile Unit and Mobile Food Testing Unit are travelling across the country for 100 days, building awareness around food, its safety, and healthy diets. This cyclothon has been flagged off on October 16, 2018, from six locations and will culminate in Delhi on January 27, 2019. Awareness building activities have been planned across 200 locations at the stop-overs and transit halts enroute. As trading partners, we fully support this programme and request all members to actively participate and support these activities. Besides stay and food arrangements for the participants at various locations, HRAWI has planned a group of local cyclists to join the convoy as a show of solidarity. I would like to thank all our members who have come forward to offer support and we wish this programme all the success.

HRAWI is working closely with various tourism departments for the development and upliftment of tourism and hospitality in our region. The Principal Secretary, Tourism and Culture, Maharashtra, has created a Maharashtra Tourism Think Tank for furthering tourism. Besides HRAWI, this group includes representatives from Bollywood and government departments, putting their minds together to increase tourism in Maharashtra and

removing the impediments curbing its growth. We are working towards convincing the government to create an environment that will encourage tourists entering our region to stay back one extra night, thereby setting the revenue circle in motion. Our liaisoning with various ministries for dealing with issues like excise, GST, one-window clearances, reducing the number of licences, and increasing the ease of doing business in this sector is vehement and we expect positive results soon.

Increasing our membership base is very important and our Membership Sub-committee has targeted to increase it by record numbers. We are positive the work done by our association speaks for itself, leading to increased membership, thus better leveraging with the government.

Recently, the FHRAI AGM was held in Delhi, where besides me being elected as the Vice President of FHRAI, **Dilip Datwani** and **Pradeep Shetty** from HRAWI's EC were also elected to the FHRAI OB as Hony. Secretary and Jt. Hony. Secretary, respectively. I would like to congratulate my colleagues on their new appointment and look forward to working with them at the national level.

I request members to follow us on Facebook and Twitter. Kindly download the specially created HRAWI App. I welcome and look forward to your valued suggestions.

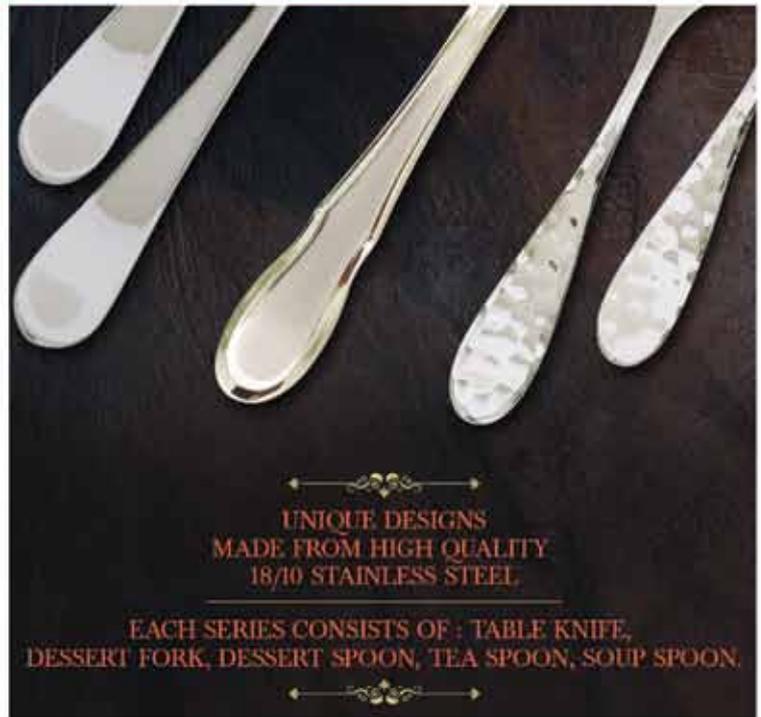
Have a great month ahead!

Warm Personal Regards,

**Gurbaxish Singh Kohli**

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## More hospitality players join HRAWI

Hotel and Restaurant Association of Western India (HRAWI) continues to expand its membership base. In the past month, more hotels and restaurants have become part of the Association.

### HOTELS

Varanda do Mar	Panaji, Goa
Bodh Valley Resort	Igatpuri, Maharashtra
Hotel Dev International	Chhindwara, Madhya Pradesh

### RESTAURANTS

Zen Restaurant	Ahmedabad, Gujarat
Kadar Khan Sheesha (Taste of Flame)	Pune, Maharashtra
Blossom	Mumbai, Maharashtra

## Sensitisation campaign on anti-littering in Mumbai

Club Mahindra and the Confederation of Indian Industry (CII) supported by Brihanmumbai Municipal Corporation initiated a 'Phenk Mat Mumbai' campaign targeted at the youth of the city by internalising the habits of cleanliness and making them the lifelong ambassadors for anti-littering. The campaign planned to internalise anti-littering behaviour in children using Social Behaviour Change Communication techniques. It was run in schools with a combination of workshops, education, engagement, and competitions.

The programme, which commenced in June 2017, is an ongoing one managed by Centre for Social and Behaviour Change Communications (SBC<sup>3</sup>). Until end of September

2018, the programme had covered 310 schools and nearly 300,000 children. By February 2019, the programme will cover 400 schools. **Arun Nanda**, Campaign Chairman, Phenk Mat Mumbai and Chairman, Mahindra Holidays and Resorts India, said, "I am delighted to see our campaign shaping positively by imbibing new practices and learnings in children towards a cleaner city. Children are capable of influencing the mass if they are really made aware of the larger consequences taking place in the society. 'Phenk Mat Mumbai' is one such initiative taken believing this fact and we are glad to see the result."

In each school, the programme ran over two months and saw direct impact of improved cleanliness there.

