

SIHRA

HOSPITALITY MAGAZINE



MAY-JUNE 2018
Vol: 2 Issue 03
Pages 48 ~ 20
RNI: DELENG/2017/73247

FOR PRIVATE CIRCULATION ONLY
News

A BI-MONTHLY ON HOSPITALITY TRADE
By DDP Publications



SOUTH INDIA TOURISM ON AN UPWARD TRAJECTORY

YOUR
CUSTOMERS WILL
LOVE U

AND THE FOOD SERVED AT YOUR PLACE




Kanhaiyalal[®]
Tandoor Pvt. Ltd.

An ISO 9001 : 2015

TANDOORS PAR EXCELLENCE

Sharing **30 years** of enriching experience in grilling

KANHAIYALAL TANDOOR PVT. LTD.

Manufacturers & Exporters of Tandoor



Ph: 011-27811333,
Telfax: 011-42058494



G-4 142/143, Sector-11,
Rohini, Delhi-110085, India



E.: sales@kanhaiyalaltandoor.com,
sales@ktpl.in

www.kanhaiyalaltandoor.com

Call : Avinder Kumar: + 91-9810121141, Fakir Chand: + 91-9810218816

ABOUT SIHRA

SOUTH INDIA **HOTELS AND RESTAURANTS** ASSOCIATION

South India Hotels and Restaurants Association (SIHRA) was incorporated in 1951 with an objective to encourage, promote and protect the interests of member establishments. It has been rendering professional advice and assistance from time-to-time to all its members, on topics of vital importance.

SIHRA, now more than six decades old, is a pre-eminent trade association for the hospitality industry in Southern India, comprising the states of Telangana, Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, and the Union Territory of Puducherry.

It has over 1,200 hotel and restaurant members from the smallest stand-alone restaurants to the largest five-star deluxe hotels. SIHRA constitutes the southern region of the country's apex hospitality

trade association- Federation of Hotel & Restaurant Associations of India (FHRAI), which presently has a pan-India membership of around 4000.

It takes up the causes of its members with various state governments as well as with other bodies, and acts as the official spokesperson of the hospitality industry in South India. It also acts as an advisory body to the state governments in South India towards formulating their respective tourism policies.

The association regularly conducts professional development programmes and workshops to enhance the existing professional knowledge and productivity skills of the staff to enable them to keep pace with rapid developments in the hospitality industry.

FOR MORE INFORMATION CONTACT:

SOUTH INDIA HOTELS AND RESTAURANTS ASSOCIATION

Office No 3, 6th Floor, Seethakathi Business Center, Anna Salai,
Chennai - 600006

Tel: 91-44-28297510, 28297512

Email : admin@sihra.in





May-June 2018

CONTENTS

16

Marriott envisions a mission

Marriott International's 'The Global Sales Mission' held at The St. Regis Mumbai and at JW Marriott Hotel New Delhi Aerocity recently witnessed opportunities galore for industry partners and potential customers. **Ramesh Daryanani**, Vice President, Global Sales - Asia Pacific (excluding Greater China), shares more...

20

The new SIHRA member list

The South Indian Hotels and Restaurants Association has listed out new members for its region's hotels, restaurants and associates, flip over to read more

22

Mastering skills and culinary

V. R. Venkatadri, Principal, IHM Bangalore, on the importance of quality education for the hotel industry and enabling skill development

26

South blooms with new openings

We get in conversation with a few spokespersons of south hotels to understand the mushrooming of global hotel chains in this part of the country

32

Coping with lean times

We ask a few spokespersons on how they can maintain a balance between the high and the low season and how profits can be made during the lean period

Cover Image

Taj Hotels Palaces Resorts Safaris

PUBLISHER

Devika Jeet - devika@ddppl.com

MANAGING EDITOR

Peden Doma Bhutia - peden@ddppl.com

SENIOR CORRESPONDENT

Anupriya Bishnoi - anupriya.bishnoi@ddppl.com

ASSISTANT EDITORS

Jessy Iype - jessy.iype@ddppl.com

Tripti Mehta - tripti.mehta@ddppl.com

DESIGN

Yogendra Baghel

MARKETING & SALES - DELHI

Priti Khanna - priti.khanna@ddppl.com
Director (+919650311773)

Ritbha Jha - ritbha.jha@ddppl.com
Manager Sales (+919650196517)

Manish Singh - manish.singh@ddppl.com
Assistant Manager +91 9650196520

Jaspreet Kaur - Jaspreet.kaur@ddppl.com
Sales Coordinator (+919650196532)

MARKETING & SALES- MUMBAI

Harshal Ashar - harshal@ddppl.com
General Manager (+919619499170)

Priyanshu Wankhade - priyanshu@ddppl.com
Manager Advertising (+919619499170)

Marketing & Sales- South
Shradha Kapoor - shradha.kapoor@hospitalitytalk.in
Assistant Manager (+918179792492)

PRODUCTION MANAGER

Anil Kharbanda

ADVERTISEMENT DESIGNERS

Vikas Mandotia

Nitin Kumar

36

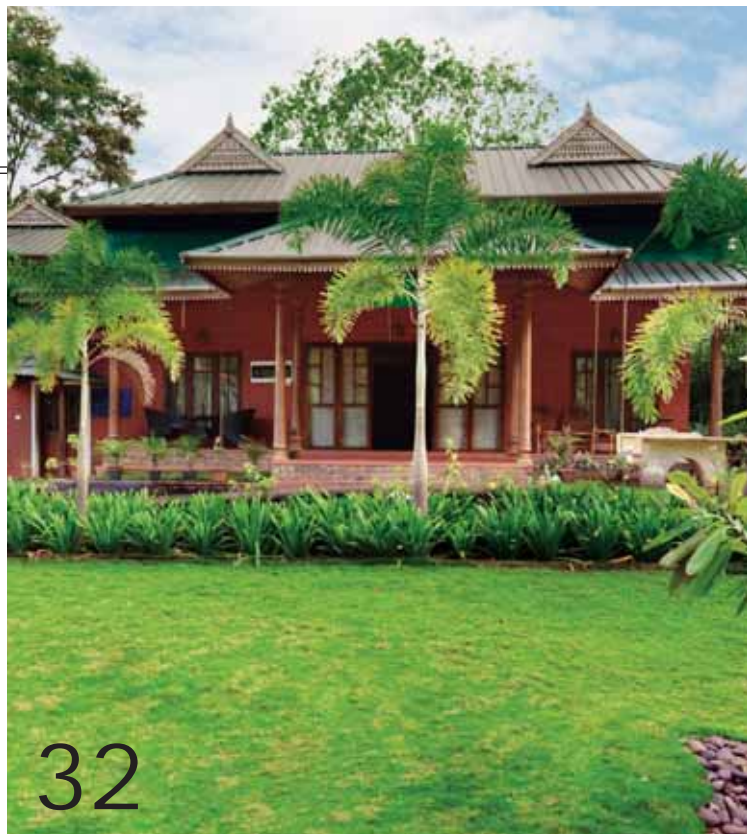
What's trending down south?

We spoke to SIHRA members who explained to us the transition of the hospitality industry in the last few months and future expectations from the region

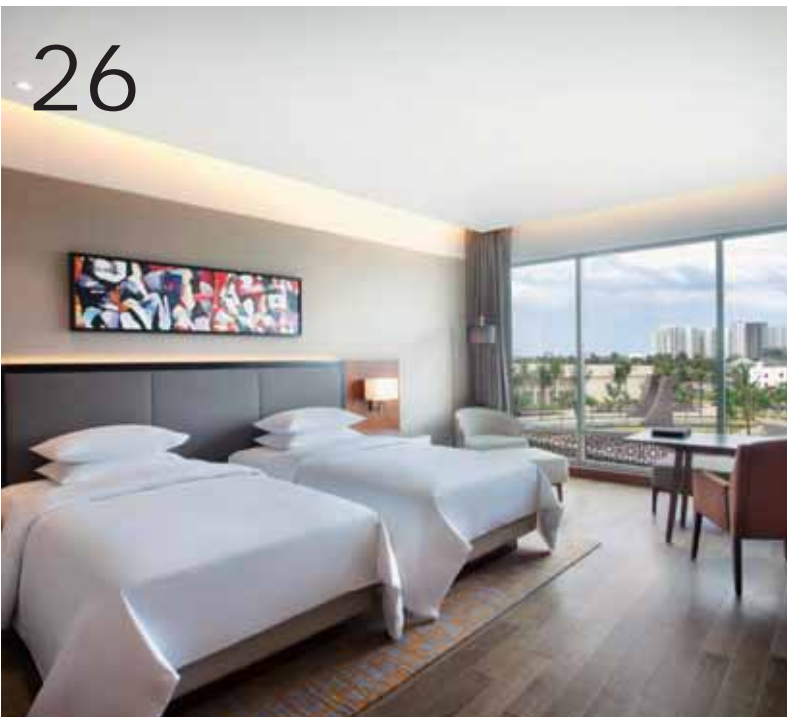
40

Alight & unwind

Hotels near an airport have their own set of advantages and disadvantages for the suited traveller. We decode what it takes to be an 'Airport' hotel and what is required to keep it relevant



26



40

**SIHRA**

Office No 3, 6th Floor, Seethakathi Business Center, Anna Salai,
Chennai - 600006
Tel: 91-44-28297510, 28297512
Email: admin@sihra.in

SIHRA News is printed, published and edited by
Devika Jeet on behalf of South India Hotels and Restaurants
Association and printed at Modest Print Pack Pvt. Ltd.,
C-52, DDA Sheds, Okhla Industrial Area, Phase - I,
New Delhi - 110020 and published at 72, Todarmal Road,
New Delhi - 110 001

Email: sihra@ddppl.com
Tel : 91-11-23344179

This issue of SIHRA News contains 44+ 4 pages cover

All information in the SIHRA News is derived from sources, which we consider reliable and a sincere effort is made to report accurate information. It is passed on to our readers without any responsibility on our part. The publisher regrets that he cannot accept liability for errors and omissions contained in this publication, however caused. Similarly, opinions/views expressed by third parties in abstract and/or in interviews are not necessarily shared by SIHRA News or DDP. However, we wish to advise our readers that one or more recognised authorities may hold different views than those reported. Material used in this publication is intended for information purpose only. Readers are advised to seek specific

advice before acting on information contained in this publication which is provided for general use, and may not be appropriate for the readers' particular circumstances. Contents of this publication are copyright.

No part of SIHRA News or any part of the contents thereof may be reproduced, stored in retrieval system or transmitted in any form without the permission of the publication in writing. The same rule applies when there is a copyright or the article is taken from another publication. An exemption is hereby granted for the extracts used for the purpose of fair review, provided two copies of the same publication are sent to us for our records. Publications

reproducing material either in part or in whole, without permission could face legal action. The publisher assumes no responsibility for returning any material solicited or unsolicited nor is he responsible for material lost or damaged.

This publication is not meant to be an endorsement of any specific product or services offered.

The publisher reserves the right to refuse, withdraw, amend or otherwise deal with all advertisements without explanation. All advertisements must comply with the Indian and International Advertisements Code. The publisher will not be liable for any damage or loss caused by delayed publication, error or failure of an advertisement to appear.

President's Message



K. Syama Raju
President
SIHRA

Dear fellow members,

As per a hotel industry performance report by a leading consultant, nationwide, occupancy has crossed 65 per cent for the first time since 2007/08, which is 35 per cent higher than the previous year. I am happy to state that the hospitality industry in southern states got the maximum benefit from it. According to World Travel and Tourism Council Report, India will be one of the fastest growing tourist economy by 2028, providing 52.3 million jobs as compared to 42.9 million in 2018. The Ministry of Tourism, Government of India, is making effort to project India as the most sought after destination through roadshows in important international travel destinations. The country is also laying focus on MICE tourism by providing all necessary benefits and easing visa formalities. The Ministry of Aviation, through its UDAN scheme has assured connectivity to unknown places and pilgrim centers in the country.

The association had a fruitful Executive Committee Meeting at Colombo last month which saw a suitable opportunity to meet the fellow hoteliers of Sri Lanka who provided expertise for enabling growth of the industry in South India and Sri Lanka. The FHRAI association is also seeking a Memorandum of Understanding between Sri Lanka Hotel Association. FHRAI's effort in getting a positive verdict through Supreme Court's special leave of appeal was a welcome relief for hotels and restaurants supplying food and drinks without MRP.

With regards to the matter dealing with FSSAI, SIHRA is

making an effort to generate a supervisor programme in Tier II and Tier III cities in South India to encompass the best hygiene rating for food business, as it will become mandatory the next year. With the assistance of Dr. Pasupathi of 'Parikshan' and his associates, a FSSAI programme was conducted in Coimbatore, Bengaluru and Kochi. The association is leaving no stone unturned to bring out positive results for the growth of the industry by having constant dialogues between the government and stakeholders. This can be made possible through the intervention of members and through their participation in subscription, assisting the Vice Presidents in their area, and increasing the membership through discussions and campaign. Let us hope that the year 2018 will ring in growth for the hospitality business.



