

# HRA Today



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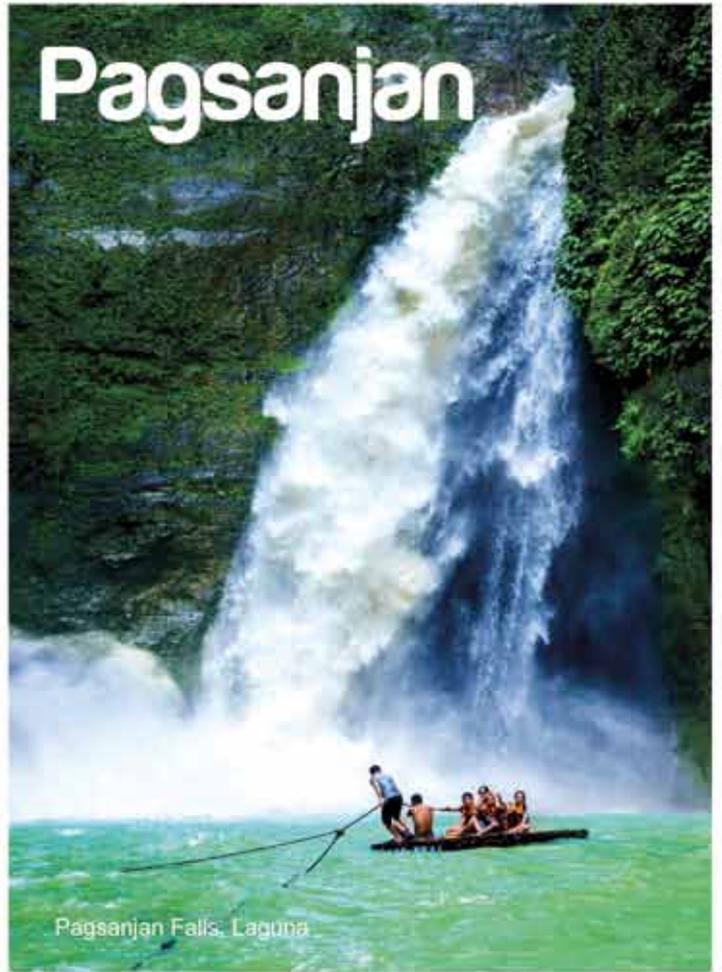
How sustainability rules  
**food and hospitality**

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Hot Air Balloon Fiesta

Pagsanjan



Pagsanjan Falls, Laguna

Boracay



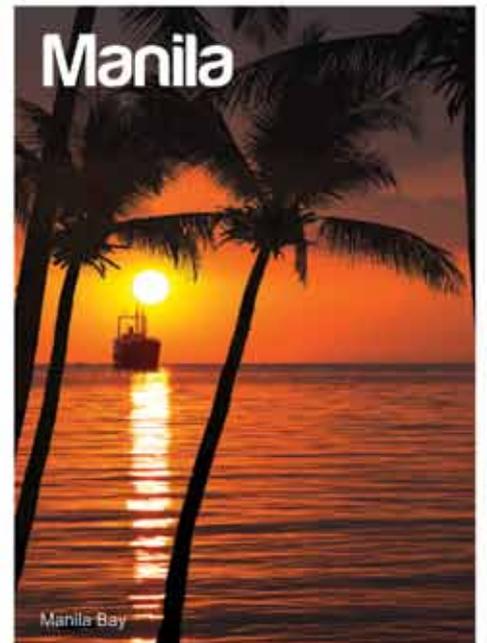
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**PUBLISHER**Devika Jeet - [devika@ddppl.com](mailto:devika@ddppl.com)**MANAGING EDITOR**Peden Doma Bhutia - [peden@ddppl.com](mailto:peden@ddppl.com)**ASSISTANT EDITORS**Hazel Jain - [hazel.jain@ddppl.com](mailto:hazel.jain@ddppl.com)Tripti Mehta - [tripti.mehta@ddppl.com](mailto:tripti.mehta@ddppl.com)Jessy Iype - [jessy.iype@ddppl.com](mailto:jessy.iype@ddppl.com)**DESIGN**

Sudhir Mudgal

**MARKETING & SALES - DELHI**Priti Khanna - [priti.khanna@ddppl.com](mailto:priti.khanna@ddppl.com)

Director (+919650399905)

Mayank Jain - [mayank.jain@ddppl.com](mailto:mayank.jain@ddppl.com)

Sr. Manager Advertising (+919650399928)

Gaganpreet Kaur - [gaganpreet@ddppl.com](mailto:gaganpreet@ddppl.com)

Marketing Manager (+919650399934)

**MARKETING & SALES - MUMBAI**Harshal Ashar - [harshal@ddppl.com](mailto:harshal@ddppl.com)

General Manager (+919619499167)

Priyanshu Wankhade - [priyanshu@ddppl.com](mailto: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](mailto:secgen@hrawi.com)

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Email: [hratoday@ddppl.com](mailto:hratoday@ddppl.com)  
Tel : +91 9818767141

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# October 2018

# CONTENTS

**13****Ideas for sustainability**

Glimpses from round table meet with HRAWI, where Kathleen Pessolano, Director of Strategic Partnerships for GSTC, speaks about sustainability

**18****One step at a time**

Raj Shetty, General Manager, The Fern Residency, Mumbai, speaks about the hotel's focus on reducing its carbon footprint and turning these initiatives into operations

**20****Experiential hospitality**

Surender Mohan, Executive Chef, The Leela Mumbai, provides his view on making dining a more holistic experience, and why just good food won't suffice

**22****Louvre Hotels launches Kyriad brand in India**

With the launch of its Kyriad brand in India, Louvre Hotels Group is on track for its ambitious plans across the subcontinent

**24****Stepping onto pilgrim routes**

A look at Daiwik Hotels, a chain that currently operates properties in Rameswaram and Shirdi, and the new pilgrim hubs the group is going to expand to



### My Dear Fellow Members,

As the second month of my term progresses, there is a lot happening in your region. The dynamic chairpersons of the various state and city chapters are already co-ordinating and working in their specific areas. As you read this, four more FSSAI seminars are being held in Mumbai in the centre and suburbs like Powai, Vashi, Navi Mumbai. We have planned more such training seminars for supervisors as well as general staff and will continue to do so till every state in our region is fully covered, aware and trained in the nuances of the act.

You will be glad to know that on behalf of FHRAI, we have received the 'Most Tech Advanced Association' award presented by ASSOCON at their 2018 awards function held in Mumbai. We are particularly proud of this because the tech movement was initiated by HRAWI and adopted by FHRAI.