## Hotel Sahara Star opens *thali* restaurant 'Manuhaar'



Hotel Sahara Star, the flagship hotel of Sahara India Pariwar, has launched a *thali* restaurant, Manuhaar. The restaurant specialises in serving vegetarian cuisine inspired from two states, Gujarat and Rajasthan. A spread of the best vegetarian delicacies, *thali* is the best way one can enjoy a scrumptious

Indian meal. Experts in *dal baati churma* and Gujarati *kadhi*, Manuhaar offers fine dining to those gourmands who enjoy signature vegetarian dishes.

Commenting on the launch, **Manish Sodhi**, CEO, Hotel Sahara Star, said, "We are delighted to add another

savory to our plate with the launch of Manuhaar. With this new venture, we hope to reach out to all those guests who wish to feast on authentic vegetarian food. The challenge is to offer all our guests a cuisine of their

choice and to make sure that they have a memorable time. We look forward to matching the evolving times with changing taste buds." Manuhaar also has instrumental music played softly in the background.



## The Fern Leo Beach Resort opens in Madhavpur, Gujarat

The Fern Hotels & Resorts has announced the opening of The Fern Leo Beach Resort, Madhavpur, Gujarat. This is the only beach resort at Madhavpur beach. The company already has

resort located at Madhavpur beach, offers 10 cottages. Room facilities enjoyed by the guest include in-room tea and coffee makers, two bottles of mineral water, eco-friendly



a strong presence in Gujarat with nine operational properties. With this opening, the number of properties in Gujarat has now gone up to 10. Overall, this is the 55<sup>th</sup> hotel which the company is managing. The Fern Leo Beach Resort, a midscale

lighting arrangement, and bathroom amenities. Dining options comprise The Fern Restaurant, which offers multi-cuisine food and a variety of non-alcoholic drinks. The live food court is an open-air beachside court.

## HOTUSA enters India with The Fern Hotels & Resorts

The Fern Hotels & Resorts has tied up with HOTUSA, the first European chain of independent hotels and hotel groups, for online global distribution. HOTUSA offers a seamless booking platform for over 2500 hotels in 48 countries. It currently occupies fourth place among hotel consortiums at a worldwide scale, and the first place at the European level. Their first tie-up in India is with The Fern Hotels & Resorts, providing the group with access to a global booking platform of travel agents, travel consortia, and large corporate houses in Europe and the United States.

**Suhail Kannampilly**, COO, The Fern Hotels & Resorts, says, "We are delighted to partner with HOTUSA and place our 56 hotels and resorts



on their global distribution platform, providing seamless supply of rooms inventory to overseas agents and consortia to book our hotels in 37 locations in India."

HOTUSA's focus areas consist of marketing, distribution, exclusive representation, membership, technology, quality systems, and supplies.

## ITC Grand Goa Resort & Spa opens with 252 keys

ITC Hotels has opened its 13<sup>th</sup> luxury hotel in India, ITC Grand Goa, a Luxury Collection Resort & Spa, formerly known as the Park Hyatt Goa Resort & Spa, on Arossim beach in Cansaulim, South Goa. Celebrating the spirit of Goa, this 252-key beachside, village-styled resort's architecture draws inspiration from the Indo-Portuguese vintage. It has six signature dining options, indoor and outdoor meeting and banquet spaces, and Indian wellness principles showcased at Kaya Kalp - The Royal Spa. Set amidst 45 acres of greenery, it has direct access to Arossim beach.

"With this resort, ITC Hotels has expanded its footprint in



a globally sought-after leisure destination in Asia. The addition of ITC Grand Goa Resort & Spa to our luxury hotel portfolio further reinforces ITC's vision to consolidate its portfolio in key business and leisure

destinations in the country," says **Nakul Anand**, Executive Director, ITC.

The property is a 30-minute drive away from Goa's international airport. Each of the

252 well-appointed rooms and suites feature private outdoor spaces in the form of a balcony or patio providing views of the Arabian Sea, lush landscaped gardens, lagoons, or the multi-level swimming pool.

## SAMHI to add one-third of current room inventory to existing portfolio in India

SAMHI is poised to increase its daily available inventory for sale from 3000 to 4000 rooms, registering a healthy 30 per cent surge on the back of its acquisition of Premier Inn portfolio in 2017, and the

one of the highest-ever by any Indian hotel ownership company in a single year. Speaking at the Partnership Dinner 2018 in Ahmedabad, **Ashish Jakhanwala**, Founder & CEO, SAMHI, said, "The



acquisition and subsequent rebranding of several hotels to Holiday Inn Express. This increase in inventory is perhaps

Indian hotel industry is showing strong signs of recovery and at the same time is also maturing to allow better risk-adjusted

returns to investors. The growth of aviation, expansion of office spaces across key Indian cities, and increasing propensity for Indians to travel both for business and leisure is supporting a strong growth in demand for hotels. However, the industry continues to be operationally intensive."

India's travel market is projected to grow at an annual rate of

11-11.5 per cent and will be worth \$48 billion by 2020. This will correspondingly mean and naturally translate into good growth for SAMHI, which is one of the largest owners of branded hotel rooms in India and the entire Indian hospitality sector. The industry has been reported to be in severe distress with many companies going through the bankruptcy process.