FHRAI's effort in getting a positive verdict through Supreme Court's special leave of appeal was a welcome relief



With kind regards,
K. Syama Raju
President
SIHRA



We are a taxi service specialising in inter-city transportation and we charge only for the distance travelled (one-way), unlike most other taxi services which charge two-way. DropTaxi is an excellent alternative to flights, trains and buses, especially for distances less than 400kms, where the per head cost would be on par with or even lesser than, flights, buses or trains.

**We are also open to business associations and cross promotions with
Hotels, Restaurants, Hospitals, Institutions and Corporates.**



24hr service
from all
cities/towns



500+ well
maintained
A/C cabs



Airport
pick up
& drop



Service across
TN, Pondicherry
and Bangalore



Doorstep
pick up
& drop

Call: 7-999-222-000

www.droptaxi.in



PAY JUST FOR THE DROP

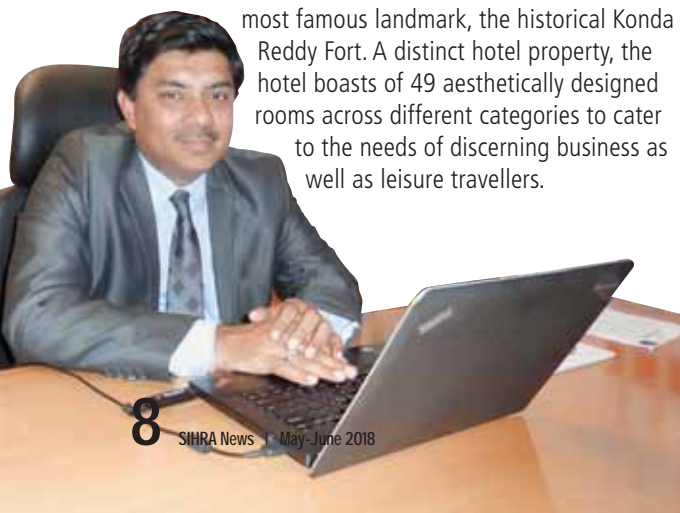


SIHRA holds EC Meeting in Colombo, Sri Lanka

The Executive Committee of SIHRA held its EC meeting in Colombo, Sri Lanka, from March 8-10, 2018, to boost tourism in South India. The country is considered the foremost in Southeast Asia for promotion of tourism and paving way for new projects, especially in South India, that will increase tourism growth with higher occupancy and revenue. The meeting took place at Hotel Cinnamon in Colombo and was followed by sightseeing at Bendota. It saw meaningful deliberations on the growth of hotels and also took up the request of the Secretary General of FHRAI writing to Colombo hoteliers on initiating agreements with the association like those of Bhutan and Nepal. The visit was enjoyed by all members of the association and their families as well.

Clarks Inn debuts in Andhra Pradesh with Triguna Clarks Inn, Kurnool

Clarks Inn Group of Hotels has added another property to its network with Triguna Clarks Inn in the city of Kurnool, Andhra Pradesh. This is also the debut of the group in the southern state. With the latest addition, Clarks Inn now boasts of a portfolio of 84 hotel properties, including 44 in operation, spread across 18 states in India and one in Kathmandu, Nepal. Triguna Clarks Inn is strategically located in the city centre in close proximity to city businesses and a mere 10 minutes' drive from Kurnool's most famous landmark, the historical Konda Reddy Fort. A distinct hotel property, the hotel boasts of 49 aesthetically designed rooms across different categories to cater to the needs of discerning business as well as leisure travellers.



Hilton to open two properties in Bengaluru with Embassy Group

Hilton has announced the signing of management agreements with Embassy Group to develop two hotels in Bengaluru. The 500-room dual-branded hotel that features a Hilton Hotels & Resorts and a Hilton Garden Inn hotel in the same complex will be located within the 100-acre Embassy TechVillage Business Park near Marathalli on ORR South Bengaluru. Following the success of Hilton Bangalore Embassy Golf Links and the subsequent signing of the first dual-branded 620-keys twin hotels at Embassy Manyata Business Park, this is the third project with Hilton. Construction is expected to begin this year and the hotels will be operational by end 2021/early 2022.

StayWell Holdings to debut Park Regis in South India

StayWell Holdings announced further expansion of its Park Regis portfolio in India, with the rebranding of Aveda Resort & Spa in Kumarakom to Park Regis Aveda, Kumarakom. The hotel is scheduled to be completed by the end of May 2018. The 44-room hotel signifies a number of milestones for StayWell Holdings, marking the Group's first property in Southern India and the first hotel to open post the acquisition of StayWell Holdings by Prince Hotels Inc.

SPRINGFIT

MATTRESSES & SLEEP SYSTEMS



Product shown above is a Autograph Collection Prive Model

YOUR MATTRESS KEEPS COOL, EVEN IF YOUR PARTNER IS HOT.

Bipasha Basu & Karan Singh Grover introduce Autograph Collection mattresses with Aero Sleep technology and temperature regulating properties. Its exclusive, transcendent, open, cellular, and sustainable system provides the best ventilation and comfort in its league. The mattress directs heat and moisture away from the body, resulting into comfortable, healthy and better sleep with optimum support to give you 6 hours of complete sleep.

AERO
SLEEP
TECHNOLOGY



AUTOGRAPH COLLECTION MATTRESS FEATURES



Convoluted H.R. Foam



Open Cell Memory Foam



High G.S.M. Melange Fabric



Natural Latex Foam

To locate the nearest store or to buy online, log on to www.springfit.com

SPRING MATTRESS | BONDED FOAM MATTRESS | MEMORY FOAM MATTRESS | LATEX FOAM MATTRESS | PILLOWS | BED BASES

Fine hotels
partnered by us:



Contract Hospitality Division: Springfit Mattress, 419, K. M. Trade Tower (Radisson Hotel), Sector-14, Kaushambi, Ghaziabad-201010, (NCR Delhi) India
Tel: 0120 4901369, 4292369 | Mobile: +91-9891987267, 9311987267 | Email: sales@springfitmattress.com | TOLL FREE: 1800 833 4455.

To know more



Scan Code QR

Ctrip signs MoU with AccorHotels

Ctrip.com International, a leading provider of accommodation reservation, transportation ticketing, package tour and corporate travel management and other travel-related services in China has announced that it has entered into a Memorandum of Understanding regarding its partnership with AccorHotels. The partnership will allow Ctrip's over 300 million registered users to access and enjoy personalised experiences from AccorHotels' global brands portfolio, ranging from internationally acclaimed luxury brands -including Raffles, Sofitel Legend, Fairmont, SO/, Sofitel, onefinestay, MGallery by Sofitel, Pullman, Swissôtel and 25hours Hotels - as well as the popular midscale brands Novotel, Mercure, Mama Shelter and Adagio- to the much-prized economy brands including JO&JOE, ibis, ibis Styles, ibis budget and the regional brands Grand Mercure, The Sebel and hotelF1. AccorHotels operates 4,300 hotels and 10,000 private homes in 100 countries. The MoU is a milestone for both companies to embark on a deeper cooperation which will greatly enhance the growing Chinese travellers' journey globally. The partnership will focus on four strategic pillars, including highlighting AccorHotels accredited hotels more prominently, building a flagship store for AccorHotels, joint development of loyalty programmes and cooperation on IT.



Glion Institute of Higher Education to launch scholarship for Indian students

Glion Institute of Higher Education with campuses in Switzerland and London is launching a scholarship competition for Indian students, in partnership with Swiss watchmaker Frederique Constant. Applicants to the new Master of Science (MSc) in International Hospitality Business with Luxury Brand Management are eligible for a 25 per cent scholarship and win a limited edition Frederique Constant watch and a full-day visit to the manufacture. Answering a rising demand of luxury brands for hospitality talent, Glion was the first hospitality management school to launch a Luxury Brand Management specialisation for its Bachelor degree programme. Starting in September 2018, this specialisation is equally available for Master degree students. "Frederique Constant has been setting new benchmarks through classical designs, paired with the latest innovations in watchmaking; our timepieces capture the interest of today's and tomorrow's customers, bringing a sense of luxury to all," said **Williams Besse**, International Sales Director for the Watchmaker.

Samena Capital takes 35 per cent stake in Bloom Hotels

Bloom Hotels is swiftly moving ahead with its expansion plans after a primary capital injection of ₹ 100 crores by Samena Capital in the company's Series B investment round. The investment values Bloom at INR 330 crores and will help roll out the company's innovative affordable brands to all Indian cities. With this investment Samena Capital has taken a 35 per cent stake in Bloom Hotels. After pioneering its unique hotel concepts across key India markets like Bengaluru, New Delhi, Gurgaon and Goa, Bloom has recently picked up the pace of expansion in pursuit of its aim to set up 100 hotels across South Asia. The expansion coincides with India becoming the world's third-largest airline market. Demand growth is also being driven by the emerging middle income group and growing discretionary consumption.



The **Royal** HEALTH **SPA**



Relaxation Spa

CHENNAI | BANGALORE | MYSORE | HYDERABAD

COIMBATORE | PUDUCHERRY | SALEM | MADURAI | TRICHY | ERODE

OOTY | KODAIKANAL | YERCAUD | TIRUPPUR | KANYAKUMARI

For more details, please contact:

Mr. DHANASEKAR J (MANAGING DIRECTOR) Mobile : +91 95858 10000 | Email : dhanaa.13@gmail.com

WE ARE OPEN FOR JOIN VENTURE / RENTAL PROPERTY

Mail Id: admin@theroyalhealthspa.com

Website : www.theroyalhealthspa.com



Bengaluru's hospitality industry culminates at 3rd World Hospitality Day

Bengaluru's esteemed hospitality industry came together to felicitate the promising talent on the occasion of third World Hospitality Day. Over 50 people from the leading hotels in the city were awarded the "Best Hospitality Personality Award" for 2018. The Bengaluru chapter of this celebratory event was hosted by The Shangri-la Hotel, where key members from the industry came together to share their ideas and passion that binds them together. The awards were presented by Shalini Khanna Charles, Director, IIBM Bangalore in presence of the respective General Managers of the hotels. The event was attended by Amaan Kidwai, GM, ITC Gardenia, Shekhar Sawant, GM, ITC Windsor Manor, Andreas Strieber, GM, Shangri-la Bangalore, Ian Dubier, General Manager, Taj Bangalore, Irfan Khatry, GM, Ibis City Centre and Hosur Road, Chef Vikas Seth, Culinary Director, Embassy Group and many other notable personalities from the hospitality industry.



ibism at ibis Chennai OMR

As a part of ibis Hotels, ibis Chennai OMR has introduced a path-breaking initiative in the hospitality industry. The hotel's staff were asked to sport a look that expresses their individuality and that exudes comfort. The move aims to motivate them to excel in service standards. This wave of ibism explains that the pin-striped full-sleeve shirts, button-down collars, formal dressing is out, while the trendy looks, coloured hair, pierced ears, unique goatees, are in. However, the hotel group showcases retention of its personalised, non-intrusive caring service that is the hallmark of all the ibis properties in India.

Cygnett Lite Ramachandra at Visakhapatnam, opens with 42 rooms

Cygnett Hotels & Resorts has inaugurated Cygnett Lite Ramachandra at Visakhapatnam on April 3 2018, adding 42-keys to its repertoire. With the latest addition, the chain will now have a total of 15 operating hotels. Moreover, nine new properties are scheduled to open by December 2018, including Vishakhapatnam, and another eight hotels lined up for this financial year. "Our vision is to reinvent the definition of leisure and business travel, transforming the hotel into a preferred choice for guests. We are committed to creating memorable guest experiences by combining the Cygnetture brand experience and the city's local attractions. Cygnett hotels are further expanding its brand portfolio, across the growing Tier I and II cities in India and we foresee a great potential and opportunity in becoming the favourite hospitality brand for the travellers in the city," said **Sarbendra Sarkar**, Founder & Managing Director, Cygnett Hotels & Resorts.



Novotel debuts in Kerala with 128 rooms

AccorHotels along with the Muthoot Pappachan Group launched the Novotel Kochi Infopark. Featuring 128-rooms including eight suites and a room designed specifically for the specially-abled with signature in-room amenities and WiFi, the hotel offers the blend of local and international art elements of the city. **Thomas John Muthoot**, Chairman & Managing Director of Muthoot Pappachan Group said on this occasion, "Muthoot Pappachan Group carries the legacy of 131 years of trust, service excellence and customer-centricity. We are delighted to partner with AccorHotels on the opening of the first Novotel hotel in Kochi. AccorHotels is indeed one of the largest and finest in the hospitality industry worldwide and the numero uno in the entire Europe. Our legacies and values therefore, are in harmony, towards offering our guests in Kochi, world-class hospitality services. We look forward to working with our partners and ensuring our company's continued growth in the hospitality segment and the best for all our customers in all the diverse and varied businesses and initiatives Muthoot Pappachan Group is into."



ITC Kohenur, Hyderabad to open on June 1

ITC Kohenur will be opening its doors on June 1 in the City of Nawabs. The hotel offers 271-rooms, along with suites and serviced apartments which are one of the largest in the city. The dining options at ITC Kohenur feature new and award-winning restaurants brands. Addressing business and social needs, ITC Kohenur offers spaces that provide an ideal setting for any occasion.