In September, we hosted a well-attended round-table meeting at the association office on 'Sustainable Tourism' with **Kathleen Pessolano**, Director of Strategic Partnerships for the Global Sustainable Tourism Council (GSTC), as the guest speaker. Initiated by the US Consulate, Pessolano spoke about the need for sustainable tourism and how GSTC can help the industry. She also interacted with the team and some members who attended the session. Every member looks forward to attending our national and regional conventions. This year, the FHRAI convention, held in Lucknow from September 20-22, was a spectacular success. Our conventions are platforms for members to meet and interact with each other, exchange views and learn from professionals and industry doyens, through interesting and topical business sessions.

There is also anxious government participation to interact with and hear the industry first hand. The corpus

created via earnings from conventions is largely used for funding R&D exercises. R&D being the need of the hour, we involve ourselves actively in creating White Papers on subjects pertinent to the industry. The technical content presented by professionals in such White Papers go a long way in putting forward our stand to the government. I invite members to participate and forward their suggestions regarding topics they would want White Papers to be generated on.

Since the past decade, there has been constant liaising with the various departments at Mantralaya to get innumerable issues resolved. As a result, the required licence list has been reduced to single digits. There is now a single premise licence for hotels for all their outlets, and hotels above three-stars are allowed to serve liquor on their terraces. Certain clarifications are needed; we are hopeful of ironing them out soon.

The HRA App is up and running. I would encourage everyone to download the free App and make the most of it. Any suggestions regarding this are welcome.

With the expeditious involvement of our Executive Committee and enthused participation of our members, I envision our association growing stronger by the numbers. Here, I would be looking forward to your plenary support. I wish you all the best for the forthcoming festive season.

Warm Personal Regards,

**Gurbaxish Singh Kohli**  
President, HRAWI  
([president@hrawi.com](mailto:president@hrawi.com))



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# LETTERS TO HRAWI



Dear President,



I acknowledge with thanks the receipt of your email regarding the immersion ceremony of Lord Ganesha in Mumbai on September 23, 2018. I am very glad to acknowledge that with the support from HRAWI, the initiative of the Department of Tourism, Government of Maharashtra was a great success and the response received from the foreign guests was overwhelming.

This is the beginning of the journey of active collaboration between Department of Tourism, Government of Maharashtra and HRAWI. We need to work out a joint strategy for undertaking various experiential tourism initiatives hereafter.

With regards,

**Vijay Kumar Gautam**

Principal Secretary – Tourism, Government of Maharashtra

Dear President,

We hoteliers of Daman also reciprocate our gratitude to your full team who organised such a knowledgeable programme. This was the first experience for many hoteliers and has created a hunger for such training. We look forward to have more trainings and seminars in Daman.

Thank you,

**Haresh Tangal**

City Coordinator of Union Territories,  
Diu Matters Liaison Committee  
CEO, Hotel Gurukripa, Diu



## New members on the block for HRAWI

Continuing with a focus on expanding its membership base, HRAWI has successfully connected with more hotels, restaurants and associates across West Indian states, adding more members in the month of September 2018 from Maharashtra, Madhya Pradesh, Gujarat, and Goa.

### HOTELS

Joia Do Mar Resort	Calangute, Goa
Nand Hospitality	Vadodara, Gujarat
Peninsula Redpine	Mumbai, Maharashtra
Radisson Hotel	Mumbai, Maharashtra
Vihang Inn	Mumbai, Maharashtra
Shehnai Garden	Seoni, Madhya Pradesh
Vannraj Resort & Spa	Seoni, Madhya Pradesh

### RESTAURANTS

Shamiana Restobar	Mumbai, Maharashtra
91 Rosewood Villa	Navi Mumbai, Maharashtra

Jughead's, The Restaurant	Mumbai, Maharashtra
Twenty Nine	Mumbai, Maharashtra

### ASSOCIATES

Bhujbal Occupational Health Care	Pune, Maharashtra
BEC Foods, Unit of Bhilai Engineering	Mumbai, Maharashtra
Aurum Foods	Mumbai, Maharashtra
Fairmont, Shrem Mumbai	Mumbai, Maharashtra
UL India	Mumbai, Maharashtra

## Diu promotes cleanliness

The Diu Hotel Association conducted 'Shramdaan' under the 'Swachh Bharat Abhiyan' at Chakratirth Beach in Diu on September 25, 2018. The hoteliers of Diu actively participated in this programme by interacting with tourists and creating awareness about cleanliness. Swachh Bharat Abhiyan is a nationwide cleanliness campaign that has been launched by Government of India, and is aimed at spreading the message of cleanliness and its importance.



## Display of FSDB at all catering establishments made mandatory

With operationalization of the Food Safety and Standards (Licensing and Registration of Food Businesses) Amendment Regulation 2018, the installation of Food Safety Display Boards (FSDBs) at catering establishments has been made mandatory. The national food regulator, FSSAI has directed all restaurants in the country to put up Food Safety Display Boards, in specific formats, prominently at their outlets. The deadline to comply with the same is October 15, 2018, and failing to comply may lead to the establishment losing its licence.

The order clarifies that display boards need to be printed and displayed at the entrance, reception, or billing area of every restaurant. This information was sent as a mail blast to all HRAWI members.



The mail contains information that will help members in maintaining the food safety standards of their establishment. Non-compliance beyond October 15, 2018, will attract strict action as per provision of

the Food Safety & Standard Act 2006.

### Guidelines for FSDBs:

- **Size:** All licensed food business should display FSDBs in A3 size and registered food business should display it in A4 size. Size specifications should be strictly followed by all.

- **Colour code:** For the catering sector, purple FSDBs are available. Ensure the colour of FSDB is maintained during printing.

- **Placement of FSDBs:** An FSDB should be placed in a way that it is readable

at all times for consumers as well as food handlers. In bigger, multi-storeyed establishments, FSDBs should be placed at multiple locations on each floor. Placing FSDBs behind the counter or reception will not serve the purpose.

The open CDR file of FSDBs is available on FSSAI's website. FBOs can download the file and add their FSSAI licence number on top and contact details at the bottom of the FSDBs, and print the same in multiple copies to display at various locations in the front and back of the restaurant. FBOs should install FSDBs as soon as possible and share the details (name, address, and some images of the restaurant) with HRAWI. This information will be collated by HRAWI and collectively forwarded to FSSAI.