## DoubleTree by Hilton opens in Panaji, Goa

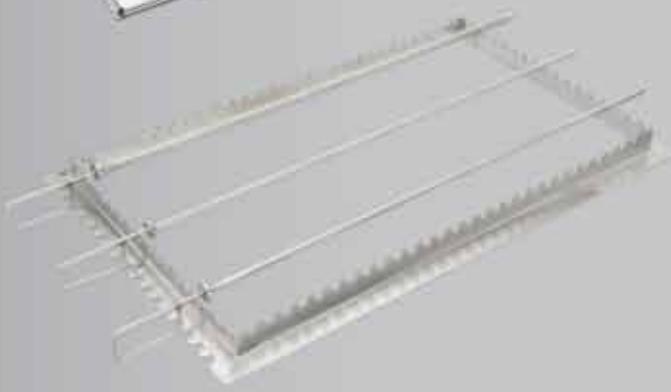
Hilton has expanded its footprint in the country by launching DoubleTree by Hilton in Goa - Panaji. This launch marks Hilton's 18<sup>th</sup> property in India. A unit of Goldfinch Hotels (part of MRG Group) and managed by Hilton, the 160-room hotel reiterates Hilton's aim to double its presence in the country over the next few years. Speaking on this launch, **Navjit Ahluwalia**, Senior Vice President and Country Head, Hilton India, said, "Goa is a popular leisure destination for travellers from across the world. We are delighted to expand our presence here with our new DoubleTree by Hilton in Goa - Panaji. This property has a



number of stand-out amenities that could offer all our guests unmatched experiences. We are committed to India for the long-term and will continue to make significant investments to expand our presence and further enrich our operational and management capabilities."

This resort has multiple dining options that include Comida, a multi-cuisine restaurant and Rio Salao, the lobby lounge. The property also features environmentally friendly smart lighting with motion sensors. The rooms also have outdoor balconies

and walk-in showers. Double Tree by Hilton Goa - Panaji offers a number of choices of indoor and outdoor venues for conferences and events - a grand ballroom, two boardrooms and sunset lawns along with state-of-the-art audio-visual technology.



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# All in a day's work

Food Safety & Standards Authority of India (FSSAI) recently conducted a session of Food Safety Supervisor Training in Advance Catering in collaboration with HRAWI in Mumbai on November 2, 2018 at Four Points by Sheraton, Navi Mumbai. About 35 participants attended the programme. These trainings were also conducted at The Pride Hotel, Pune, on October 31 and at West End Hotel, New Marine Lines, on November 1.



# That's the spirit!



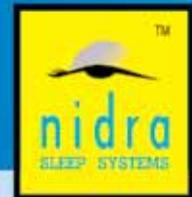
ProWein, one of the world's largest wine and spirit exhibition platforms, hosted the ProWein Education Campaign in association with sommelier **Nikhil Agarwal** for the first time in India. The educational seminars were scheduled at Sahara Star Hotel in Mumbai and were targeted towards decision-makers in the HORECA trade. Agarwal



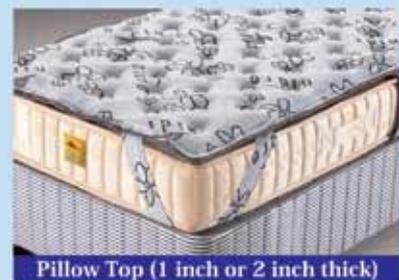
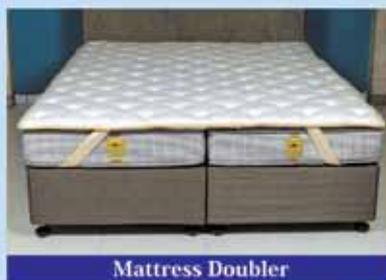
hosted three tastings to a packed house of 60-plus guests. It included a malt whisky masterclass, blind tasting of Indian and international wines, and exploring Australia's wine regions. The audience were a mix of sommeliers, wine consultants, restaurateurs, hoteliers, retailers, importers, winery representatives, wine experts, and wine makers.

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# The training continues



Hotel and Restaurant Association of Western India conducted FSSAI's Food Safety Supervisor Training in Advance Catering programme at Comfort Inn Heritage, Byculla, on November 15, 2018. A session was also conducted at Radisson Mumbai Goregaon (Mumbai) on November 16, 2018. Later, Food Safety Supervisor Training in Advance Catering will also be conducted at Vivanta Blue Diamond (Pune) on December 6, 2018, and at The Dukes Retreat in Lonavala on December 7, 2018.



## Traffic awareness drive in Pune



In an initiative to create awareness about traffic rules and road safety, the senior leadership team and hotel associates led by **Divakar Shukla**, General Manager, Crowne Plaza Pune City Centre, took to the streets with the aid of local police officials. The team was seen reaching out to civilians, educating them about the importance of wearing helmets when riding a two-wheeler, wearing seatbelts while driving, not breaking signals, and not speaking on the mobile while driving a vehicle. The campaign was carried out as part of IHG's global True Hospitality for Good programme.



## Lemon Tree, Aurangabad, wins National Tourism Award

Lemon Tree Hotel, Aurangabad, has won the National Tourism Award 2016-17 for the best hotel in the three-star category. The National Tourism Awards recognise stellar organisations and individuals who are driving and supporting tourism in India. **Sumant Jaidka**, Senior VP, Operations (North)



of Lemon Tree Hotels, received the award from **KJ Alphons**, Minister of State (I/C) for Tourism, Government of India, at a ceremony held at Vigyan Bhawan in New Delhi.



# Warriors of

Sustainability is the need of the hour, and while some hoteliers are making minor changes in and around their properties, there are a few who are going the whole hog and completely changing the way their hotel functions on a daily basis. We speak to some of these game changers...

Hazel Jain

HRAWI recently organised an interactive round-table meeting on sustainability, at its office, and hosted the guest speaker for the round-table – **Kathleen Pessolano**, Director of Strategic Partnerships at Global Sustainable Tourism Council (GSTC). She had flown down from the US courtesy the US Consulate in Mumbai, specially to speak about sustainability and the kind of work that GSTC does in this field.