Wyndham unites under one name, adds 'by Wyndham' to 12 brands

12 Wyndham Hotel Group brands – including Super 8, Days Inn and Ramada – are adding "by Wyndham" suffix to their names. Unveiled in front of thousands of its franchisees at the company's Global Conference, the plan to unite its signature lodging brands under the Wyndham banner is one of the largest name changes in the industry's history. Brands adding the "by Wyndham" hallmark are Super 8, Days Inn, Howard Johnson, Travelodge, AmericInn, Baymont, Ramada, Ramada Encore, Dolce, Dazzler, Esplendor, and Trademark – representing 7,074 properties across the globe. The move not only unites the company's diverse hoteliers under a common mission and name, but is also expected to favourably impact guest trial and brand awareness throughout the company's portfolio. "As the leader in midscale and economy lodging, the Wyndham name has become synonymous with making hotel travel possible for all," said **Barry Goldstein**, Wyndham's Executive Vice President and Chief Marketing Officer.



Spree Hotels spreads wings in South India

Bengaluru-based Spree Hospitality has announced its foray into the Coimbatore market through its tie-up with Mangala International hotel. With this recent tie up, Spree has expanded its national footprint to nine cities. Zip by Spree Hotels Mangala International, Coimbatore is a 68-room property popular among patrons for its peaceful location, rooftop bar and delicious food. Located in Ram Nagar, the hotel enjoys great views and has been recently refurbished prior to this relaunch. The hotel is expected to benefit from Spree's national footprint and hospitality experience in diverse markets.

Commenting on the launch, **Keshav Baljee**, Spree Hotels Managing Director, said, "We are pleased to have tied up with Mangala International and are looking forward to introducing our guests in Coimbatore to the Spree Experience founded on our 'Do More' philosophy of service."

"This year will see us launch many more properties across the country as we continue to focus on our long-term objective of building India's most loved chain of full-service hotels," he added.

RCI India adds 11 properties to its network in 2017

Vacations exchange platform and part of the Wyndham Worldwide family of brands, RCI has added 11 newly-affiliated resorts to its exchange network in India in 2017. These additions include destinations that have been experiencing heavy tourist inflow in the past few years. They include: Ananta Spa (Udaipur), Sterling La Vida (Goa), Palm Greens Club (Ahmedabad), Global family homes (Ladakh), Hawthorn Suites by Pacifica (Dwarka), Neon Lifestyle & Recreation Club (Nadiad), Valencia Group (Mount Abu), Sterling Kanha (Kanha), Sterling Wayanad (Wayanad), Krishna Bhumi Holydays (Vrindavan) and Shimpur Resort (Madhya Pradesh). "Through these associations, we are looking forward to reaching out to more travellers and leverage our strong network of affiliated resorts not just in India but internationally as well. Over the past year, we've added some exceptional properties to the RCI exchange network," said **Gordon Gurnik**, President, RCI. "



264-key Grand Hyatt Kochi Bolgatty unveiled

Grand Hyatt Kochi Bolgatty have launched Grand Hyatt Kochi Bolgatty & Lulu Bolgatty International Convention Centre, the third Grand Hyatt - branded hotel in India. The 264-room luxury hotel is a waterfront urban resort situated in Kochi, Kerala. With its striking architecture, dramatic landscapes, opulent guestrooms, suites and villas, exquisite dining destinations, and one of the largest event spaces in South India, Grand Hyatt Kochi Bolgatty is expected to be the destination for impressive views, unforgettable dining experiences and grand events in the city for both corporate and leisure travellers. "We are delighted to introduce the Grand Hyatt brand to Kerala and increase the footprint of the Grand Hyatt brand in India," said **Sunjae Sharma**, Vice President India Operations, Hyatt Hotels and Resorts. "Grand Hyatt Kochi Bolgatty is a spectacular destination resort and is all set to redefine living grandly in the city. We are confident that we will be delivering an abundance of authentic experiences for our guests – to help them create memories and moments in this wonderful destination." The hotel features 264 luxurious, contemporary guestrooms including 38 suites, among them are 33 Grand Suites, four Executive Suites, one Presidential Suite, three two-bedroom villas and one three-bed room villa. The convention centre offers unparalleled and personalised service with over 4,500+ sq. m of indoor and 4,000+ sq. m of outdoor space including two customisable and column-free venues that can make an event a magnificent experience. With a prime waterfront location, the convention centre is a 45-minute drive from Cochin International Airport.



South to focus on wellness and MICE

K. Syama Raju, President, SIHRA, shares the performance of the southern India in terms of tourist arrivals and how the occupancies could be boosted through MICE and Wellness Tourism. He also suggests ways to benefit from the lean season.

HOW WAS Q1 FOR HOTELS IN SOUTH INDIA?

The performance of the hotels both in metros and Tier-II cities showed marked increase in occupancy and ARR during the first quarter of this year.

WHAT CHALLENGES DID YOU FACE?

In terms of challenges, we have witnessed some disruption in movement of tourists to Tier II cities due cancellation of air services by a few airline operators and *bandh* in some places. However, there has been growth in tourist arrivals. Tourist arrivals have shown tremendous increase in the south from domestic tourists through increased flights by domestic operators.

WHAT IS YOUR EXPECTATION FROM THE NEXT QUARTER?

The second quarter looks

promising for the sector provided there is no major political upheaval in the context of the forthcoming general elections.

SUGGEST WAYS TO DEAL WITH THE LEAN SEASON TO INCREASE OCCUPANCY?

The hotels in the south should promote tourist attractions to source markets by conducting roadshows and encourage domestic tourists to pilgrim centres and adventure groups. The government should encourage MICE and Wellness Tourism because these segments are crucial for the hospitality sector and act as an alternate to increase occupancy in the hotels.

IS THERE ANY HOSPITALITY TREND YOU FORESEE FOR THE NEXT QUARTER?

The trend I foresee is that the international carriers exploring

the unknown places in South India. UDAN services should be encouraged to fill up the hotel occupancy which will help increase traffic to the southern part. The government at the centre and states have taken the initiative in holding travel marts and roadshows both in India and abroad for the swelling tourist traffic and make India as the favourable destination.

Efforts to lure the foreign investors, operators and international chains have been taken in to gain a presence in South India. Greater efforts will be required in having more and more conferences in the region with provision of amenities for Wellness Tourism.



MARRIOTT ENVISIONS A MISSION



Marriott International's 'The Global Sales Mission' held at The St. Regis Mumbai and at JW Marriott Hotel New Delhi Aerocity recently witnessed opportunities galore for industry partners and potential customers. **Ramesh Daryanani**, Vice President, Global Sales - Asia Pacific (excluding Greater China), shares more...

Anupriya Bishnoi

Tell us about the Sales Mission.

The roadshow (Global Sales Mission) provides a platform to hoteliers across the world to meet our most valuable partners in India that drive a significant amount of outbound business.

This is a record year for us where we have over 50 hotel participants from around the world, representing over 200 hotels. The platform brings together B2B customers from all segments of the industry. It also gives the brand an opportunity to analyse performance in the past year and evaluate possible business prospects in the existing cities and markets as we grow and

expand. The wide and exhaustive showcase of hotels was aimed to bring all the best brands under one roof and make the planning process seamless and interactive for existing as well as potential business partners.

Tell us something about your expansion plans.

Globally, the brand has over 2700 hotels in the pipeline of development.

Which brand of Marriott is the most successful in India and why?

I think the JW brand overall is well-recognised and known. All brands are successful, but I think the brand that has been able to establish itself well in India is JW. It started with the launch of the first

JW in Juhu, and today we have over 13 JWs across the country.

What challenges do you witness being the biggest hospitality player in the world?

We are well-positioned to tackle all those challenges. I think, in the innovation space with new partnerships, the one with Alibaba in China, we are trying to own the customer journey from end to end. That's where our mission has changed. A few years ago, we wanted to be the world's favourite hospitality company; now we want to be the world's favourite travel company, and that really changes the direction in terms of how we operate and what the vision of the company is going forward.



Are there new Marriott brands coming to India?

The brand Marriott does have plans to launch not just Moxy, but others as well. We are in discussions about where these new brands will be launched in the next six months or in a year.

IT'S MORE FUN IN THE

PHILIPPINES

www.tourism.gov.ph

arjun.chadha@buzzindia.in, mandar.kelkar@buzzindia.in  www.facebook.com/PhilippinesTourismIN



Pink Sand

ACCORHOTELS PAVES THE WAY FORWARD

The much-awaited AccorHotels Showcase 2018 was recently held in Mumbai and Delhi. The event was packed with over 1,200 delegates who gathered for networking. The attendees discovered the group's newest offerings, discovered accommodation trends and met with hotel representatives from across the region.

Anupriya Bishnoi

AccorHotels Showcase 2018 witnessed participation from 35 hotels and resorts from the global network along with 22 hotels from India. The delegates, representing India's top-most travel agents, wholesalers, corporate clients, tourism partners and MICE organisers, made the event the largest-ever showcase of AccorHotels in Asia Pacific.



Eiffel Tower, Swissôtel The Bosphorus Istanbul, Fairmont Dubai and more."

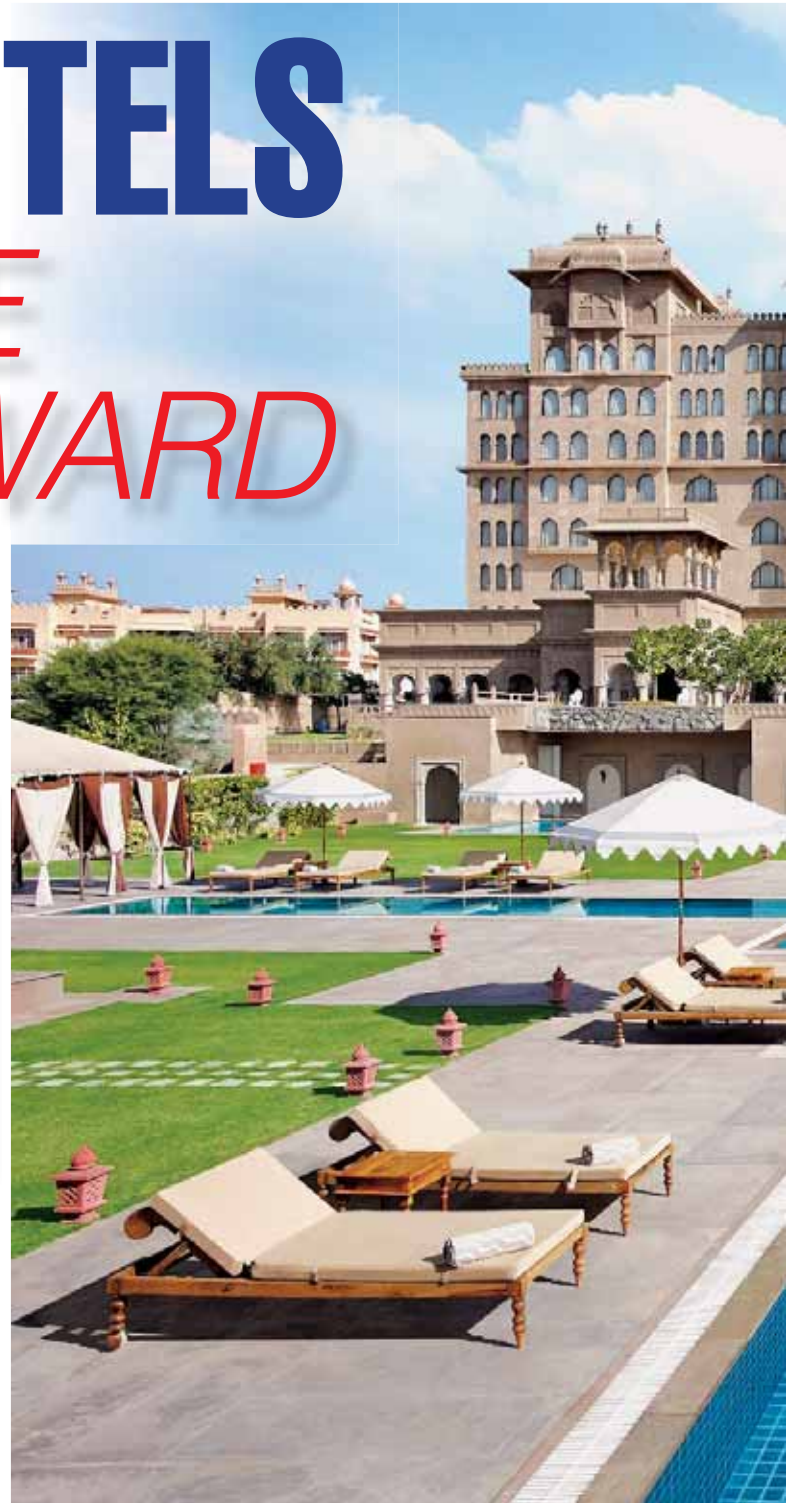
Kerry Healy, Vice President of Sales—Asia Pacific, AccorHotels, said, "AccorHotels Showcase 2018 has doubled in size which I think is a testament to how important the Indian market is to us. We are back with about 50 per cent more attendees. The event saw representation from the marquee hotels, namely Raffles Dubai and Saudi Arabia, RIXOS Turkey, Fairmont Ajman, SO Sofitel Bangkok and Singapore, Novotel Amsterdam City and Novotel Amsterdam Schiphol Airport, Pullman Paris