## Maharashtra star hotels can now serve liquor at rooftop

The Maharashtra State Excise Department vide a Government Resolution (GR) has granted permission to star-rated hotels in the state to serve liquor in their open-to-air terrace restaurants, which until now could serve only food. The permission will be granted only to those hotels that have obtained an NOC from the Brihanmumbai Municipal Corporation (BMC) and from the Fire Department for statutory compliances. The GR also allows hotels to apply for a single composite licence covering all its restaurants, lounges and cafés, making the process of applying for liquor licence simpler. The Hotel and Restaurant Association of

Western India (HRAWI) has welcomed the move and has indicated that it will continue holding dialogues with the government for making the same applicable to restaurants as well.

"The Association has been liaising with various departments of the state for over a decade on this subject. We wish to thank the State Government, the Excise Ministry, and are especially grateful to **Valsa Nair Singh**, Principal Secretary of the State Excise Department, for considering our suggestions. While this is applicable only for star-rated hotels as of now, we would be interacting with the department



to include non-starred hotels and stand-alone restaurants also. Classification and star rating by the government is to be used as a guideline to be followed by the industry, and is not a rule. Therefore, we shall be requesting the Department to delink the benefits to be

derived through policies from classification and star ratings," said **Gurbaxish Singh Kohli**, President, HRAWI.

Mumbai is one of the biggest business and tourist hubs in the country for both domestic and international travellers. Mumbai is also a preferred destination for many international visitors as a tourist embankment for travelling to various places in India. "The rooftop wine and dine culture is widely popular across all the major tourist destinations and global cities of the world. We can now offer our guests from abroad the option to wine and dine in an open-to-sky ambience, which many of them prefer," added Kohli.

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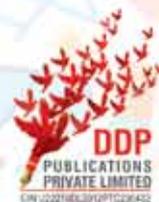
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## HRAWI invites members to support Swasth Bharat Yatra

The Hotel and Restaurant Association of Western India (HRAWI) has invited support and participation from its members in an inspiring and impactful initiative to promote public health and bring to life Mahatma Gandhi's dream of a healthy and productive India. With the increase in food-borne diseases, unsafe food and poor diet, a large number of citizens today are

movement. This is a collective effort of key stakeholders and citizens, and is aligned to the government's recent focus on public health through its three key programmes - Ayushman Bharat, Swachh Bharat Mission, and POSHAN Abhiyaan.

Leveraging the 150<sup>th</sup> birth anniversary of Mahatma Gandhi, a pan India cyclothon - Swastha Bharat

the Eat Right Mobile Unit and Mobile Food Testing Unit will travel across the country every day for 100 days to build awareness around food safety, combating food adulteration, and healthy diet. The cyclothon will be flagged off on October 16, 2018 (World Food Day) from six different locations.

After covering almost all states and UTs, it will

through active participation of all its members. The hotel and restaurant industry is a key stakeholder and plays an instrumental role in determining the health and wellness of the nation by offering healthy menu choices to citizens. It is crucial for the industry to be a part of this important milestone in shaping the health of the nation.

Members can support this initiative by participating at various related platforms along with employees, distributors, retailers, as the *yatra* enters their region/state, through printing and display banners, etc., to welcome cyclists and support the cycling tracks.

They can also make appropriate arrangements for food and refreshments to core cyclist groups and officials during their stay and wherever the rally passes across various locations. Providing boarding and lodging support to the core cyclist group and the team of officials will also be beneficial.



suffering from micronutrient deficiencies, even as obesity and non-communicable diseases are rising at an alarming rate.

In this backdrop, the Food Safety and Standards Authority of India (FSSAI), under the Ministry of Health and Family Welfare, is steering the Eat Right India

Yatra, an outreach of Eat Right India movement - is being organised. This all-India cyclothon will be used as a vehicle to promote public health through creation of community champions and ambassadors at the grass-roots level. Around 150 volunteer cyclists and a convoy of

culminate in New Delhi on January 27, 2019. There will be stop-overs and transit halts on the way, where awareness-building activities will be taken up. Such activities are planned at about 2,000 locations. HRAWI has decided to support this important initiative

## HPMF Convention in Varanasi this October

Hospitality Purchasing Managers' Forum (HPMF), a consortium of purchasing managers from the hospitality industry representing star hotels, catering companies, stand-alone restaurant chains and airlines, will be celebrating its eighth anniversary with a convention and awards ceremony, from October 25-27 at The Gateway Hotel Ganges Varanasi. This year, delegates will get a chance to explore life along the holy River Ganges and experience

the holiest, oldest, and by far one of the most fascinating destinations in the world - Varanasi. Visiting the narrow old lanes and alleys, as well as ancient *ghats* that line the holy river will be a memorable experience. This year, HPMF will focus on showcasing the culture of India. Important elements that will make up the convention include participation of delegates from the Middle East and Sri Lanka; HPMF members from new cities like



Bhopal, Srinagar, Dehradun, and Coimbatore will be joining for the first time; delegates from airlines, restaurant chains, and

retail companies will also be joining for the first time. The event is supported by Ministry of Tourism and 'Incredible India'.

## Cream Centre's Chowpatty flagship reopens

Cream Centre, Mumbai's all-vegetarian bistro which serves global cuisine interpreted through an Indian lens, has reopened. For 60 years, this iconic Chowpatty establishment has been serving Mumbaikars signature dishes that evoke the fondest memories. Now, after a rigorous makeover, the flagship outlet has reopened, sporting a sleek new look, but serving the same nostalgic flavours. An evergreen family favourite, Cream Centre's menu has been reinterpreted to offer its well-known casual comfort food in an exciting new avatar, with great emphasis on plating and presentation. New tastes and ingredients are waiting to be explored in dishes that still remain true to their Indian roots.



The new menu serves an exciting array of dishes that highlight flavours from across the globe, with a Cream Centre twist. The redesign balances a modern look that will appeal to the younger set with warm, comforting elements that will make older, die-hard Cream

Centre fans still feel like nothing has changed. Cream Centre's famous all-glass façade, which allowed for passers-by to stop and watch cricket matches through the windows, has now been shuttered for more privacy. The abundance of natural light has not been compromised

and allows diners to enjoy their favourite dish in a well-lit, airy space during the day. Two specially commissioned artworks by artist Thota Vaikuntam adorn the upper portion, and stunning black and white photography across the restaurant celebrates the spirit of the city.