Pessolano is an expert on sustainable tourism and works with destinations, travel and tourism business, and other organisations seeking to apply the GSTC standards for sustain-

“

Starting with a few manageable steps rather than trying to do everything at once can create momentum, motivate the team, and identify lessons learned

”

able tourism development at scale. She shared her perspective and experience on sustainable tourism development that is fast gaining ground not just in the West but also in India. She also spoke about devising strategies to strengthen local benefits and her experience while travelling within India and visiting various hotels and resorts.

GSTC is a standard setting body for sustainable tourism backed by the United Nations. It has set global standards for sustainable tourism.

On the ground, it works with certification bodies that get accredited to its standards, and then conduct audits and certify hotels and resorts. The work that GSTC does is to raise



**Kathleen Pessolano**



# sustainability



awareness, conduct training programmes and dialogue with governments, etc.

### Ideas for sustainable hospitality

Speaking about her experience in India, Pessolano said, "The hoteliers were eager to share excellent examples of progress at their properties, and seemed engaged with sustainability at a very high level. Through

the US consulates of Chennai, Kolkata and Mumbai, I had the opportunity to visit a range of accommodations, from five-star properties to heritage hotels. I was impressed to see many good practices to conserve resources, such as key-card control of electric panels in rooms, regulators on hot water, even a bucket mechanism to help conserve water for showering, and bulk containers for soaps

### Meluha The Fern wins National Award

Meluha The Fern - An Ecotel Hotel, Mumbai, was honoured with the prestigious 'Best Eco-friendly Hotel (Five Star)' award. It was presented by **KJ Alphons**, Minister of State (I/C) for Tourism, Government of India and **Rashmi Verma**, Secretary - Tourism, Government of India, to **Aldrina Fernandes**, Environment Officer, Meluha The Fern and **Sandhya Raorane**, Associate to VP - Operations, Meluha The Fern.

and lotions. Many of the hotels also immerse guests in the culture and heritage of India through various touchpoints, including decor, music and of course, culinary."

Sharing her idea of sustainability, she said that adopting 'sustainability' practices can be overwhelming, and it can be difficult for a business owner or manager to know where to start. GSTC's sustainability standard for hotels was created as a checklist of good practices



locally-made goods that will benefit local artisans, and more.

Sharing a few inspiring examples she witnessed in India, Pessolano said, "The examples that inspire me the most involve partnerships between hotels and local communities. An outstanding example I learned of in India is Jakson Hospitality. Its pioneering work to establish the Indian Green Building Council will help the industry as a whole adopt standards for sustainable building. Its installation of sustainability infrastructure even where not available in traditional public works is already proving the business case, i.e., cost savings for efficient and renewable resource use. Additional practices to ensure safe waste disposal, partner with local organic producers, and introduce children in schools to sustainability, are benefiting

to make sustainability manageable and to help a business keep track of its progress. She recommends any business to download the GSTC Criteria for hotels from GSTC's website; identify three to five top priority areas to focus on first, especially those focused on resource efficiency and conservation that can create cost savings; monitor progress on those and communicate achievements. Then, move to tackle another three to five, continuing to move through the list.

of practices that are especially important for the Indian industry to commit to first. HRAWI is well-positioned to help collect and share good case studies of hotel and restaurant sustainability programming, and advocate

“

HRAWI is well-positioned to help collect and share case studies of hotel and restaurant sustainability programming, and advocate for industry-wide adoption of practices

”

"Starting with a few manageable steps rather than trying to do everything at once can create momentum, motivate your team members, and identify lessons learned to inform future progress. There's nothing wrong with starting small and building from there; it's a logical approach" Pessolano added.

for industry-wide adoption of good practices," she said.

communities immediately surrounding Jakson's hotels."



Satyen Jain

**How can HRAWI help?**

According to Pessolano, HRAWI is an excellent platform on which to bring hotels and restaurants together and mobilise business for collective action. "It would be great for the Association to engage its members in adopting the GSTC Criteria, starting with a subset

Sustainability involves maximizing benefits to local communities as well as minimizing negative impacts on the environment. Pessolano sees a special opportunity for restaurants and hotels to facilitate this through guest education. This includes providing high-quality information to guests about the local natural environment, culture, economy, and people; what sites, attractions, and activities can visitors do that will provide special and immersive experiences; where to purchase

She also learned of The Leela's practices to prefer biodegradable detergents and avoid plastic, as well as exercise strict control on energy and water use. She was especially struck by The Leela team's discussion of their waste management practices, including the partnership with an NGO to collect and repurpose cooking oil for biofuel.

**Satyen Jain**, CEO, Pride Hotels and Chairman, Environment and R&D Committee, HRAWI, was also present at this

**5<sup>th</sup> Edition**

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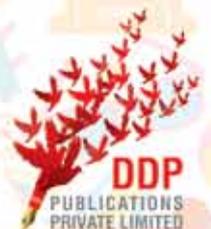
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**Punam Singh:** punam.singh@gmail.com, +91 98111 58785

**Sarika Bhambhani Rawal:** sarika@ddppl.com, +91 98101 91852

**Sonia Guru:** sonia.guru@ddppl.com, +91 8800396009



## IHCL works towards sustainability

The Indian Hotels Company (IHCL) has been recognised by the Indo-German Chamber of Commerce (IGCC) for its Outstanding Contribution towards Best Sustainable Business Practices by a Large Enterprise. **Puneet Chhatwal**, Managing Director and Chief Executive Officer at The Indian Hotels Company, says, "This award recognises IHCL's achievements in building sustainable practices. The Tata values remain at the core of our operations and through these initiatives our commitment to creating shared value for our stakeholders, communities, and the planet remain our steadfast foundation."