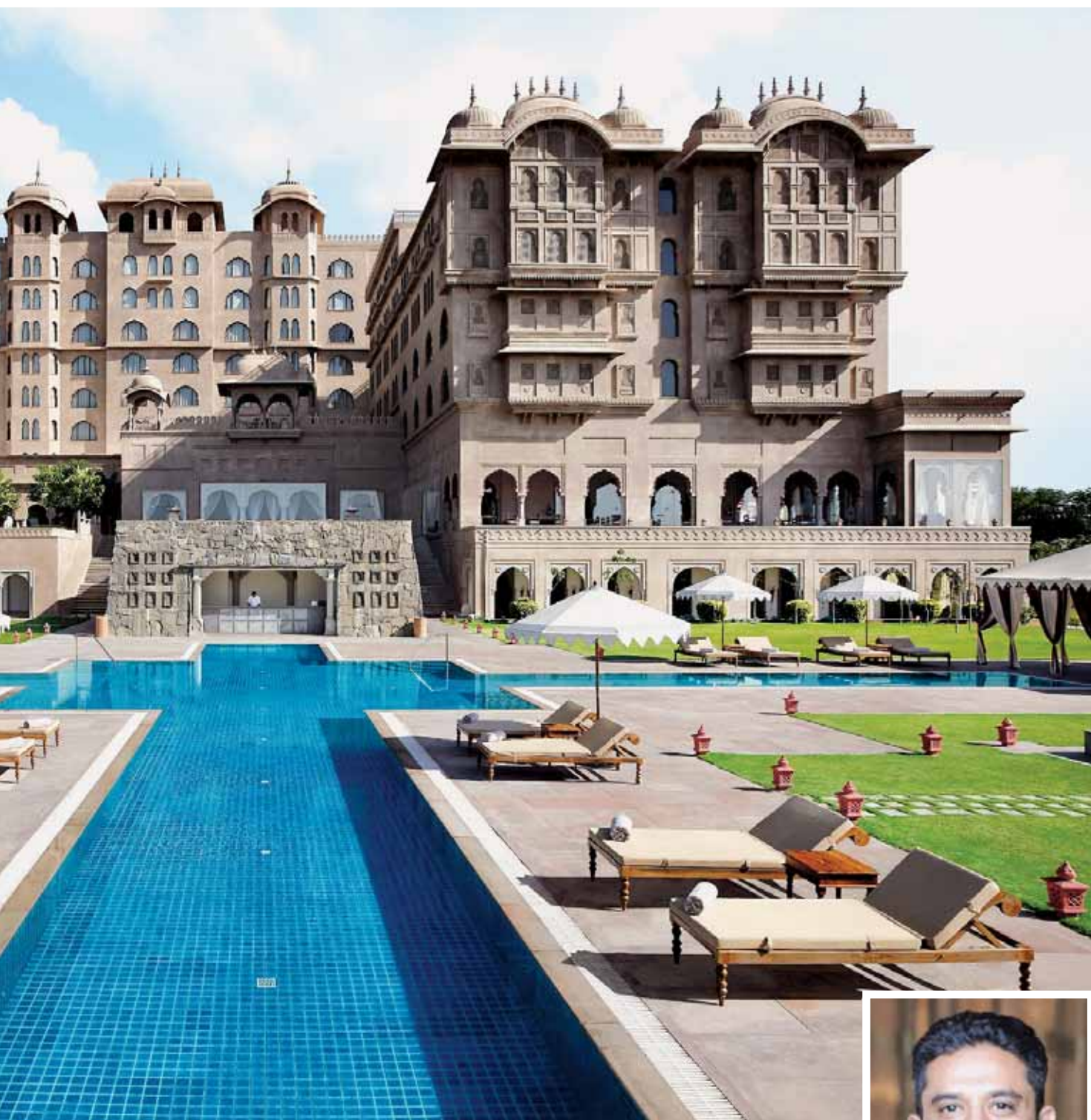
Elaborating on the importance of the Indian market, she said, "We have deployed extra people in the India market. We used to have a team of six people trying to service the whole of India. We now have a team of 40 people focused on forming deep partnerships with our B2B customers."

The Indian market has its own set of challenges. Reiterating this fact, she said, "It's about finding the right brand and the right budget to go along with the customer's requests and

demands. The Indian market is a mass market. For us, it's still about building brand knowledge because we have acquired a lot of other hotel brands as well. It's also about the Indian customers knowing these brands and feeling confident while booking us when travelling overseas."

Arif Patel, Vice President—Sales, Marketing, Distribution & Loyalty, AccorHotels India, was also pleased with the response the showcase received. He said, "It was overwhelming to see how AccorHotels' brands have been accepted positively, especially our luxury brands Raffles, Fairmont and RIXOS





overall, and Fairmont and RIXOS for weddings." AccorHotels has various brands under its umbrella. On the brand that is doing the best in the Indian market, Patel said, "Each brand is positioned uniquely. It's not really about revenue, it's about flow-through. Most of our hotels are very profitable for

our owners. You can't really say which hotel is doing the best because the cost of construction is different for each brand. The positive thing is that our growth is organic. We started with one hotel 10 years ago. We will be opening our 50th hotel and the 20th Novotel this year. AccorHotels is all about

locations. We are at the right places. In Gurugram, we are on Golf Course Road; we have three hotels at Delhi Airport; we are at the Mumbai Airport and Bengaluru City Centre as well. Also, our presence in Goa is increasing. We have four hotels in Goa- three in North Goa and one in the South. We



want to increase our network while we keep our eyes open for other opportunities that come by."

THE NEW SIHRA MEMBER LIST

The South Indian Hotels and Restaurants Association (SIHRA) has listed out new members for its region's hotels, restaurants and associates. We have enlisted them below:

HOTELS

Hotel Park N	Vijayawada, Andhra Pradesh	Hotel Sky Park	Chennai, Tamil Nadu
Sunray Village Resort	Visakhapatnam, Andhra Pradesh	The Thangam Grand	Madurai, Tamil Nadu
Devonshire Greens	Munnar, Kerala	Hotel Aavanaa Inn	Vellore, Tamil Nadu
Hotel Lake Palace	Thiruvanthapuram, Kerala	CJ Pallazzio	Salem, Tamil Nadu
Hotel Kabani International	Ernakulam, Kerala	Hotel Bhimaas	Chennai, Tamil Nadu
Kabani Regency	Ernakulam, Kerala	Sri Srinivasar Residency	Vellore, Tamil Nadu
Ayana Fort Kochi	Kochi, Kerala	The Grand Regent	Coimbatore, Tamil Nadu
Fragrant Nature, Munnar	Idukki, Kerala	Hotel Riverview	Vellore, Tamil Nadu
Hotel Samrat	Kannur, Kerala	Udayam Residency	Vellore, Tamil Nadu
JK Residency Cheruvathur	Kasaragod, Kerala	Surabi Intenational	Vellore, Tamil Nadu
Hotel Samudra	Kannur, Kerala	Saara Residency	Chennai, Tamil Nadu
Geetha Residency	Kannur, Kerala	Hotel Mount Paradise	Vellore, Tamil Nadu
Taj Bangalore	Bengaluru, Karnataka	V7 Hotel	Chennai, Tamil Nadu
Ramanshree Brunton	Bengaluru, Karnataka	Svatma Luxury Boutique	Thanjavur, Tamil Nadu
Hablis Hotels	Chennai, Tamil Nadu	Hotel GMT Centre	Chennai, Tamil Nadu
Grand Serenaa	Villupuram, Tamil Nadu	Preethi Classic Towers	Ootacamund, Tamil Nadu
A.K.G. Loddding	Kancheepuram, Tamil Nadu	The Kay Hotel	Vijayawada, Andhra Pradesh
Hotel the Arcadia	Coimbatore, Tamil Nadu	Minerva Grand	Tirupati, Andhra Pradesh
The Orbis Hotel	Coimbatore, Tamil Nadu	Cosy World Resorts	Kakinada, Andhra Pradesh
Village Retreat Resort	Kancheepuram, Tamil Nadu	Wayanad Wild	Wayanad, Kerala
ANBU Park	Tiruchirapalli, Tamil Nadu	Saj Earth Resort	Kochi, Kerala
Hotel Hemala	Karur, Tamil Nadu	The Fog Resorts & Spa	Munnar, Kerala

Le Maritime Kochi	Ernakulam, Kerala
Munnar Tea Country Resort	Idukki, Kerala
Club Mahindra Back Water Retreat	Kollam, Kerala
East Avenue Hotels (India)	Kozhikode, Kerala
Hotel Guruvayur Gateway	Guruvayur, Kerala
Vythiri Village	Wayanad, Kerala
Inter Grande Hotels	Kumily, Kerala
Hotel Ashrita	Hasan, Karnataka
Bandipur Safari Lodge	Mysore, Karnataka
Nandhana Regen	Bengaluru, Karnataka
Country Inn & Suites by Carlson, Mysore	Mysore, Karnataka
The Regency Hotel	Puducherry, Puducherry
Ithe Hotel Anandha Inn	Puducherry, Puducherry
Hotel Dwaraka Palace	Hyderabad, Telangana
Hotel Swagath Grand	Hyderabad, Telangana
Jubilee Ridge	Hyderabad Telangana

The Grand Solitaire Hotel	Secunderabad, Telangana
Anantya Resorts & Hotels	Kanyakumari, Tamil Nadu
Hotel SRR Grand	Chennai, Tamil Nadu
Plaza Inn	Coimbatore, Tamil Nadu
Park Inn	Coimbatore, Tamil Nadu
The Banyan Hotel	Chennai, Tamil Nadu
Le Pebble	Tirupur, Tamil Nadu
Holiday Inn Chennai OMR IT Expressway	Chennai, Tamil Nadu
Hotel DSF Grand Plaza	Tuticorin, Tamil Nadu
The National Lodge	Chennai, Tamil Nadu
Holiday Home Resort	Kodaikanal, Tamil Nadu
Pine Borough Inn	Kodaikanal, Tamil Nadu
Jiwan Residency	Rameswaram, Tamil Nadu
R R Inn	Kanyakumari, Tamil Nadu
Hotel Shivan	Gingee, Tamil Nadu
Kani Residency	Tuticorin, Tamil Nadu

Restaurants

Anand Sweets and Savouries - Sarjapur	Bengaluru, Karnataka
Dewz Restaurant	Coimbatore, Tamil Nadu
The French Door	Coimbatore, Tamil Nadu
Hamsa Restaurant	Chennai, Tamil Nadu
Nirvana Restaurant	Nellore, Andhra Pradesh
Regency	Thiruvanthapuram, Kerala
Villa Maya	Thiruvanthapuram, Kerala
Sorrento	Bengaluru, Karnataka

KFC Restaurant G.F. Total Mall	Bengaluru, Karnataka
Arbor Brewing Company	Bengaluru, Karnataka
Ohris Ruci & Idoni	Hyderabad, Telangana
KFC Restaurant - MG Road	Secunderabad, Telangana
The Kids Center	Hyderabad, Telangana
Southern Spice - Khajamalai	Tiruchirapalli, Tamil Nadu
Hyderabad Mughal Biryani	Chennai, Tamil Nadu
Crimson Chakra	Chennai, Tamil Nadu

Associates

TGI Hotels and Hospitality Services	Puducherry, Puducherry
Kerala Bar Hotels Association	Ernakulam, Kerala
Metro Mart Magazine	Thiruvanthapuram, Kerala

FHD Consultants	Hyderabad, Telangana
eNoah iSolution India	Chennai, Tamil Nadu

MASTERING SKILLS AND CULINARY

V. R. Venkatadri, Principal, IHM Bangalore, discusses the importance of quality education for the hotel industry and how to be on a par with skill development. He also shares his vision of making the institute suited for aspirants.



“

Curriculum should focus more on overall development of a student than just giving skills”

Hospitality education: Need of the hour

To perform in this industry, we require a suited workforce with different skill sets like operational skill and managerial skill. The hospitality education aims to provide skilled and efficient resources to the industry. There is a big gap between the demand and supply. Bridging this gap is the main issue before the hospitality education providers. The need of the hour is to procure quality education and skill development.

Bridging the gap

To enable quality in the education system, it is vital to incorporate the constitution of the course curriculum and content to provide quality manpower. The curriculum should satisfy the needs of the industry. Seeking industry input while designing a curriculum is very important. Eminent personalities from the industry need to be a part of the syllabus committee while fram-

ing the same. Regular industry interface is crucial for bridging the gap. Another factor is uniformity in curriculum. Curriculum should be standardised throughout the country. We should incorporate more managerial inputs. The curriculum should focus more on overall development of a student than just giving them skills to perform tasks. Technology has become an essential part of the industry and hence, the curriculum should focus more on using the current technology, software, and use of modern equipment.