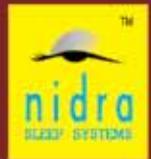


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## Ginger signs new hotel in Margao, Goa



Ginger, an IHCL brand, has signed a new hotel in Margao (Madgaon), Goa's second largest city. The brand is already present in Panaji and Dona Paula. The hotel will have 47 rooms, an all-day diner, a meeting room, and a fitness centre. The hotel is slated to commence operations in early 2019. Speaking about this new addition, **Deepika Rao**, Managing Director and Chief Executive Officer, Ginger, said, "We are happy to sign our third Ginger hotel in Goa. Ginger Margao is

conveniently located opposite the Margao railway station, providing easy access to travellers visiting this beautiful city." Ginger Hotels is an excellent choice for leisure and business travellers alike. With this, IHCL will have seven hotels across its brands in the state of Goa.

## The Fern Residency opens in Miramar, Goa



The Fern Hotels & Resorts has added yet another hotel to its kitty by opening The Fern Residency Miramar, Goa. The property was earlier known as Mystique Heights Beacon and has now been upgraded,

refurbished, and rebranded as The Fern Residency. The property is a 26-room boutique hotel and offers two categories of rooms. Commenting on the opening of the hotel, the COO of the group, **Suhail Kannampilly**, said, "This is the first hotel under The Fern Residency brand which we have opened in Goa. We look forward to opening many more such properties in future." This addition takes the tally of hotels under the company's management to 54 hotels.

## VITS Luxury Hotels launches VITS Upper Thane



VITS Luxury Hotels has launched VITS Upper Thane, a luxury corporate hotel located in the fastest-growing city of Kalyan. A 35-minute drive from Thane's railway station, the new property is aimed at corporate and leisure guests. Announcing the opening, **Chandrakant Shetty**, CEO, VITS Hotels, said, "This is our seventh property in Maharashtra. We believe VITS Upper Thane – Bhiwandi, with its stunning array of facilities, will appeal to both leisure and business tourists. VITS is positioned as a moderately-priced, full-service luxury business hotel." As part of its domestic expansion plan, VITS Hotels will unveil the VITS hospitality experience in Mumbai (Colaba), Porbandar and Mangaluru, shortly.

## ITC Hotels acquires Park Hyatt Goa Resort and Spa

ITC Hotels has announced the successful acquisition of Park Hyatt Goa Resort and Spa for ₹541 crore, as part of an auction held by Industrial Finance Corporation of India (IFCI) and upheld by the Hon'ble Supreme Court in its March 19 judgement. The resort is spread across 45 acres and comprises 252 rooms and suites,



currently under renovation. Commenting on the chain's entry into Goa, **Nakul Anand**, Executive Director, ITC, said, "This has been a long-awaited destination for ITC and we welcome the opportunity to be integrated into the culture of Goa. In order to ensure business continuity and a seamless transition, the leadership team of ITC Hotels is at hand to support the current team of managers and associates. ITC Hotels has received tremendous support from the state government to recommence operations at the earliest."

# Ideas for sustainability

Under the aegis of the Cultural Affairs Department of the US Consulate in Mumbai, an interactive roundtable meeting on sustainability was held at the office of HRAWI on September 28, 2018. The guest speaker for the roundtable was **Kathleen Pessolano**, Director of Strategic Partnerships for the Global Sustainable Tourism Council (GSTC), and she spoke about sustainability and the kind of work that GSTC does in this field. GSTC is a standard setting body for sustainable tourism, backed by the United Nations.



# The team makes a blueprint

The HRAWI team conducted an Executive Committee meeting on September 26, 2018, at The Taj Mahal Palace, Mumbai. The deliberations were followed by an evening of cocktails and dinner, which was attended by **Vijay Kumar Gautam**, Principal Secretary, Tourism, Government of Maharashtra. The team also celebrated the birthday of former president **Kamlesh Barot** by presenting him with a birthday cake!



# Spreading the message



HRAWI conducted an FSSAI training programme for members at The Emerald Hotel in Mumbai on October 10, 2018. Another session will also be conducted on October 31 at The Pride Hotel (Pune).



# IHM Dadar students get trained



HRAWI also conducted FSSAI's supervisor training at IHM Catering College, Dadar, on October 12. More sessions will be held on November 1 at West End Hotel (Mumbai) and on November 2 at Four Points By Sheraton (Navi Mumbai).



# India Wine Awards at The Leela Mumbai

The Leela Mumbai recently hosted the India Wine Awards led by Mumbai-based Sonal Holland MW, where she conducted an insightful session for wine enthusiasts. The winners of the 2018 India Wine Awards were revealed in a sparkling black-tie event attended by luminaries from the wine and hospitality world. Lucaris was the official stemware partner for the ceremony.





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# One step at a time

Keeping in mind the astounding impact that hotels have on the environment, the promoters and management of The Fern Residency Mumbai decided to push for major eco-friendly and zero-carbon-footprint initiatives. The goal for this financial year was to convert these practices into operations.



Hazel Jain

Our world is plagued by environmental issues which include global warming, ozone depletion, pollution, high consumption of resources, and increasing amount of solid waste. All these problems have been aggravated by poor industrial routine. The hotel industry, which exerts a significant impact on the envi-

The Fern has taken care to keep itself relevant by being environmentally sensitive and eco-friendly. The name has been taken from the fern plant known for its ability to remove certain chemical pollutants from the atmosphere and has hence, oftentimes, been subject of research. It is an apt representation of the brand's core ethos – luxury with minimal impact on the environment.

ing environmental issues and protecting the earth from the harmful repercussions, there was also an urgent need to ensure sustainability of tangible and intangible assets of our business as well as long-term financial viability. Taking this into account and the astounding impact that hotels have on the environment, the promoters and management of The Fern Residency Mumbai decided to push in major eco-friendly and zero-carbon-footprint initiatives. The goal for this financial year was to further elevate eco-friendly practices in our operations. In this one year, we have adopted several unique initiatives to reduce the carbon footprint and reduce plastic usage from all areas including staff and guest areas."

“

We understand that this transition has to be an organic and ongoing process, and we are confident that guests will appreciate and adopt the changes

”



ronment, is unfortunately a major perpetrator of eco-destructive practices.

One of the hotel brands in India has always managed to blaze a trail in this regard.