IHCL recently released its 13<sup>th</sup> Sustainability Report, in an upgrade to the rigorous GRI Standards reporting framework. Phasing out single-use plastic, exploring renewable energy, and strengthening water security are IHCL's initiatives towards environmental stewardship. In the last year alone, 33 per cent of water consumed in IHCL's global operations was reused and recycled onsite. About 21 per cent of IHCL's total energy consumption is from renewable energy such as wind and solar power, saving 55,454 tons of CO2 emissions.

In addition, the company sources goods and services through NGOs and vendors from under-privileged groups in order to give back to local communities, and runs skill centres for youth from remote areas in order to bridge the skill and employability gap.



round-table. He said, "I am glad to learn about the great work that GSTC has been doing for sustainable tourism. I am sure that our members will find a lot of practices environmentally-friendly which will also incur financial savings in the long run. Kathleen has given us permission to share the preamble of GSTC on sustainable tourism for hotels. Our committee is going to review the same and share the important points that must be recommended to our members. We are also trying to see if certification can be done by willing members once they implement these policies and use the GSTC branding. Also, a training session can be carried out for members for awareness of these points."



CB Ramkumar

Jain has introduced a lot of changes at his hotels for them to be environmentally friendly. Pride Hotels has installed heat pumps in all its hotels. The entire lighting is in LED. It is also buying green power from windmills. Moreover, all wastewater is treated and reused in the garden and air conditioner cooling towers at their hotels.

### GSTC in India

GSTC also has its presence in India in Bengaluru. It is headed by **CB Ramkumar**, Country Representative, GSTC, who has been associated with the Council since 2008. In 2010, he brought GSTC to India, which was launched here by the then Tourism Secretary, **Sujit Banerjee**. He has

misconception that sustainability is equal to environment. This needs to shift and the industry needs to understand what sustainable tourism is all about. This is the need of the hour."

What GSTC India can do for hotels here, he added, is raise awareness of the dimensions of sustainability. "We can help



Sustainability helps improve brand image and can play a major role in marketing and PR of hotels. It is in these areas of training and advocacy that we can help hotels



worked on behalf of GSTC for over nearly 10 years, including India's effort to establish a sustainable tourism standard based on GSTC's Criteria.

Speaking about how he could help hotels in India, Ramkumar said, "Sustainability is a journey. Hotels first need to become aware of the principles, practices, and processes of sustainability. There is a common

sensitise the senior management and owners of what we mean by sustainable tourism. We can help them understand that sustainability makes business sense. Sustainability helps improve brand image and can play a major role in marketing and PR of hotels. It is in these areas of raising awareness, training, and advocacy that we can help hotels," Ramkumar added.

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# Innovation is necessary

Third-generation entrepreneur, **Shail Barot**, Director of Vie Hospitality, who joined the company at 22, has learned through hands-on experience. After almost eight years of being in the business, he shares a few lessons he has learnt.



Innovation has always been my vision for the company. I see innovation as the ability to develop new, useful ideas and to discover new ways of approaching challenges and opportunities. I am also looking at taking our restaurant brand, Revival, global. With a successful project in Dubai, I am now looking at exploring the Far East with the next venture opening soon in Bangkok. With a majority of the population gorging on street food there, this project would allow me to understand food habits of the locals and how stand-alone restaurants operate in this scenario. It would also help me learn about how I can bring innovation to our brand to suit the way of working in a new geographical location.



**Shail Barot**

The pace at which we live our lives is picking up. Food habits are the first to change if one is looking at improving their lifestyle. In the past, an unlimited *thali* would be considered a Sunday afternoon meal where one would feel the need to immediately lie down. This is where I implemented a

few changes. I developed the concept of sugarfree desserts in our *thali*. Certain dishes in the menu are prepared using organic ingredients to ensure we use fresh, pesticide and preservative-free produce.

The list of things to do is evolving every day and is practically endless! I have seen a huge growth in concepts such as the QSR segment. There are a

The new-generation of entrepreneurs needs to realise that innovation is now a necessity. Combine it with creativity and you have the crucial elements of the entrepreneurial evolution. It is essential that the new generation of entrepreneurs should not only be creative and innovative but must also have the ability to think laterally. Without lateral thinking, the hospitality industry would not

“

It is essential that the new generation of entrepreneurs should not only be creative and innovative but must also have the ability to think laterally

”

number of pop-ups I have seen that occupy a space of less than 500 sqft and are yet able to dispense lip-smacking delicacies with fantastic presentation. With these hole-in-the-wall wonders and the advent of food trucks, I would like to explore how I can enter this segment.

be able to innovate and create new products; it would be stuck with doing the same old thing, perhaps more efficiently than before, but won't be able to lead the way. Those who want their establishment to stay ahead of competition must train their minds to think laterally.



# Bakers Lounge showcases global bakery trends

The third edition of Rich's Gourmet Guide - The Bakers Lounge underscored global trends in this field and allowed the organisers to talk about the versatility and quality of their product offerings for all their bakery channel partners.



**Pankaj Chaturvedi**

Rich Graviss, manufacturer of non-dairy whipped creams, recently organised Rich's Gourmet Guide - The Bakers Lounge at Taj Santacruz, Mumbai. The event showcased global innovations and trends in the bakery industry with a huge array of hundreds of cakes on display prepared by Rich's team of chefs.

**Pankaj Chaturvedi**, Executive Director and CEO, Rich Graviss and **Pankaj Jain**, General Manager, Marketing, Sales & Culinary, along with a few celebrity chefs and renowned dignitaries from the hospitality sector participated in the day-long event.