Role of Institutes

Hospitality institutes in India are doing an excellent job in providing skilled manpower to the industry. The institutes should focus on overall development of a student by giving them case studies to solve, teaching them presentation skills, problem solving, situation handling and involving them in research. More than just classroom teaching, innovative teaching methods can

be followed to develop students. Hospitality institutes should be like a consultancy firm, helping the industry find a holistic solution to the challenges faced.

Hiccups

Hotel management education in India is still a third or fourth choice of students. It is vital and an onus on us to make it the first choice for the students. Though the job prospects are excellent, there needs to be an encouragement provided for the students to be inspired to go for the subject.

Envisioning next five years

- To make IHM Bangalore a most sought after institute for the hospitality management institute in India
- To create awareness among students regarding the opportunities available
- To change the perception among girl students



Thank You

for the overwhelming response

INDIA TRAVEL AWARDS SOUTH 2018

We celebrated the wealth of excellence, innovation and development in tourism industry

www.indiatravelawards.in

#SouthernStalwarts #ITA2018

Supported by



Hospitality Partner:



Endorsed by



Ascott: A place to

Ascott as a brand has initiated the revolutionary theme of serviced residences in southern part of India. **B V Bharadwaja**, Country Head, Ascott, India, shares with us the concept while highlighting the trends, scope and strategies for South India.

Enumerate the evolution of the serviced residences in South India? What led to this change?

Increase in foreign

direct investment into South Indian cities and the growth of the manufacturing and Information Technology/Information Technology Enabled Services (IT/ITES) sectors in South India has led to a rise in the number of international and domestic travellers arriving into the South.

These travellers who

are here for work sometimes travel with their families and require quality accommodation, thus generating demand for our serviced residences. Serviced residences, which com-



dwell

bines hotel-like amenities and services with the space, comfort and privacy of residences cater to their needs.

Who are your clients?

Our core business in India comes from corporates - majority of the guests who stay at our serviced residences are

corporate travellers, both expatriates and domestic travellers. They are members of project teams, either travelling on their own or with their families, who are staying in the city for an extended period and are looking for accommodations that offer larger living spaces without the hassle of setting up a new

home. A small percentage of our guests' profile comprises of non-resident Indians, inter-city travellers, international leisure travellers and those travelling for medical treatment.

What kind of hospitality trends do you observe for the next year?

Market-wide occupancy of 65.6 per cent was consequently 3.5 per cent higher than the 2015-16 performance of 63.3 per cent, and this was the highest recorded since 2008. This upward trend is expected to continue for this year as well. (Source: 'Hotels in India Trends & Opportunities' by HVS)

Which are the other cities on the expansion radar of Ascott?

Apart from the cities where we have properties in operation and under development, namely Bengaluru, Chennai, Gurgaon, Hyderabad and Sri City, we are looking at extending our footprint to other key business cities across India including Mumbai, Delhi NCR, Kolkata and Pune.

What are your marketing strategies?

Our 'Ascott Lifestyle' programme that is incorporated across our properties, enables guests to continue living the lifestyle they are used to at home, even when they work and live away from home. Ascott's portfolio spans over 130 cities in more than 30 countries across the Americas, Asia Pacific, Europe, the Middle East and Africa. We leverage our global network to cross-market our properties.

Brand



“Our core business in India comes from corporate - guests who stay at our serviced residence”



SOUTH BLOOMS WITH NEW OPENINGS

In the last few months, there have been significant number of hotel openings in southern India. We get in conversation with a few spokespersons of those hotels to understand the mushrooming of global hotel chains in this part of the country.

Anupriya Bishnoi

GIRISH BHAGAT

General Manager

Grand Hyatt Kochi Bolgatty



“

Flexible activities offered build many experiential destinations for the contemporary traveller

”

USP of the hotel

At Grand Hyatt Kochi Bolgatty, we elevate all that is iconic in the destination. We do this through immersive experiences in the destination. Some of our signature destination experiences include an excursion to Muziris, an adventure at an elephant training centre with a naturalist; a unique cultural tour of Fort Kochi; a private expedition to the famous Athirapally waterfalls; a helitour of the surrounds using one of the three onsite helipads; and kayaking on the backwaters of Vembanad Lake.

Peculiar traits of the region

Grand Hyatt Kochi Bolgatty overlooks the Vembanad Lake, the largest freshwater lake in the state. There are 15 major islands located in the

backwaters here. The regional and local methods of fishing and farming are still followed here and Pokkali rice farming tops the list. We are also located close to the Mangalavanam Bird sanctuary, located amid mangroves and tropical flora. The historical Dutch Palace, the Portuguese-built lighthouse, Vallarpadam church, Willingdon Island – the largest manmade island built in the 1930's housing one of the oldest ports in the country, are all located in the neighbourhood.

Hospitality industry in South India

Flexible activities offered build many experiential destinations for the contemporary traveller. Traditional business communities are travelling more, exposing themselves to world cuisines. Travel has become technology-led and more efficient, paving way for seamless

experiences. Robust infrastructural development, transport access and facilities with convention centres provide for a varied set of events to colour the city and create avenues for more footfall.

Coping up with competition

Larger competition is with other leisure destinations in South Asia. With host to one of India's largest and most facilitated convention centres, the Lulu Bolgatty International Convention Centre, we plan to complement it with the amenities at the luxury hotel.

Challenges foreseen

Attracting, training and retaining the right talent is the key challenge. There are a lot of quality hotel schools in the state in remote locations and we will start incubation programmes to build professionals.





mandar.kelkar@buzzindia.in, ritesh.ahluwalia@buzzindia.in | www.holland.com





NITIN SRIVASTAVA

Director – Sales & Marketing
Clarks Inn Group of Hotels

USP of the hotel

Triguna Clarks Inn Kurnool is the city's first branded hotel property. We offer world-class hospitality experience to the discerning travellers in the city, be it Indian and international cuisines to well-equipped meetings and business events space. Besides, the hotel is strategically located in the city-centre and is near Kurnool railway station and the bus stand.

Peculiar traits of the region

Kurnool is one of the most historical cities in the region that offers engaging history and heritage to travellers, be it the city's iconic Konda Reddy Fort; Belum Caves, the largest and longest cave system open to public on the Indian sub-continent or the 1000 acres Orvakal Rock Gardens, a popular site in the area for film shootings with its ancient caves and ingenious

rock formations. Besides, the area is also emerging as a business and investment destination with growing mining industry and interest from sectors like chemicals and fertilisers, telecommunication, real-estate, retails, among others. This brings new-age business travellers who have hitherto not experienced standardised world-class hospitality in the city and are often undertaking same day travel back to places like Hyderabad from where they come on business. The opening of Triguna Clarks Inn Kurnool is poised to change the existing hospitality business paradigm in the city.

Hospitality industry in South India

If we look at the opportunity to expand our network presence, South India, like rest of the country, is hugely underserved, and therefore, there is tremendous

opportunity to grow and develop new destinations and offer world-class hospitality experience to the travellers.

Coping up with competition

In operation for about 12 years now, Clarks Inn has carved a big name for itself in opening and developing new destinations, like Hubli, Gadag, Deogarh, among many others, and establishing them prominently on India's hospitality map. We ensure to make travellers, guests and other potential clients, aware of our presence, our service standards and world-class hospitality which suites well in being top in the game of competition.

Challenges foreseen

A new and growing market has its own set of challenges that it throws for the operators like us, for example low ARR.

“Kurnool is poised to change the existing hospitality business paradigm in the city”



RAHUL NAMA

General Manager

Mercure Chennai Sriperumbudur

USP of the hotel

Mercure Chennai Sriperumbudur is the only international brand in the Sriperumbudur-Oragadam industrial belt, also known as the automobile hub of Chennai.

Our 'Born in France, Made in India' philosophy of bringing French heritage while incorporating a local element is also reflected at Mercure Chennai Sriperumbudur, with a pan-Asian theme of Lotus, conveying a sense of serenity amidst the industrial hustle of the city. Highlighting the unique elements of Tamil culture, the property presents an inviting feel with the design inspired by the Pallavan Dynasty architecture. With a right mix of staff from the city and neighbouring states, the hotel is completely equipped to help guests enjoy a relaxed stay. The localised experience is also evident in the rooms' decor and design with artwork of selected couplets from the Thirukkural, classic Tamil literature.

Peculiar traits of the region

Exponential IT and automobile growth in the industrial belt of the Sriperumbudur-Oragadam region has led to the growth of the hospitality sector. Moreover, the unique positioning of being a business hub with a rich cultural heritage, has opened new opportunities for the industry.

Hospitality industry in South India

The hospitality landscape in South India is diverse and richly inspired by the culture. I have been fortunate to work in key South Indian leisure, business, and cultural destinations like Mysore, Hyderabad, and Chen-

nai. The hospitality industry is inherently experiential and South India has so much to offer with regards to culture, coastline, beaches, festivals, handicrafts and most importantly food which is truly tantalizing. The region has witnessed exciting economic developments in the last few years, which has boosted business and leisure travel. Also, with the government's continued push for global and local MICE, there are multiple growth opportunities for the sector.

Coping up with competition

Oragadam is the micro-market in the sub-region, and Mercure Chennai Sriperumbudur will undoubtedly have an early mover and locational advantage. As an AccorHotels brand and the sixth operational property in Chen-

nai, the hotel has already been positively accepted by the locals and travellers due to our ideal location and international quality of services since our opening in March. Moreover, our dedicated staff works tirelessly with a heartfelt mission to make every guest 'Feel Welcome' with our exceptional services. Our unique approach to hospitality, the quality and diversity of our brands has always helped our guests feel delighted with their travel experience. We have also witnessed a consistent increase in bookings and expect to be ahead of our competitors due to the multiple USPs that our property offers.

Challenges foreseen

Currently, we do not foresee any major challenges, but are sure, to be well equipped to handle anything.



“The hospitality industry is inherently experiential and South India has so much to offer”





“

Kochi is traditionally tourism driven market but has evolved as a MICE destination”

SACHIN MAHESHWARY

General Manager
Novotel Kochi Infopark

USP of the hotel

Novotel Kochi Infopark is the only international hotel brand in the Kakkanad district strategically located at the entrance of Kochi's IT/ ITES corridor – Infopark. It is a perfect melange of modernity and local traditions which is reflected in the hotel's several design elements. The hotel also features an infinity pool overlooking the lush green Link Valley where guests can enjoy and unwind whilst enjoying sumptuous snacks and drinks from the Sun Deck pool- side bar.

Peculiar traits of the region

Kochi is a traditionally tourism driven market but has lately evolved as a strong MICE destination with the rise of various

convention centres in the city. Moreover, Kochi has seen a steady and rapid rise in industrial corridors around the city, leading to growing demands for business and transit stays.

Hospitality industry in South India

The hospitality industry has been growing exponentially, witnessing one of the highest occupancy rates in over a decade. Similarly, South India region has also been experiencing a close growth. Since the region has something to offer to both leisure and business traveller, it has become one of the most sought-after destination for all kinds of travellers. We can expect that both leisure and business travel to continually grow here.

Coping up with competition

We at AccorHotels believe in the philosophy of making every guest 'Feel Welcome' and at all the Novotel properties across the globe, our focus is to provide a contemporary 'home away from home' experience. Moreover, since Novotel Kochi Infopark is strategically located from the key and emerging business district of Kochi, making us the only international hotel in the vicinity. Also, with growing residential areas around the vicinity our dining experience offered has seen increased traction amongst the locals.

Challenges foreseen

Our agile teams are well trained and equipped to tackle any obstacles that may arise.



“

Cygnett opened its first property in the south in Visakhapatnam recently”

SARBENDRA SARKAR

Founder & Managing Director
Cygnett Hotels & Resorts

USP of the hotel

The Cygnett Group has several sub-brands bringing instant recall so that guests can easily match their requirements. With such multiple offerings, Cygnett is able to serve a wide spectrum of consumer segments, covering the leisure traveller, business guests, families and even backpackers.

Peculiar traits of the region

We are focusing more on Tier-II and Tier-III cities in India. Not just in Northeast, Cygnett has its presence in Rajasthan, Jammu Kashmir, Gujarat, Andhra Pradesh, Goa, Punjab,

Haryana and places like south Sikkim are unexplored and virgin destinations which will definitely act as bait for tourists.

Hospitality industry in South India

We are very optimistic about the hospitality market in south India. Cygnett opened its first property in the south in Visakhapatnam recently. And during the next three to four months, Cygnett will open six to seven properties in this region.

Coping up with competition

The group differentiates the

offerings of each brand based on the price line.

Challenges foreseen

There are multiple challenges we are facing in the hospitality sector and a few remains same for everyone. Prices remain a challenge in the market and OTA has become a major obstacle for all in the hospitality sector. Government legalities and licensing takes a lot of time to make any hotel operational at the earliest. To overcome these challenges, we are using innovative techniques in the international and domestic sector. Also, we are investing huge amounts in research and development.