One of the properties, The Fern Residency in Chembur, has upped the ante in the past one year. Speaking about this is **Raj Shetty**, General Manager, The Fern Residency in Chembur. He says, "Besides address-

In a calculated effort to encourage sustainable consumption, the hotel has banned the use of disposable or single-use plastics like plastic water bottles, straws, etc. It has set up a small bottling plant on



## Initiatives taken by the hotel in the last one year

- ❖ Replacement of the mono portion of the restaurant with glass bottles. Plastics straws and stirrers have also been replaced with steel and paper straws and wooden stirrers.
- ❖ Replacement of garbage bags with biodegradable garbage bags.
- ❖ Use of old newspapers (which again are given to the guest only on request) to make paper bags, which are given to the guest to spread awareness of the 3Rs (Recycle, Reuse and Reduce). Old newspapers are also supplied to NGOs for recycling.
- ❖ Utilisation of 100 per cent cloth laundry bags.

the property and has replaced plastic packaged water bottles with glass bottles, which have water purified from the ionizing machine set up in the plant.

The hotel has also employed eco-friendly packaging methods by replacing traditional means with sustainable alternatives. It has replaced plastics bags with paper bags and plastic cutlery with wooden cutlery for take-away. It is also in the process to change its biodegradable plastic containers with more eco-friendly options like containers made of corn starch or sugarcane.

### Involving the guest

Guest support is of paramount importance and is imperative for any eco-friendly hotel brand to achieve its eco-commitment goals. The 'Green Eco Button' is a guest interaction initiative unique to The Fern brand. The 'Button' is a special feature on the bedside control panel. A single push of the button reduces power consumption,

thereby empowering guests to make an immense impact on the environment by reducing the carbon footprint.

Besides this, the property has replaced plastic water bottles in the rooms with glass water bottles. Shetty informs, "We are in the process to replace in-room guest amenities such as soap, shampoo, and body gel plastic bottles with bottled dispensers enabling us to literally go zero-plastic in guest rooms. Hand wash soaps have already been replaced with dispensers."

In an attempt to reduce plastic usage, guest amenities such as dental kits, shaving kits, etc., which have no sustainable alternatives as yet, are provided on request. Efforts have been made to reduce energy consumption by replacing all the lights in the property with energy-conserving LED lights.

### What do guests want?

A survey done by a popular travel portal suggests that nearly 62

per cent of travellers are already environment-sensitive and often consider the environment when choosing hotels. To this, Shetty adds, "We, too, have received positive feedback from many of our guests who have applauded our efforts. There is however a small segment who are not yet open to eco-friendly services and have opposed certain changes, especially the transition from a branded packaged plastic bottle to the water purified glass bottles. We then have to consider their requirements and cater to them accordingly.

Though it will be a challenge to convince all guests about this transition, we understand that this transition has to be an organic and ongoing process, and we are confident that guests will appreciate and adopt the changes."





# Experiential **hospitality**

**Surender Mohan**, Executive Chef, The Leela Mumbai, feels that it is no longer just about the food but also about the overall experience and the story that the brand has to tell. Concepts have now become more holistic and the new chefs and sommeliers are far more experimental.

Hazel Jain

## What is your view on the evolution of the F&B scene in Mumbai?

The city has always been adventurous with its food, embracing street food with as much enthusiasm as a Michelin-starred restaurant's fine-dining experience. Mumbai's culinary journey has evolved over time and with new cafés, bars and restaurants opening their doors in the city every other day, world cuisine is now just a phone call away. With people travelling more and exposing themselves to new cultures and cuisines, hotel chains and restaurants are working extremely hard to up their game. It is no longer just about the food but also about the overall experience and the story that you want the

brand to tell. Concepts have now become more holistic and the new bunch of chefs and sommeliers more experimental. They are masterfully catering to the refined palate of their customers by redefining conventional concepts in their own unique way. Each hotel/restaurant is working harder to

witness the new things that the F&B space holds in the future.

## How do you stand out in the face of competition?

The culture, cuisine, and cooking techniques of the country/region play a major role during all our food promotions. In our

“

With people travelling more and exposing themselves to new cultures and cuisines, hotel chains and restaurants are working extremely hard to up their game

”

be better than its competitors and this, in turn, is only helping the food scene in the city to grow. I, for one, cannot wait to

endeavour to preserve authenticity and deliver only the best to our customers, we have been collaborating with local experts



to celebrate the best rustic recipes of the county/region. For instance, to stay true to the local flavours of Sri Lanka, **Chef Publis** brought with him some key ingredients and utensils that we required during our recently-concluded Sri Lankan Food Festival where we also showcased the traditional Sri Lankan attire, décor, and music to add to the overall experience. We are also firm believers in the philosophy of 'Atithi Devo Bhava', and this not only echoes in our culinary creations but also in our service standards.

#### How do food festivals help hotels?

Keeping in mind the changing sensibilities of our patrons, we have been continuously striving to bring something new to the table by hosting a variety of food festivals. This not only helps us connect and engage with food enthusiasts from around the city but also impacts our regular footfalls. For instance, with the Sri Lankan food festival, we wanted to expose our guests to the vibrant culture and cuisine of Sri Lanka. What makes their food stand out is local ingredients and robust spices, which pair beautifully together to pack the perfect punch of flavours.

#### How often do you experiment with the menu?

I normally let my dishes run for at least a year before we decide to change the menu. I think that for any new concept to take hold and gain acceptance in the market, it needs to have a settling period. Whilst the current menu is running, I like to take out some time to travel and explore new ideas for new dishes to tinker with during my leisure time. As chefs, I believe that we should always hold a childlike enthusiasm to explore new possibilities as inspiration often arrives from the most unexpected quarters!

#### What is your biggest challenge and how do you deal with it?

The biggest challenge that we are currently facing is the lack of trained manpower. The current crop of chefs lacks the dedication and enthusiasm to learn. They do not believe in putting in the hard work. Good training and talent retention is the key factor for any organisation. At The Leela Mumbai, we have a robust in-house training and development team that acts as a support system for all new employees. They ensure that the employees

## The Sri Lankan backstory

Last year, **Chef Surender Mohan** was appointed as the Culinary Director of Bombay Bustle and Jamavar London, which is a Michelin-star restaurant. There, he spent a lot of time exploring a host of different flavours and that is when he realised the beauty of Sri Lankan cuisine. As Mumbai had not been much exposed to traditional Sri Lankan fare and The Leela Mumbai had never done a Sri Lankan food festival before, the team decided to collaborate with the Consulate General of Sri Lanka in Mumbai to host a 10-day food festival dedicated to the soulful creations of the spice island. The idea behind this collaboration was to unravel the hidden secrets of Sri Lankan cuisine in Mumbai. With this promotion, they hope to expand the culinary horizons of the city by bringing the authentic Sri Lankan experience to the shores of Mumbai. The team was involved in collaborating with **Chef Publis** from the get-go. Be it the sourcing of ingredients and equipment, liaising with the Consulate or designing the menu, they actively participated in the decision-making process to ensure that the end result of this collaboration was something that they were all proud of.

are comfortable and well taken care of in every aspect of their careers so that in return, they can be more productive.