Bakery enthusiasts experienced an art gallery walk-through feel with violins playing in the background accompanied by a tour of the cakes, desserts, and savouries on display. Live counters at the event with a team of expert chefs demonstrated global trends guiding customers and aspiring bakers through their recommended recipes.

The event brought a live, one-of-its-kind lounge experience for Rich's customers with an inspiration zone created by the chefs. Commenting on the initiative, Chaturvedi said, "The response from our clients in the last two years has been



overwhelming. We aim to continue this trend and build stronger bonds with our customers by making them a part of such educative experiences more often. These interactions also allow us to talk about the versatility and quality of our product offerings for all our bakery channel partners."



# Menus that tell a story

**Chef Himanshu Taneja**, Culinary Director, India, Marriott International, believes that menus must be designed so that they stand out and tell a story. One size does not fit all and hence, restaurant concepts must always be aligned with the demographics of the place.

Hazel Jain

Marriott International and AXN recently came together for a TV show that was a face-off between four chefs from various brands within the Marriott portfolio. The contestants displayed their skills through different culinary challenges and scored on their creativity. The winning dish made it to the menu of more than 100 Marriott International hotels across India.

**Chef Toine Hoeksel**, Senior Culinary Director, Asia Pacific, Marriott International, who leads more than 30 brands under the Marriott family, visited India to judge the cook-off. Other judges included **Chef Himanshu Taneja**, Culinary Director, India, Marriott International and actor **Chitragada Singh**.



**Chef Himanshu Taneja**

**Your new role includes growing the popularity of F&B in the country. How are you doing this?**

As the Culinary Director of Marriott International, in the country, augmenting the

and leverage regional team initiatives in India, such as 'Go Local' to encourage the use of the state-grown, local products across properties. Using innovative and sustainable concepts across F&B venues

“

Using innovative and sustainable concepts across F&B venues is crucial, and ensuring that the properties are in sync with latest international trends is a norm

”

growth of F&B in India has become a crucial part of my job. We aim at creating an unparalleled positioning for the hospitality brand in the culinary industry. We promote

is crucial, and ensuring that the properties are in sync with latest international trends is a norm. F&B activations across the country are scheduled regularly and are backed by a



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strong marketing plan. We are great believers in the power of the digital medium, and leverage it to the best of our ability. My role also incorporates strategising for the brand's presence on social media in terms of showcasing culinary experiences and creating clutter-breaking campaigns. We amplified our latest association with AXN India, creating engaging content to drive conversations around food.

**What activities have you planned for your guests with regard to this across your properties in the western region?**

At the moment, festive offerings are our focus. In the coming weeks, we plan on hosting Thanksgiving dinners and of course, the traditional cake-mixing sessions for Christmas and the New Year.

We will also be curating our signature thematic Sunday brunches. In the past, we have also planned and executed

**Chef Scott Picket** at The St. Regis, Mumbai.

**How much emphasis is on in-house training?**

We give importance to the professional development of our staff with regular mentoring and training sessions and workshops. We conducted two Executive Chef workshops at Westin Gurgaon and Westin Chennai in June, followed by

imperative. One size does not fit all and hence, restaurant concepts are always aligned to the demographics of the place.

**Wedding is a segment that Marriott as a group is looking at developing. What kind of innovations are you bringing?**

At Marriott International, we deliver a wedding experience that is superlative in its offer-



Classics are back and complicated flavours are being avoided. Designing menus that stand out and tell a story are imperative; one size does not fit all



a Pastry Chef workshop at JW Marriott, Juhu, Mumbai, in September.

**What are the latest trends in F&B that you see?**

Today, consumers focus on

ings with the help of our extensive wedding brand, Shaadi by Marriott. It crafts a unique, luxurious, and personalised wedding experience right from the perfect venue and décor to great food and hospitality with the help of our in-house wedding experts.

With food and beverage playing a major role in weddings, our team curates personalised menus that are authentic and exactly as per our guests' wishes. Our signature 'Shaadi Phera' menu is a vast, customised menu with dishes from various cuisines for every wedding occasion and one that comes to the guests' doorstep. When our restaurants play host to guests, our chefs cook up a culinary feast. Sometimes, couples want to have secret family recipes incorporated into their wedding menu. So, we get chefs from our properties across the country to work closely with their Maharaj to create a feast our clients want.



several pop-ups by renowned chefs such as **Chef Daniel Humm** of the New-York based Michelin-starred restaurant, Eleven Madison Park; **Chef George Calombaris** and

healthy and clean eating. A lot of guests choose comfort food. Classics are back and complicated flavours are being avoided. Designing menus that stand out and tell a story are

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# APPOINTMENTS



★ **Nitin Pathak**  
General Manager  
Novotel Pune Nagar Road Hotel

Nitin Pathak has been appointed as the General Manager at Novotel Pune Nagar Road Hotel. With an experience of 18 years in the hospitality sector, he believes in providing wholesome experiences to guests and empowering employees to deliver their best.

Among his previous roles, the most recent stint was at ibis in Gurugram, where he served as the General Manager for two years. Pathak has previously worked with various reputed properties like Citrus Hotels and Taj Group of Hotels in multiple locations and varied capacities.



★ **Sonale Zagade**  
Hotel Manager  
Grand Hyatt Mumbai

Grand Hyatt Mumbai has appointed Sonale Zagade as the Hotel Manager. With 16 years of experience in the industry, Zagade is a seasoned hospitality professional and has been associated with the Hyatt family

for five years in the past. In her new role at Grand Hyatt Mumbai, she will oversee the hotel operations to ensure the highest level of guest satisfaction and quality. She will also play a pivotal role in ensuring the hotel meets its business objectives and continues to achieve stellar results, while ensuring that all operations and plans work towards a common objective of hotel growth.