They have Signed up



"The show was instrumental in bringing us together. It is a unique event that is educative, network-oriented, and a platform to exhibit all products."

Vinod Bhandari*
Wedding
Xtraordinaire



"This is our second time at the show and the format of the show in particular is its highlight. Well-timed meetings allow us to interact with every exhibitor without missing anyone."

Rajeev Jain*
Rashi
Entertainment



"This show acts as a bridge between the wedding, travel, and hospitality industries. I feel this is the only show that has adopted the format of offering one-to-one interactions."

Serrao Francis
Socorro*
Cross Craft



"The show is instrumental in building personal connections with various suppliers which is very helpful for future business opportunities."

Rakesh K Harjai*
Harjai's Indian
Wedding Planners



"It is an important platform for us to meet key players in the industry, and learn about new products, destinations, deals, and packages. Enthusiasm amongst participants is encouraging."

Santosh Kumar
Chunduru*
Kakatiya Events



you?

Have

*Participants of 2017

Travel

WEDDING SHOW

July 7-8, 2018 (Sat - Sun)

Are you looking to attract more clients with bespoke offerings that few offer? Differentiate yourself and build a stronger network through relevant interactions at Travel Wedding Show.

To register, please contact:

sarika@ddpl.com, +91 98101 91852

punam.singh@gmail.com, +91 98111 58785

sonia.guru@ddpl.com, +91 88003 96009



Coping up with *LEAN TIMES*

Maintaining hotel occupancy during low period is a daunting task. While, there are enough challenges for the Indian hospitality industry, dealing with the lean season is an unnecessary add-on. However, hotels in South India have braved this period with planning and correct marketing strategy. We ask a few spokespersons on how they can maintain a balance between the high and the low season and how profits can be made during the lean period!

Anupriya Bishnoi



AMIT KUMAR

General Manager

La Marvella Bengaluru – A Sarovar Premiere Hotel

Strategies to ease lean

We at La Marvella, Bengaluru - A Sarovar Premiere Hotel, target long stayers who help in keeping weekend occupancy to a sustainable level. We get this segment guests from medical tourism, company involved in automobile engineering, manufacturing, trainers for IT & BPO companies, etc.

USP of the property

Our 102 rooms comprising of Executive, Club, Suite & Presidential Suite are smart rooms

adorned with luxury. The location is very prime; it's located on south-end circle and just 100 metres away from metro station. To add to all these, we are eco-friendly hotel having LED lights across property, motion sensors in public area lightings, usage of solar panels for energy supplements and VRF enabled Mitsubishi Air-conditioning system.

Compensate with benefits

We do run various offers in

F&B Outlets & Spa. Sohum Spa is spread over 3500 sqft of area and offers various types of therapies like Swedish, Thai, Ayurveda besides steam, Sauna and Jacuzzi. We are listed over all online platforms like Nearby, little App, GoMalon for walk-in guests besides offering lucrative packages to in-house guests. The hotel has six banqueting space which plays its role in contributing revenues to top line. We can cater 10-1000 people at our place. It ranges from boardroom to roof top.

“

The hotel has six banqueting space which plays its role in contributing revenues

”





RAJESH V.R.

General Manager
Lords Resort Thrissur

Strategies to ease lean

During the lean season we concentrate more on leisure package deals for families. Our resort is suited for small, mid-sized and even large families. The packages include various activities that a family can enjoy together. As a practice, across all seasons, we offer our guests *Chukka kappya* (traditional Kerala coffee) as a welcome drink which elevates the senses aptly as they enter the resort.

Market it differently

Besides being a fantastic holiday destination, the resort is also good enough for MICE tourism. We promote our property not only based on the excellent choice of rooms and spacious banquet halls but also through the various adventure activities and games that are available for guests to enjoy.

Compensate with benefits

Based on the requirement of our guests, at Lords Resort Thrissur we have developed various

packages for different type of clients. Walk-in guests enjoy great deals including better upgrade offers, pick up and drop facility, live offers from F&B, etc.



“

Besides being a fantastic holiday destination, the resort is also good enough for MICE tourism

”

UMESH DONGRE

General Manager
Samanvay Luxury Boutique Hotel, Udupi, Karnataka

Strategies to ease lean

To combat the lean season, we have come out with different strategies. First and foremost, we try to do intense marketing so that the product has maximum visibility. Besides, we also do various tie-ups with different travel portals. We try to give some freebies to attract the tourists. For example, currently we are giving one complimentary room night for booking minimum three nights. We also offer complimentary foot massage session for the long staying guest.

Market differently

Since we are fortunate to be located in the temple town

of Udupi we have devised a unique mode of marketing the property. There are some very important and popular temples in our area. We have developed a darshan facility where a guest can visit - Sapta Kshetra (seven different temples) .

Compensate with benefits

We don't want to follow others. Our strength lies in rooms. We are backed by a strong hospitality group and we try to leverage that to our maximum.





ASHISH BAKSHI

General Manager

The Promenade & Le Duplex,
Puducherry

Strategies to ease lean

During the lean season we shift our focus towards the urban traveller looking for a weekend getaway. We monitor week-ends and long-weekends very carefully to maximise inventory and revenues, ensure our robust presence across OTA's & MSE's, reach out our RSO's to market this opportunity to corporate IT sector in and around Bengaluru and Chennai. Throughout the



week also we offer competitive packages to attract the spiritualists and bag packers equally.

Compensate with benefits

Our restaurants, Story Tellers

Bar, Bay of Buddha, Courtyard, Risqué, Blue Line are more of a destination when it comes to dining, so we offer varied experiences that lead to boost in walk-in guests and encourage resident guests dining with us.



RAHUL KANUNGO

General Manager

UK 27 The Fern, Belagavi

Strategies to ease lean

Belagavi (Belgaum) is strategically located and as it is more of a business destination rather than a tourist destination which helps the city to enjoy a steady business flow as compared to resort destinations. However, there are patches where the business volume is on the lower ebb and the hotel follows the

following strategic route:

- Look for a different source/segment market
- Packages to attract families
- Smart pricing
- Add on offer for the existing and new guests
- Marketing of the property
- F&B promos
- Promote other facilities

like Spa

- Special packages for the Club members

Compensate with benefits

During the low occupancy, the hotel focuses more on offering elevated services like packages coupled with spa and wellness for the suited traveller.



BHAVANA MENON

Director of Sales

Courtyard by Marriott Bengaluru Hebbal

Strategies to ease lean

The hotel believes in the aspect of 'Go Local' and has also branded its F&B concepts and outlets around the same. Even the in-house spa focuses on unique treatments involving local ingredients in their scrubs and massages. Our hotel strives to ensure that our guest always have a chance to 'Make room for a little fun' with our locally inspired offerings as mentioned above.

Market differently

We facilitate tours via our con-

cierge to iconic Bengaluru locations and destinations like the Nandi Hills, Bengaluru Palace, Commercial Street, VV Puram and curate tailor-made experiences.

Compensate with benefits

Our F&B offerings have been branded with a local flair. The Hebbal Café is our contemporary coffee shop, which serves a great mix of both indigenous and global cuisine to tantalise the traveller's taste buds.

Locally inspired dishes like the *Lumbini Dal* or the The Hebbal Café Salad are dishes which have been praised by our guests for its fresh and robust flavours along with other gourmet delicacies. B'lore 45 is a venue that serves trendy cocktails in which some of them have locally found ingredients like the espresso martini is made with local coffee extract and refreshing kokum liquors in other beverages. Our upcoming roof top venue Nazaara will be brewing its own beers to keep up with the booming pub culture.

NITIN HUDDA

Restaurant Operations Manager
Bengaluru Marriott Hotel Whitefield

Strategies to ease lean

At Bengaluru Marriott Hotel Whitefield, we attract guests with Karnataka cuisine, an everlasting charm. With our Sous Chef Thirummal Mohan on board, we curate and introduce different delicacies at MCafe - All day dining restaurant, Bengaluru Marriott Hotel Whitefield.

Compensate with benefits

We uplift our guests experience

by inviting them for special cooking classes by our chefs, where they learn the use of local ingredients and spices. We also present our guests with an exciting set of spice box as a gesture.

Market differently

Karnataka is the most unique state in terms of heritage. The state is known highly for its delicious cuisine which is highlighted as the oldest surviving one, preserving

history, even today. Moreover, it is also known for its wide varieties of vegetarian and non-vegetarian delicacies, ranging from basics to exotic, hence, being a source of inspiration for those around - giving rise to new cuisines. Bengaluru Marriott Hotel Whitefield ensures a divine cultural experience is served to guests by blending the creations and lifestyles with a tinge of Karnataka in them.

**VIKRAM SINGH CHAUHAN**

Front Office Manager
The Westin Hyderabad Mindspace

Strategies to ease lean

The Westin Hyderabad Mindspace offers guests a unique cultural and local experience that includes an adventurous itinerary, which takes them through the streets of Hyderabad. As we are located close

to a few heritage sights such as Golkonda, Charminar and Hussain Sagar, we organise special guided tours for our guests to enjoy and create fond memories. Since we want our guests to have a holistic and exceptional experience, we also arrange for

translators to accompany our guests based on their origin.

Market differently

Keeping in mind the food safety factor, especially for our international guests, we suggest restaurants from our sister properties like Bidri at Marriott Hyderabad, which serves exceptional Hyderabadi food. Standalone local restaurants like Paradise and other eateries are also suggested by the driver/guide taking them around the city. We also organise a dinner for guests who desire a visit to the Falaknuma Palace, which can be organised by way of being charged.

Compensate with benefits

The Westin Hyderabad Mindspace every year, celebrates the week of Telangana Formation Day. Last year, we organised a special dinner at our all-day dining restaurant, Seasonal Tastes. Along with the delectable cuisine, for this weeklong festival, we had our chefs and associates serve our guests dressed in the local attire.



WHAT'S TRENDING DOWN SOUTH?

SIHRA members explained the transition of the hospitality industry in the last few months and their future expectations from the region in terms of hospitality and tourism. Here are some excerpts...



S K HARIARUMUGAM

Managing Director
Poppys Hotel
Executive Member SIHRA

EXPECTATIONS FROM THIS QUARTER

The ministries, both at the state and national level, have introduced some encouraging schemes that have translated into higher growth of tourists both domestic and international.

Tamil Nadu has registered the highest number of tourists and we are beneficiaries of this movement.

HICCUPS IN THE LAST QUARTER

The last year was challenging but we did see some recovery.

EXPECTATIONS FROM THE NEXT QUARTER

The tourism and hospitality industry globally shows no signs of slowing down.

HOSPITALITY TRENDS

Travellers preferences and

digital disruption have given rise to a new hospitality landscape in constant evolution. Some of the expectations in the future as far as hospitality trends is concerned are:

(i) Transformational travel

The natural evolution of experiential travel adds meaning to the equation. Transformational travellers want to do more than experience a destination - they aim to experience a different part of themselves.

(ii) Hotels as hubs

By creating social spaces for guests, hotels are becoming destinations.

(iii) Foodie experiences

From farm-to-table dining to behind-the-scenes tours of local cuisine, interest in food experiences continues to grow.

ALLURING NEXT SEASON

We will continue to focus on our core vertical of temple/pilgrimage tourism. Special attention is being given to create awareness of these destinations with emphasis on the not so well-known areas of interest. We will also design special packages to include all our properties within this zone. We have taken up renovation and restoration of our older properties in a phased manner. Over the coming years, the company plans to strengthen efforts to develop and segment its brands and expand our geographic footprint in both established destinations.

TOURISM REPORT

For the third consecutive year, Tamil Nadu has topped the list of states with the most tourist arrivals both domestic and international. That says it all.

“Transformational travellers want to do more than experience a destination”

ANIL CHADHA

Vice President, South ITC Hotels & General Manager,
ITC Grand Chola

LAST QUARTER REPORT

The last quarter saw signs of rebound with demand for rooms and surge in the growth of ADRs for all ITC Hotels in South.

MICE OPPORTUNITIES

The rapid expansion of room inventory has been unprecedented, showing that the limelight is now on the South of India as one of the leaders in luxury experiences in the country. Following closely and contributing to a large share of development is the IT/ITES sector which has resulted in a significant influx of international and domestic travellers. As a result, we are shortly opening a Hotel in Hyderabad - ITC Kohenur. Chennai, fast becoming an important travel destination is welcoming this phase with open arms. With a rich history of textiles and jewelry, the city is also a hotspot for wedding tourism which leads to its economic growth.

MICE is also an important segment that has led to an increase in the city's inventory. Besides this, Chennai has seen a boom in healthcare sector and a steady increase in Medical Tour-

ism. The ITC Grand Chola offering comprehensive facilities, has altered the tourism landscape in Chennai given its 600-key capacity, huge banqueting and convention space with 30,000 sq. ft. of pillar-less ballroom - amongst the largest in the country, 10 vibrant and iconic food and beverage outlets and a 23,000 sq. ft. internationally acclaimed spa brand: Kaya Kalp.

EXPECTATIONS FROM NEXT QUARTER

We should be able to better our performance both in terms of ADRs and occupancies over the last year.