#### What trends do you see in the market in the next few months?

I see clean presentations, the advent of small plates, the rise of organic ingredients and cuisine, and regional cuisine being brought to the forefront of mainstream cooking.



“  
The biggest challenge is the lack of trained manpower. The current crop of chefs lacks the enthusiasm to learn  
”



The Louvre Hotels Group has introduced its Kyriad brand in India and has announced an ambitious plan for expansion across the entire Indian subcontinent. With eight properties already operational here, the Group will build its Indian presence in partnership with Orange Tiger Hospitality.

# Louvre Hotels

## launches Kyriad brand in India

Hazel Jain

Louvre Hotels Group has announced its partnership with Orange Tiger Hospitality to introduce its brand Kyriad here. Orange Tiger Hospitality currently manages all Citrus hotels in the subcontinent. It already operates eight hotels under brand Kyriad and will open 15 more hotels by the end of this financial year.

As per the agreement, at least five new hotels will open every year post March 2019. The scope of the agreement is not just limited to India; it encompasses opportunities for development in Nepal, Sri Lanka, Bangladesh, Bhutan, Maldives, Pakistan, and Mauritius.

**Saurabh Chawla**, Global Chief Development Officer, Louvre Hotels Group, says, "When we acquired Sarovar, we felt that it was not really the end. We are here to consolidate our presence further. Kyriad



Saurabh Chawla



Abhijeet Shrivastava

is an essentially French, borderline European brand. The eight operational hotels were existing properties that were converted to fit the brand. We are looking at all cities across tiers for Kyriad. It is essentially a full-service, midscale brand, but it goes a level higher as every brand does when it is exported from Europe, especially into India. At some point, we would want to roll out our budget brand in India as well which

includes Première Classe and Campanile."

With the acquisition of the Sarovar Hotels & Resorts chain in January 2017, Louvre Hotels Group has further broadened the network of Golden Tulip, Tulip Inn and Royal Tulip brands, and now has 126 hotels. The eight properties opened in the last five months are located in Kumbakonam and Poonamallee in Tamil Nadu, Ambaghat near Kolhapur, Goa, Pune, Hubli and Bijapur in Karnataka. They are a mix of business and leisure hotels, depending on the location. Kyriad will follow an asset-light model.

**Abhijeet Shrivastava**, CEO, Orange Tiger Hospitality, says, "Our expertise lies in managing operations as well as revenues. Kyriad will be a combination of both new and existing structures. Owners in India have already started noticing the brand and we are receiving queries from across India for a tie-up."

# NOMINATE

## Now

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# Stepping onto pilgrim

**Debashis Ghosal**, Managing Director & Chief Executive Officer, Daiwik Hotels, talks about the brand and how it aims to go beyond the pilgrim towns of Rameswaram and Shirdi, with Tirupati being the next destination on its expansion radar.

Tripti Mehta

**Please tell us how Daiwik Hotels came about being. Which locations are you currently in?**

After we exited the multiplex industry when we sold our brand - 89 Cinemas - to Inox Leisures, we decided to enter the hotel industry but through the niche segment of pilgrim hospitality. There were no other brands with a focus on this segment and we saw that as an opportunity. Currently, we are located in Rameswaram and Shirdi.



**Is expansion to other religious cities and towns on the cards?**

Yes, we are already working on our next hotel and residences project in Tirupati. We are also exploring some other proposals that have come to us. We are open to leasing, management contracts, or even building hotels on JV models.

**What is your strategy for marketing and promotions?**

We do a lot of digital marketing and SMS and mailer campaigns. Our website provides a lot of

content to a traveller. We have connected to a lot of spiritual groups. People visit pilgrim destinations not just for spiritual quests. In Rameswaram, the temple is a magnificent example of ancient architecture that brings in foreign travellers as well. Rameswaram has some of the best beaches and it now offers some of the best water sports in the country.

**How has the year been for you so far and what are your expectations now?**

We continue to grow year-on-



# routes

year. This year, we are focusing on the international market and growing Daiwik Hotels' awareness amongst international agents. We look to increase our presence in more towns and cities in the future.

## What is your view of the evolution of the Indian hospitality industry?

In the last couple of years, the Central Government has prioritised the tourism sector for development.

The quality of hotels has improved considerably across the country, with Indian and international brands setting high standards. Indian travellers



now expect the best of hospitality standards wherever they go. There will be further consolidation in the hospitality industry in the near future.

## What challenges do you think the hospitality industry faces in general and in the regions you're located in?

The hospitality industry as a whole could do with more government support. It takes

a long time to start Greenfield projects. Smaller pilgrim towns lack infrastructure support, making operations very difficult. Recruitment of good talent and staff retention in these smaller towns are a challenge.

If connectivity is improved to such locations and proper infrastructure is provided, more tourists would visit so many amazing locations that exist in this vast country of ours.

“ We are working on our next project in Tirupati. We are open to leasing, management, or even building hotels on JV models ”

# APPOINTMENTS



★ **Nishant Agarwal**  
General Manager  
Novotel Mumbai Juhu Beach Hotel

Novotel Mumbai Juhu Beach Hotel has appointed Nishant Agarwal as the General Manager of the property. He brings 19 years of hospitality experience to the beach hotel. In this leadership role, he will be responsible for spearheading operations at the property and providing a tactical depth to it through his team building skills, comprehensive knowledge of international standard service procedures, and a strong background in F&B management. Agarwal has worked with various hotels such as The Imperial, New Delhi; The Westin Mumbai Garden City and The Westin Pune Koregaon Park.



★ **Srikant Peri**  
General Manager  
Hilton Shillim Estate Retreat & Spa

Srikant Peri has been appointed as the General Manager at Hilton Shillim Estate Retreat & Spa. With more than 30 years of experience in the luxury hospitality industry, Peri will play a major role in expanding business in India. His responsibilities will include strengthening partner relationships, strategic planning, managing and overseeing day-to-day operations, and driving business development to meet growing business and consumer needs for an effective wellness programme. Peri is also expected to take the lead in carrying out the company's strategy to further advance and continue the growth in both commercial and enterprise.