★ **Nitin Gupta**  
Director of Food & Beverage  
Novotel Pune Nagar Road Hotel

Novotel Pune Nagar Road Hotel has appointed Nitin Gupta as Director, Food & Beverage. With an experience of 16 years in the hospitality sector, he has a deep understanding of operations management, inventory, as well as quality and relationship management. In the new role, he

will be responsible for bringing changes to the culinary division and working together to optimise guest satisfaction. His previous assignment was at Mercure Lavasa and Convention Centre as Operations Manager.



★ **Roger Marti**  
Director of Food & Beverage  
Grand Hyatt Mumbai

Roger Marti has joined Grand Hyatt Mumbai as Director of Food & Beverage. A seasoned culinary expert with over 27 years of experience in the hospitality industry, Marti has worked in several international markets including Singapore, Shanghai,

London, Ireland, Dubai, and Switzerland. An integral part of the Hyatt family since 2009, his first assignment with the group was as Executive Sous Chef at Grand Hyatt Shanghai. Marti is an inspirational leader and his vision is to take the culinary offerings at Grand Hyatt Mumbai to new heights.





★ **Purnima Kumari**  
Human Resources Manager  
Crowne Plaza Pune City Centre

Purnima Kumari joins the team at Crowne Plaza Pune City Centre as Human Resources Manager. With over 10 years of experience in human resources at Royal Orchid Hotel, Kumari will be handling various aspects of the department as part of her new assignment

at Crowne Plaza Pune City Centre. Her responsibilities will include recruitment, compensations, rewards and recognition, CSR initiatives, as well as employee enablement. She will also shoulder the responsibility of designing hiring plans for all hotel departments based on seasonal needs, and managing compensation and benefit plans at the City Centre property.



★ **Adil Khan**  
Front Office Manager  
Radisson Blu Resort Goa  
Cavelossim Beach

Adil Khan has been appointed as Front Office Manager at Radisson Blu Resort Goa Cavelossim Beach. Khan has previously been responsible for training team members and ensuring customer satisfaction. His responsibilities over the years have included

front office management, revenue management, customer relationship management, manpower planning, resource optimisation, cross-functional coordination, reservation and cash handling, as well as cost optimisation. As part of the new role, he will ensure the front desk provides a professional and friendly service to guests, while also managing the front office staff.

★ **Amandeep Singh**  
Training & Quality Manager  
Crowne Plaza Pune City Centre

Amandeep Singh has been appointed as Training & Quality Manager at Crowne Plaza Pune City Centre. He is a seasoned professional with over 12 years of experience in hotel operations. He has previously been associated with brands like Marriott, Radisson, Indigo, IntelliStay Hotels, and IHG. As a core member of the team, Singh's role would involve monitoring training and quality management at the property. With his strong analytical abilities and eye for detail, he is keen to enhance employee skills, performance, and productivity for each department.



★ **Agnieszka Rozenska**  
Outlet Bars Manager  
Grand Hyatt Mumbai

Agnieszka Rozenska has joined Grand Hyatt Mumbai as Outlet Bars Manager. A specialist of bistros and cafés, Rozenska has 13 years of experience in the food and beverage industry. During her career, she has worked with brands and cafés like Hilton, Brama Jazz Café, and Octans - The Spirited Bar. Prior to joining Grand Hyatt Mumbai, Rozenska was part of the Hyatt family at Andaz Amsterdam, where she worked as an Outlet Manager. Her extensive experience will bode well for the lifestyle destination that is spread across 12 acres of greenery.



## Pure as honey

Ray Honey, an organic brand of unprocessed honey, has launched in India with easy-snap technology. This makes the honey available in single sachets that can be opened with one hand. Ray Honey is untouched by any kind of preservative. The honey itself is unique in composition as it is collected from bees that roam free in the tropical jungles that border Maharashtra and Madhya Pradesh. Ray honey is available in two variants- one box of 10 sachets and another of 30.



## All that's visible!

ELANPRO has introduced Serve over Counter, a refrigerated display fridge for the presentation and sale of food products. A versatile solution, the new serve-and-preserve comes with a customised colour option. Available in four sizes, 1200mm, 1500mm, 1800mm and 2400mm, the product is designed to suit spaces of various sizes, ensuring maximum product display potential. It is ideal for storage and sale of fresh produce such as meat, dairy products, poultry, frozen food, as well as fresh bread and fish. A fully automatic product, it offers automatic defrosting, with a digital controller and temperature display.



## A wardrobe to match

Move over from boring colours and plain designs with Ply Mahal's latest laminated wardrobe panels. This exclusive range is available in a variety of textures and patterns in different metallic shades like golden, silver and copper, as well as in dual shades that create unique patterns. The panels come with temperature stability of up to 60 degree Celsius. They are easy to clean and maintain, equipped with a durability of countless years. The panels can also be easily removed and changed, following trends without barriers and suiting changing budgets.

## Perfect seating

Indo Innovations has launched its premium bistro seating range in India. The new premium and modern range of bistro furniture is made of a durable material and has plush upholstery. Each piece of furniture comprises various ergonomic features such as comfort, colours, cushioning, as well as a not-to-be-missed style quotient. The chairs and stools have varying sizes, shapes, finishes, fabric options and seating capacities, enhancing the look of every possible setting. Moreover, customers can also use the furniture from this range to create a theme as per their preference.



### From the top

The WhiteTeak Company has introduced its exclusive pendant light collection. Each piece of this collection is a composition of three different lights in vibrant colours such as bright yellow, white, grey, amber, black, and gold. Designed with the finest materials, the set of three pendants comes in different patterns such as conical and square, with both contemporary and rustic designs that are perfect for creating a theme you desire.