FORESEEING TRENDS

We are seeing a lot of mid-market corporate and business travellers seeking hotel stays. To cater to this segment of travellers, ITC Hotels in the South has further expanded its bouquet of premium hotels with the opening of the WelcomHotel Coimbatore in the heart of the legendary textile city. We also have one in Guntur coming up shortly.

Staycation is the new rage. Living in a metropolis can be

stressful and staycation packages at hotels are a great way to escape the chaos in your own city. Uber-busy urban professionals find it convenient to spend their weekends at hotels - holidaying within the city yet away from one's home.

ALLURING NEXT SEASON

With 'Responsible Luxury' as its guiding premise, ITC's luxury hotels combine grandeur with intimacy to operate according to the highest principles of environmental stewardship.

Each ITC luxury hotel is certified with a LEED Platinum rating for its endeavours towards green building, using processes that are environmentally responsible and resource-efficient.

When it comes to food, we ensure that guests are served the most exotic fare that is traditional yet enhanced with a touch of modernity. We ensure that every guest leaves with a memorable experience.

TOURISM REPORT

With the south attracting more investments from various sectors, tourism fared well.



“MICE is also an important segment that has led to an increase in Chennai's inventory”

JOSE PRADEEP

Managing Director
Hotel Yuvarani Residency

CHALLENGES FACED

The challenge we faced during last quarter was the newly introduced Goods and Service Tax (GST) system. Vagueness of the GST rules created inconvenience with our accounting system. Software was not properly set to compete with the new tax regime. Supreme Court's BAR ban on highways affected badly for a short period.

EXPECTATIONS FOR THE NEXT QUARTER

Next quarter will be a dull season for hoteliers. But we are expecting some vacation bookings and corporate bookings.

FORESEEING TRENDS

Technology supported sales and marketing strategy will be the focus. Database collection using new gadgets and apps will be

consumed and the same will be used for online marketing.

ALLURING NEXT SEASON

The main challenge is to upgrade the facilities and amenities to compete with new generation of hotels. We are almost ready to face that challenge by renovated rooms with new flooring and fittings, incorporated by us.





K MOHANCHANDRAN

**Director - Operations, Taj GVK Hotels & Resorts and
General Manager - Taj Krishna**

EXPECTATIONS FROM Q1

The quarter one has just begun. We are pleased that it is looking positive and showing a suited growth on PY Q1. There is a growth in both corporate and MICE segments which speaks in the figures as well.

RECOVERING WELL

We did well – all our hotels have shown occupancy growth and some recovery in the rates as well.

EXPECTATIONS FROM THE NEXT QUARTER

We are optimistic and expect the rates to slowly move up especially as not much of new supply is expected on-stream.

FORESEEING TRENDS

Increased spends on social events and weddings is going to be a big trend. In fact, domestic travellers are the majority generators of demand in Hyderabad. On the food front there is a

thrust on natural/organic/locally grown or sourced ingredients.

ALLURING NEXT SEASON

Our flagship Taj Krishna is currently undergoing a phases programme of renovation – two guest floors and our Indian restaurant are currently closed.

TOURISM REPORT

Again, all indicators are positive, and we expect the trend to continue.



RUPAM DUTTA

**General Manager
Feathers- A Radha Hotel, Chennai**

EXPECTATIONS FROM THIS QUARTER

Though it is too early to comment on the Q1, but I would share what I personally look forward to. April has gifted a very successful Defence Expo, which played a significant role in the performance for that month. We at Feathers had a good start to this financial year and hopefully we will have a decent achievement.

On the contrary, May looks very challenging now and Chennai is known for its high temperature during May, the business travel is expected to be slow and there is no major conference / expo scheduled during this month. With June, the city should be back to moderate business. Overall, we expect to meet our desired numbers for the Q1.

A SLOW START

Though we could meet our targets for the last quarter, but it did not give us the feel, that we have justified the potential. January had a good finisher week after a usual slow start, and Feathers being located at

the IT corridor and gateway to the industrial area of Sriperumbudur, saw majority guests as international travellers. We touched high occupancy post January 7–10, 2018.

We did our highest gross for February, but I personally expected a much better movement, these are the month, we want to go with a surplus number to cover up any short fall for the year. March being the last month of the year, wasn't great. Talking about Chennai, it will always be challenging.

EXPECTATIONS FROM THE NEXT QUARTER

The Q2 projection is much decent with many MICE events lined up in the city. The occupying trend in terms of rooms as well as events is indicating a pursuit of profit.

FORESEEING TRENDS

Sense of urgency for a seamless technology, emphasis on health and well-being and catering to millennial is in the air in terms of trends in the hospitality for the southern India.

ALLURING NEXT SEASON

Feathers stepping in to the second year has gained familiarity among the corporate, a large section of social and wedding market has recognised the hotel and being at the top rank in TripAdvisor for ten months in a row has given us the right kind of advantage with the traveller. We are now part of multiple MNC'S approved hotel list through the RFP programme. Now we are all geared up to fetch room nights from this popularity of ours. We have etched ourselves within the top five hotels in the city, thus making us the most sorted MICE hotel.

TOURISM REPORT

Birth of Tamil Nadu Tourism Mart, supported by SIHRA has been one of the most significant move by the tourism fraternity. It is gaining an excellent momentum. A wonderful planning is in place and everyone with TTM is working with passion and energy to take the state tourism forward, this will certainly bring back the glory.

“Overall, we expect to meet our desired numbers for the Q1”



DISNEY MEANS QUALITY FOR HOSPITALITY

M.S. Valsan, Chairman, Disney Institutes, Kanyakumari, Tamil Nadu, throws light on the evolving hospitality industry and the requirement of a holistic and quality focus on hospitality education as well.

Hospitality education required

With the trend of hospitality management being a popular segment for aspiring professionals, suitable candidates can easily avail admission in Central Institutes of Hotel Management, State Government Institutes of Hotel Management, Private Institutes of Hotel Management affiliated with various universities or authorised board located in different parts of the country.

Internship-model schools, is also becoming popular. Like a laboratory for students on campus, the institute offers state-of-the-art equipment and a real-life hotel to practice their skills.

There are several specialisation courses to be done as hospitality has diverse function areas. For instance, at the School of International Hotel & Tourism Management, Chefs may aspire to become professional

chocolatiers, specialise in a cuisine or master culinary areas such as patisserie. Specialising will help elevate knowledge and skills in the area of interest, to a whole new level of excellence and expertise.

Bridging the quantity and quality gap

Hotel management and tourism education in India plays an important role of supporting tourism development and ensuring the continuous supply of quality human resources to meet the overwhelming industry requirements.

This presents a comprehensive review of current hotel and tourism education in India in terms of the various educational programmes. The big gap exists between supply and demand for quality personnel.

Role of institutes

Innovative teaching methods

will ensure to bring the best hotel personnel in the Indian hospitality industry, revenue management and technology.

Challenges

The correlation between employment and education is a broadly debated area which has been explored from the angle of tourism educators.

Consequently, it is important to bring together the work between educators, employers, the demands of the society and the students' needs in order to create a curriculum that would suit best to the authentic needs of all the stakeholders. Many private and government institutions, universities have come up in the recent years concentrating on hospitality programmes. But, very few universities came forward to initiate the programmes, therefore creating an uncertainty.



Envisioning next five years

Education needs will drive technology use and will elevate new trends for the segment. The sector will see a shift towards more relevant competency-based programmes for students. This will be fruitful for aspirants. The education-employment gap will force higher educators to think creatively about how to offer training to the students. Engaging and respecting students and families as wellness partners will become a new focus.

Alight & unwind

Hotels near an airport have their own set of advantages and disadvantages for the suited traveller. We try to decode what it takes to be an 'Airport' hotel and what is required to keep it relevant in spite of stiff competition.



RAVI KHUBCHANDANI
General Manager
Novotel Hyderabad Airport Hotel

PROXIMITY IMPOSES RESTRICTIONS

Being an airport hotel comes with its unique operational challenges because of the distance from the city; the distance makes procurement and talent retention a challenge.



MEMORABLE STAY FOR TRAVELLERS

The biggest advantage of being an airport hotel is proximity to the airport. Travellers are usually tired after flights and are reluctant to spend more time travelling into the city.

SOMETHING FOR EVERYONE

Being an airport hotel that is equipped with a large inventory, multifunctional and large meeting spaces, sports and recreational facilities, the hotel has something for everyone.

LARGE INVENTORY FOR MICE

The hotel's proximity to the airport clubbed with complimentary transportation facilities between the hotel and airport make it one of the preferred destinations for MICE events.



IAN DUBIER
General Manager
Taj Bangalore

LOCATION, NOT A CHALLENGE

Our hotel, being in the vicinity of the airport, is an opportunity for us. Thus, there is no major challenge with regards to the location.

PROXIMITY BRINGS MORE MEETINGS

As we are in close proximity to the airport, a lot of meetings are conducted at our venue, as it saves time and people don't have to face gruelling traffic.

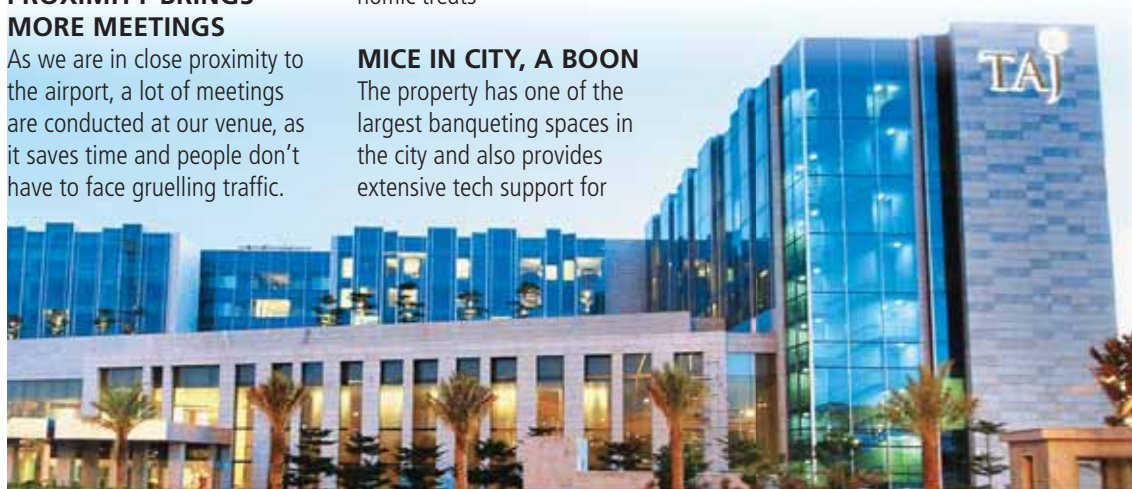
A PERFECT AMALGAMATION

The hotel is designed to exhibit the perfect amalgamation of work and pleasure with our spacious rooms, expansive conference and events space, and round-the-clock gastro-nomic treats

MICE IN CITY, A BOON

The property has one of the largest banqueting spaces in the city and also provides extensive tech support for

meetings and conferences. A major portion of our business also comes from corporate tie-ups with airlines. With proliferation from business travellers in the city, MICE traffic has definitely increased the business.



TANDOORS THAT SPEAK WELLNESS

Kanhaiya Lal Tandoors has brought a new revolution of efficient tandoors that help in retaining the quality of food items. We try to decode how the eco-friendly tandoors seek wellness in the hospitality business.



FAKIR CHAND
Director

MAINTAINING EFFICACY

Kanhaiya Lal Tandoor has been in the business of manufacturing, marketing, customisation, and export various types of tandoors for an impressive 30 years. The brand is a well-established name that has enabled customers focused efficiency and high quality food items. To elevate the production of the business has been the sole agenda of the company.

EVOLUTION OF ECO-FRIENDLY TANDOOR

The demands of hoteliers are in disguise as it changes season to season. Over the last few years, our kitchen equipment have been introduced through mediums like expo and hotel fairs. In platforms like AAHAR (New Delhi), Gulf Food Expo (Dubai) hoteliers get to know different types of kitchen equipments. For example :- Earlier, people used traditional coal tandoor (bhatti), but now, people

demand eco-friendly tandoors which made us introduce the LPG Gas Fired Tandoors, or an electric tandoor; these encourage adoption of a healthy and pollution free cooking.

MARKET IT RIGHT

To be a part of the stiff competition has motivated us to become unique. We market our products through mediums like AAHAR and many other platforms. As a company which wishes to innovate, we tend to introduce something new frequently, for example :- We recently introduced electric tandoor, Mosaic tile tandoor and pizza oven with both the options gas and wood fired. We try to improve our efficiency and make budget products with optimal quality that reaches the consumer in the most suited way.

CHALLENGES

- Changes in technology
- Changes in demands
- Market fluctuation
- Fight against newly introduced products by our competitors
- To maintain the market value from last 35 years

NEW IN OFFING

Recently at AAHAR 2018, we introduced electric tandoor and different types of wood/gas fired pizza oven like: Matt black pizza

oven, copper pizza oven, Table Top pizza oven. We have also discovered new kitchen utensils of copper and stainless steel wares, Lava stones and equipments like three range burners, Chinese range burners, into the brand.