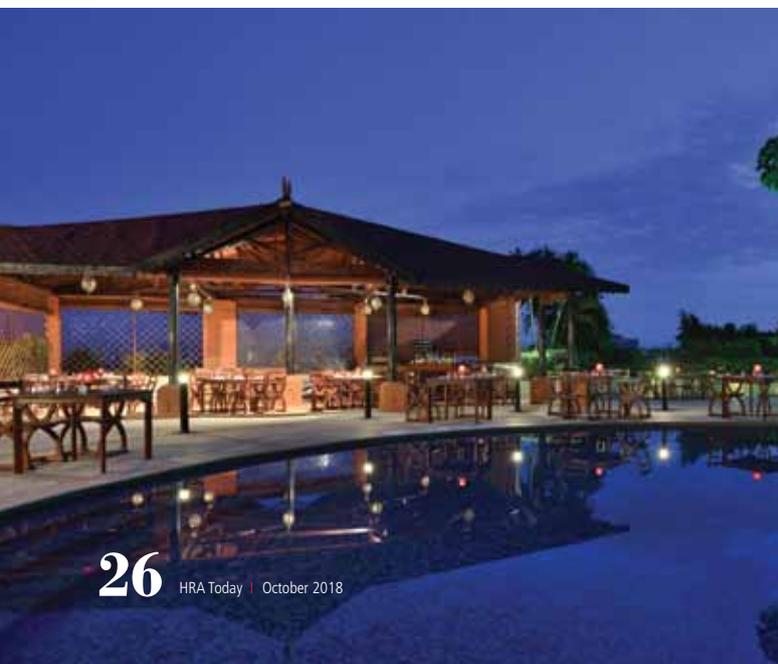
★ **Rishi Chopra**  
General Manager  
Sheraton Grand Pune

Pune's Sheraton Grand has brought on board Rishi Chopra as its General Manager. Chopra brings with him two years of experience of heading the team at Le Meridien Mahabaleshwar Resort & Spa as its General Manager and a versatile expertise of 20 years in the hospitality industry. He embarked on his hospitality journey as Director, Food and Beverage, at Le Meridien Pune from 2001 to 2006. He has worked with hospitality brands like the Leela and the Taj group. He has also essayed the role of General Manager at the IHCL Taj-Deccan Hyderabad in April 2014.



★ **Ketan Salvi**  
Director of Sales & Marketing  
Holiday Inn Mumbai  
International Airport

Holiday Inn Mumbai International Airport has appointed Ketan Salvi as its Director of Sales & Marketing. His responsibility will include leading and further improving all aspects of the sales and marketing communications, promoting brand strategies, and providing the best of Holiday Inn hospitality experience to guests. Salvi joins Holiday Inn with total 10 years of work experience. In his current role, Salvi will ensure sales and marketing strategies are set, tactical plans are created and implemented, and revenue goals are achieved.





★ **Farhan Hamidani**  
Director of Sales  
Novotel Mumbai Juhu Beach Hotel



Farhan Hamidani has been appointed as the new Director of Sales for the 203-room Novotel Mumbai Juhu Beach Hotel, a midscale property for business or family trips. In his role, Hamidani will be responsible for leading and further evolving all aspects of sales, driving revenues, and promoting brand strategies. He will also shoulder the responsibility of overall positioning of the hotel, brand communications, and meeting business targets. Prior to joining AccorHotels, Hamidani was associated with Hyatt Hotels for nine years, where his first assignment was with Grand Hyatt Mumbai in the F&B sector. His profound understanding of the hospitality industry will be critical to his role as the Director of Sales at Novotel Mumbai Juhu Beach Hotel.

★ **Manas Zend**  
Director of Revenue  
Grand Hyatt Mumbai



Manas Zend has joined Grand Hyatt Mumbai as the Director of Revenue. His role will require him to accomplish the primary goal of maximising the revenue for the hotel and work closely with the team in areas of business planning. With over a decade of experience in financial planning and revenue management, Zend has worked with a number of hospitality brands including Taj Hotels & Resorts, InterContinental Hotels Group, Bharat Hotels, and JW Marriott. A technology specialist, he has been a part of the Hyatt family and was associated with Hyatt Regency New Delhi and Hyatt Regency Mumbai in the past. He started his career at JW Marriott, Mumbai, in food and beverage operations, and later moved to revenue management.

★ **Bhushan Gupte**  
Front Office Manager  
Conrad Pune

Conrad Pune has appointed Bhushan Gupte as the hotel's new Front Office Manager. He will be responsible for supervising the daily operations of the front office team to maintain guest delight standards at the hotel. Armed with an experience of more than a decade, Gupte is a seasoned professional who has been associated with established brands in the hospitality industry. Over the years, he has gained immense knowledge and expertise in the hotel industry and has also become proficient with the subtle nuances of guest relations. He was promoted to the position of Assistant Front Office Manager for the last two years of his tenure at the hotel group, before he joined Conrad Pune.



★ **Anuraag Narsingani**  
Executive Chef  
JW Marriott Hotel Pune

Anuraag Narsingani has been appointed as the Executive Chef at JW Marriott Hotel Pune. In his new role, Narsingani will be responsible for overseeing smooth functioning of the F&B outlets and managing culinary operations at the hotel, while creating a striking experience for guests. With close to two decades of experience in the hospitality industry, he is a quintessential chef whose expertise in the culinary world has resulted in award-winning menus. Prior to joining JW Marriott Hotel Pune, Narsingani worked with The Oberoi Hotels & Resorts. JW Marriott Hotel Pune provides varied dining options that include fine Italian cuisine, a royal Indian vegetarian restaurant, and a stylish rooftop restaurant. Luxury and style coexist peacefully here.



## So, so good!

Life Health Foods has launched its new brand, So Good, of dairy-free plant-based milks. The new range of milk has 25 per cent more protein than regular soy milk and toned milk, and is also 50 per cent lower in fat than toned dairy milk. It is gluten-free and lactose-free, which is helpful for people with lactose intolerance or those wanting to

reduce their dairy consumption. In addition to new Protein+Soy Milk, the popular Almond Fresh range

has been brought under the So Good brand. It comes in three flavours of chocolate, vanilla, and natural unsweetened for those wanting an even lower sugar option.



## The London appeal

C Tribhovandas has introduced a full-body porcelain stoneware collection from Faetano-Del Conca, named London. It translates all the charm of traditional decorated cement tiles into a contemporary language, with his floral and geometric patterns, suitable for lifetime durable floorings and coverings. The collection is available in size 20x20. London reveals a strong appeal to the past and the patterns of the 60s and 70s. The designs are crisp and clean, and then softened by subtle shading that adds to the timeless effect of decorative concrete.