### Timeless sculptures

Etasaa, a prime destination of handcrafted contemporary products, brings forth a stunning collection of metal human sculptures. The collection is inspired by the 'Phases of human life and the complex relation of Man and Woman'. The regal epoch of rustic metal, together with a modish look, make the assortment expressive, exquisite, and artistic in the true sense. The modern abstract sculptures exude an infectious sense of freedom and expression, and find inspiration in artistic imagination.



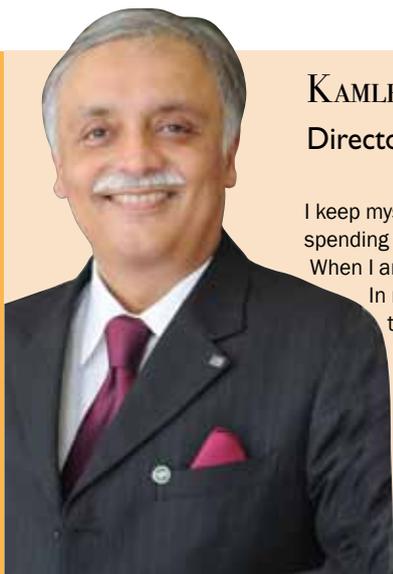
### Luxury all around

GRAFF, the worldwide manufacturer of innovative faucets and shower systems, introduces Desideri, a collection that includes Arnina and Harmonie brands. With its round and gentle shape, Arnina is the expression of balance and grace whereas Harmonie washbasins are a mix of charm and elegance. The Desideri collection reflects a modern taste that enriches the dialogue with architects, stylists, and designers working on interiors. The collection features a warm touch paired with a unique and luxurious smoothness, offering users an exclusive and elegant bathroom experience.



### Power-packed showers

Roca introduces new additions to its exquisite range of the Puzzle shower collection. Crafted to elevate the daily bathing experience to an unmatched level of luxury and tranquillity, each element of this collection is customised as per user preference. Meticulously crafted with six rejuvenating body jets and compact hand shower, the collection aims at turning an ordinary bath into a rejuvenating journey. Providing a 360-degree bathing experience, the multi-functional shower collection allows individuals to create a customised hydro massage shower space.



**KAMLESH BAROT**  
Director | Vie Hospitality Group

I keep myself stress-free by swimming and spending time with family and my three pets. When I am at work, I like being meticulous. In my free time though, I nurture a love for technology, photography, and music. I also enjoy travelling and one of my most memorable holiday moments

was when I was visiting Japan. Other than that, my all-time-favourite holiday destinations are Panchgani in India and internationally, it would have to be London. However, despite having travelled around India and the world, my favourite cuisine remains my wife's cooking.

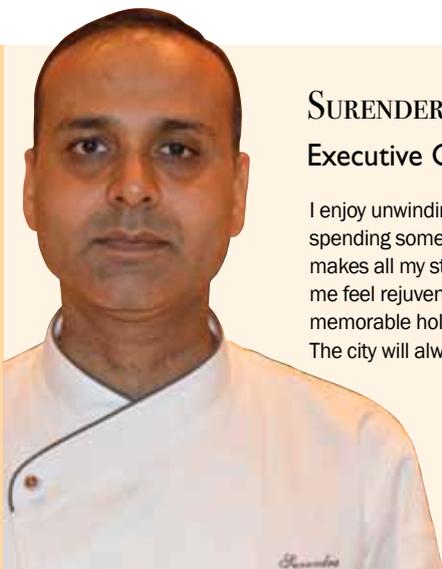
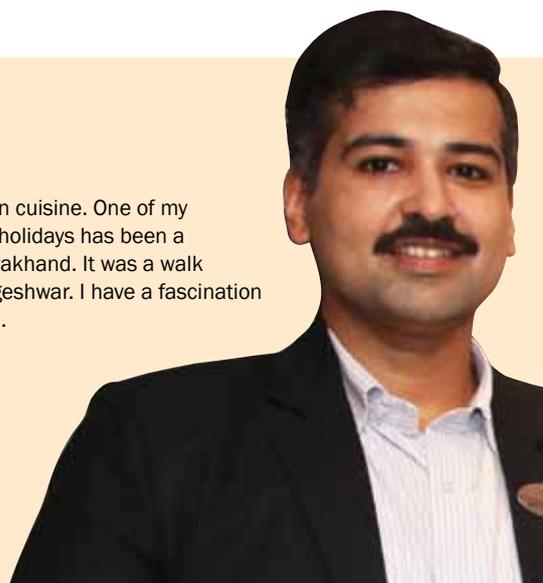
“When I am at work, I like being meticulous”

**SATYAJIT KOTWAL**  
General Manager | The Resort Mumbai

I love reading and it helps me de-stress. A good book with a cup of coffee is a great combination. I also love cooking and I find it therapeutic. Whipping up my favourite dish is something I enjoy. I love Indian food, but

also enjoy Mexican cuisine. One of my most memorable holidays has been a hiking trip in Uttarakhand. It was a walk from Binsar to Jageshwar. I have a fascination for rural Himachal.

“A good book with a cup of coffee is a great combination”



**SURENDER MOHAN**  
Executive Chef | The Leela Mumbai

I enjoy unwinding after a long day at work by spending some quality time with my family. It makes all my stress melt away and instantly makes me feel rejuvenated. Singapore would be the most memorable holiday I have taken with my family. The city will always hold the fondest memories for

me, as we really took some time out to absorb the culture and cuisine, and ended up having a really good time. In India, my favourite leisure destination would certainly be Goa. It serves as the perfect place to unwind. Internationally, I would definitely have to say London.

“In India, my favourite leisure destination would be Goa”



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