## Tiled in style

VitrA introduces its spectacular and organically designed series - Istanbul. The collection is inspired by nature and the fluidity of water. The bathroom furniture of Istanbul series creates a perfect harmony with washbasins and faucets. The design gets an elegant ambiance with three lacquered options in burgundy, white, and olive green. The collection is a continuation of natural and sophisticated lines of Istanbul series, which includes sink cupboard, illuminated mirror, urinals, washbasin, and fixtures.

## Pack in some health

This Diwali, gift your loved ones the promise of good health with Gaia's special gift packs. The cookie box special gift pack contains your favourite and healthy digestive cookies, multigrain cookies, and oatmeal cookies in 200 grams (two packs each). Baked to perfection, these cookies are high on health and less on guilt. The assorted box, on the other hand, contains extra virgin olive oil (250 ml), multifloral honey (250 g), and organic cinnamon sticks (100 g). To add to your excitement, Gaia is also offering four granola bars inside the pack.



### Healthy inside!

Indian Earth has launched its latest range of super-healthy seeds that are loaded with a host of nutrients and minerals. The collection consists of flax seeds, pumpkin seeds, watermelon seeds, sunflower seeds, muskmelon seeds, as well as trail mixes. While flax seeds are a great source of fibre and omega-3 fats, pumpkin seeds are packed with valuable nutrients such as healthy fats, magnesium, and zinc. Low in calories and high in nutrients, watermelon seeds help boost heart health and immunity, while keeping blood sugar levels under control. Sunflower seeds, too, are highly nutritious and provide essential calories, fatty acids, vitamins, and minerals. Pick your favourite today!



### Savour the flavour

Terra Chips offers a deliciously different snacking experience, with each bag of Terra Chips being a unique mix of real exotic vegetables that create the perfect combination of incredible flavour, vibrant colour, and natural goodness. Made with non-GMO ingredients, the chips are gluten-free and each vegetable maintains its own unique crunch, colour, and flavour. Terra Original is made of five exotic root vegetables and seasoned with sea salt, Terra Mediterranean is made with five exotic root vegetables and seasoned with Mediterranean herbs, and Terra Blues is made with exotic blue potato and seasoned with sea salt.



### Light up and save

Tisva, the premium home decorative lighting brand from Usha International, has launched a new designer range of lights. The Autumn Collection is an elegant range that includes intricate chandeliers, fabulous pendants, and glamorous wall lights. The collection uses energy-saving light bulbs and is perfect for prolonged use. Each design is a masterpiece that marries



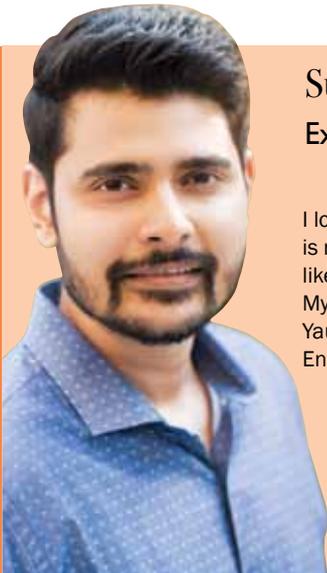
tradition with technology, making it beautiful and highly energy-efficient. Every Tisva light offers a combination of cutting-edge technology through colour and intensity control.



### Durability meets elegance

Span Floors, a leading brand of wooden flooring in India, has expanded its product portfolio with Millboard Composite Decking. A game changer, the collection is made from a unique resin blend designed to specifically withstand outdoor elements, making it resistant to any kind of moisture, algae, stain, mould, or impact. Furthermore, the proprietary Lastane surface layer not only provides a high resistance to UV light, but also provides an anti-slip surface even when wet. This new exterior wood collection takes care of aesthetics, durability, health, and sustainability.





**SUDEEP AWCHAT**

**Executive Director | Goa Portuguesa Restaurants**

I love Singapore and I've been there often. It is not your typical holiday destination, but I like cities and the beach. I also love Greece. My favourite cuisine is Asian and I love Yauatcha and Ming Yang located in Taj Lands End that serve amazing Asian food. To keep fit, I

work out about three to four days a week. In this industry, people tend to eat at the wrong time so I try to have my meals on time. I don't skimp on anything and I eat everything in moderation. I also love singing and do a lot of karaoke.

“ I love Singapore, though it is not your typical holiday destination ”

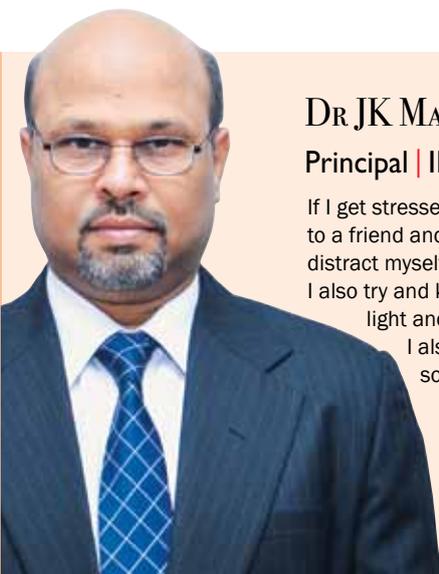
**HARISH SUVARNA**

**Principal | Anjuman IHMCT**

I de-stress by going on long drives, visiting my favourite pub, cooking, shopping with my better half, reading, hobby crafts. I am most passionate about perfection. I also enjoy travelling and one of my most memorable holiday moments was on a short trip to Fairmont Hotel, Jaipur, in 2013. I love

heritage structures and this was a perfect place to be with my wife. We were treated like royalty! My favourite holiday destination is Goa. I have visited this about 14 times since 1990 and I still feel I haven't seen it entirely.

“ I have visited Goa, my favourite holiday destination, 14 times since 1990 ”



**DR JK MANGARAJ**

**Principal | IHM Ahmedabad**

If I get stressed at work, I try and connect to a friend and chat for a few minutes to distract myself from the daily anxiety at work. I also try and keep the atmosphere at work light and casual by joking with the staff. I also try and listen to some soothing songs. Other than that, I spend time

with my sons and watch TV with my family. I strongly believe that hospitality education will be the most preferred one in India in the future. My most memorable holiday moment is the time when the entire family did snorkelling in Havelock Island in the Andaman Islands.

“ My most memorable holiday moment is snorkelling in Havelock Island ”



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