INNOVATION TO STAY

To retain the top position in the market it is necessary to innovate and ideate something new. For that, we make analyses in the market where we observe our customers' needs and requirements. Also, we



AVINDER KUMAR
Director

keep ourselves abreast with the latest technology.



Products

CMC carves out terrazzo mosaic

Classic Marble Company has introduced its latest Terrazzo products – Forum, Trevi and Elba from its Kalinga Stone marble collection. Part of the mosaic design range, the new Terrazzo products are unique in themselves. While Forum is a lighter marble shade with distinguishing dark chips, Trevi and Elba are both dark marble but with light colour chips embedded in them. Trevi and Elba are different in a way that the chips in Elba are finer and colourful while Trevi is a perfect blend of black and white.



Snack it up with pumpkin seeds

Cornitos healthy snack is offering Roasted Salted Pumpkin Seeds. Pumpkin seeds are rich in antioxidants, iron, zinc, magnesium etc. Nutrients in pumpkin seeds may help keep your heart healthy by reducing blood pressure and increasing good cholesterol and can be easily incorporated into the diet as a snack.



Take a chiller with Elanpro

Elanpro recently added SC 66 - Counter Top Chiller, to its product portfolio. With a small footprint and portable, lightweight design, Elanpro Counter Top Chiller is a cost-effective solution designed to meet the impressive display needs. Elanpro Counter Top Chiller is available in 66 ltrs. with top sliding glass door. The user-friendly product is compact in size and can be cleaned easily for maintaining high standards of hygiene. It features microprocessor-based control for precise temperature and heated along with Low Admissibility glass for zero condensation and perfect display. The chiller has moulded plastic door frame, special quality glasses for clear display, high performing cooling system and beautiful aesthetics along with precise temperature controls.



Vitra in line with X- Line

Vitra has introduced exclusive range of X- Line Faucet Series. X-Line promises to offers superior performance and quality for your family at an affordable price. Comprised of built-in washbasin and bath models and kitchen sink faucets, X-Line series defies the years with its solid build, durability and soft contoured design. X-Line series is economic to use and is environmentally-friendly.

A 'date' with APIS India

APIS India has now added three new variants of dates to its portfolio. The new varieties include Apis Arabian Pearls, Royal Zahidi Apis and Apis Jannat Dates and these will be available in prominent retail outlets like D Mart, Spencers, ABRL and online grocery stores like Grofers, flipkart, Amazon, etc. With the introduction of these new variants of dates, the brand is strengthening its presence in the FMCG category.



News on the Move

Anytime, Anywhere

Grow your business the smart way with...

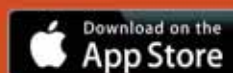


TRAVELTV.NEWS reaches you as India's first and one-of-a-kind two minute news capsule. Visually appealing, completely travel news driven, this webcast showcases significant developments and newsworthy events across the travel-tourism sector.

TravelTV.NEWS provides exclusive daily updates, latest trends and event coverage assisting you in making informed business decisions & is an ideal medium to highlight your brand.

- 📱 News on the go
- 📱 India's first daily online B2B travel news capsule
- 📱 Reaching 600,000+ professionals via email and 200,000+ professionals via whatsapp everyday
- 📱 View us on www.traveltv.news

DOWNLOAD NOW



Reach us at:

Devika +91 9818767141, devika@ddppl.com

Pritkaran Narang +91 9650399933, prtkaran.narang@ddppl.com

APPOINTMENTS



Novotel Hyderabad Convention Centre and HICC has announced the appointment of Bandish Mehta as the new General Manager. He brings with him over 25 years of experience in the hospitality industry. In his new leadership position, Mehta will be responsible for spearheading operations at this dual property. His strong team building skills, expert approach towards business development,

knowledge of international standard service procedures will provide strategic and tactical depth to the hotel.

Bandish Mehta

General Manager

Novotel Hyderabad Convention Centre & HICC



Holiday Inn Cochin has appointed Deepak Kumar as the General Manager. A hotel management graduate, Kumar brings with him over 17 years of hospitality experience. Kumar came on-board the hospitality band wagon in 2001 and thus began his journey to become an influential leader in a higher management role. Having worked with Taj hotels, Starwood hotels and IHG, he has excelled in

all the roles and will support the hotel operations and meet all key stakeholder's expectation.

Deepak Kumar

General Manager

Holiday Inn Cochin

Exotic Heritage Group has appointed Manish Bhatnagar as Associate Director of Sales. Bhatnagar's experience of 15 years in the hospitality industry will help the hotel group to expand its business activities. His previous assignments include Senior Sales Manager, MICE (South Asia) at Louvre Hotels Group-Golden Tulip Group of Hotels. He was also the Sales Manager at Holiday Inn Manali-IHG, Manager - Sales & Marketing at Hotel Jaisal Vilas Jaisalmer and Assistant Manager – Sales at Hotel Jaipur Palace, Jaipur. He has pursued MBA with specialisation in Sales and Marketing from Indian Institute of Management Sciences, Jaipur.



Manish Bhatnagar

Associate Director of Sales

Exotic Heritage Group

Holiday Inn Express & Suites Bengaluru Racecourse has appointed Amritpal Singh as the Revenue Manager. Having worked with renowned brands like The Lalit Ashok, Hyatt and Ginger Hotel, Singh comes with an extensive experience of over 10 years in the industry. He will be actively involved in short and long-term planning and preparation of the marketing strategies, hotel policies, procedures, relevant legislations and the annual budget. Prior to joining Holiday Inn Express & Suites Bengaluru Racecourse, he worked as the Revenue Manager at The Lalit Ashok Bengaluru.



Amritpal Singh

Revenue Manager

Holiday Inn Express & Suites Bengaluru Racecourse





Appointments



Faiz Alam Ansari has been appointed as the Complex General Manager at Sheraton Grand Bengaluru Whitefield Hotel & Convention Center and Aloft Bengaluru Cessna Business Park. Ansari was the pre-opening General Manager of both Sheraton Grand Bengaluru and Aloft Bengaluru. As the Complex General Manager, he will provide leadership and strategic planning to all departments, which is in support of Marriott International's service culture. Ansari will also be responsible for overseeing the hotel operations and ensuring complete guest satisfaction.

Faiz Alam Ansari

Complex General Manager
Sheraton Grand Bengaluru Whitefield Hotel & Convention Center
and Aloft Bengaluru Cessna Business Park



Crowne Plaza Chennai Adyar Park has recently appointed Nalin Mandiratta as the General Manager, Crowne Plaza Chennai Adyar Park. He will also be taking over the role of Area General Manager, South India. He truly believes in participative and open form of leadership, with emphasis on providing work environment conducive to team building and continuous development of co-workers, empowering people with knowledge and responsibilities, recognising and developing the deserving team members, adhering to ethical business practices, building strong customer relations and keeping pace with industry trends.

Nalin Mandiratta

Area General Manager, South India
General Manager, Crowne Plaza Chennai Adyar Park

Courtyard by Marriott Kochi Airport Hotel has announced the appointment of Shahnaaz Anjuman as Assistant Food and Beverage Manager. In her new role, Anjuman will provide strategic leadership and execution for the hotel's food and beverage concepts. She has nearly eight years of experience to guide creativity, innovation and guest satisfaction. She joined as food and beverage associate at The Westin Hyderabad, Mindspace. After gaining experience in food and beverage department, she was selected for Management Trainee programme by Sheraton Bangalore at Brigade Gateway.



Shahnaaz Anjuman

Assistant Food & Beverage Manager
Courtyard by Marriott Kochi Airport Hotel

Bengaluru Marriott Hotel Whitefield has announced the appointment of Chef Sudip Misra as the hotel's new Executive Chef. Having spent nearly two decades in the hospitality industry. In this new role, he will innovatively lead the culinary operations and oversee the property's F&B outlets. The culinary team is sure to broaden and strengthen their skills with his immense knowledge and his impeccable guidance. Prior to joining Bengaluru Marriott Hotel Whitefield, he worked as the Executive Sous Chef at the JW Marriott Kolkata, where he monitored the overall kitchen operations to ensure exceptional guest satisfaction.



Sudip Misra

Executive Chef
Bengaluru Marriott Hotel Whitefield



BERZIN MASTER

General Manager **Balaji Sarovar Premiere Solapur**

"I enjoy most exploring in natural surroundings. India has a lot to offer. Kerala and Himachal offer mesmerising natural beauty filled with tranquility. I have some fond memories of Venice and sailing in Norway. Apart from spectacular scenery, travel helps me to enjoy new culture, local cuisine and the entire experience is worth living in that moment. Travel is the only thing you buy that makes you richer."

“

Apart from spectacular scenery, travel helps me to enjoy new culture, local cuisine

”

ANAND NAIR

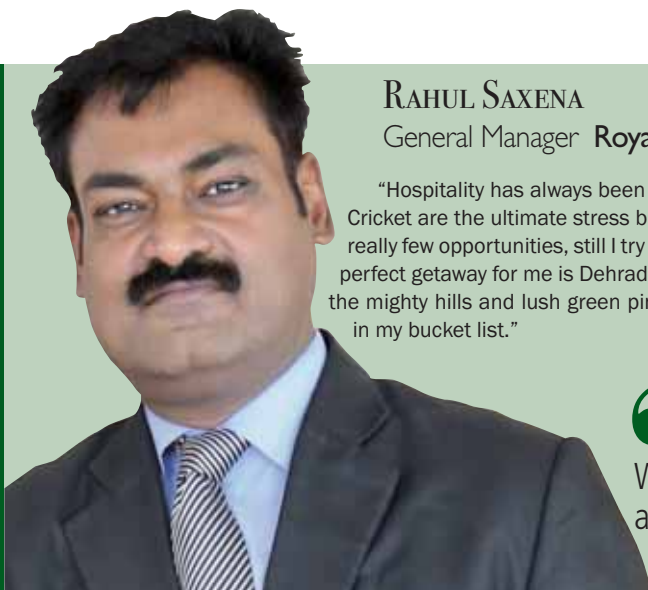
General Manager **Vasundhara Sarovar Premiere, Kerala - Vayalar**

"I personally believe that one needs to have a fine balance between work and personal time off to help maintain a healthy lifestyle and continue to be productive at work. I love travelling and ensure that there is at least one road trip in India and an international vacation with the family every year. As a hotelier, these experiences also offer me wonderful opportunities to learn."

“

One needs to have a fine balance between work and personal time off

”



RAHUL SAXENA

General Manager **Royal Sarovar Portico Siliguri**

"Hospitality has always been my passion and choice. When not at work, singing and playing Cricket are the ultimate stress busters for me. Though it's quite tough and we as hoteliers have really few opportunities, still I try to take out quality time to spend with my wife and two sons. The perfect getaway for me is Dehradun and Mussoorie, which again is my native place adorned by the mighty hills and lush green pines. Taking unknown terrains and trying new cuisines are also in my bucket list."

“

When not at work, singing and playing Cricket are the ultimate stress busters for me

”



DISNEY INSTITUTES

ISO 9001-2015 CERTIFIED INSTITUTION

Affiliated to BSS (NDA) Established in 1952 by Planning Commission, Govt of India.

Aff No.: TN/879/1373/271/06

Approved By National Council For Vocational & Research Training,
Govt. Of India, New Delhi, Reg.no. NCVRT/TN/2140/2141/VTC



ENTER AS A STUDENT...

LEAVE AS AN EMPLOYEE...

Fire and Safety Courses



Duration (1 yr and 2 yrs)

- Diploma in Fire and Safety Engineering
- Diploma in Fire and Industrial Safety Management
- Diploma in Fire and Safety Management
- Diploma in Construction Safety Management

Medical Laboratory Technician



Duration (2 yrs)

- Diploma in Medical Laboratory Technician

Fashion Technology Courses



Duration (1 yr and 2 yrs)

- Diploma in Fashion Technology
- Diploma in Dress Designing
- Advance Diploma in Fashion Designing
- Diploma in Fashion and Clothing Technology
- Diploma in Costume and Fashion Designing

Hotel Management & Tourism Courses



Duration (1 yr and 2 yrs)

- Diploma in Hotel Management and Catering Technology
- Diploma in Hotel Management and Tourism
- Diploma in Hotel Management and Catering Science
- Diploma in Catering Technology
- Diploma in Hotel Operational Management
- Diploma in Food and Beverage Service Management
- Diploma in Front Office Management
- Diploma in Food Production
- Diploma in Ship Catering Management

Air Hostess Management



Duration (1 yr and 2 yrs)

- Diploma in Air Hostess and Hospitality Management
- Diploma in Cabin Crew Management
- Diploma in Airline and Travel Management
- Diploma in Tourism Management

BRANCHES

- HO :Vettuvenni, Marthandam, K.K.Dist.Tamil Nadu – 629165 MOB: 9994817207, 8903835011
- Near AnthoniyarKurishadi, Chapath Road, Vettuvenni, Marthandam, K.K.Dist.,Pin: 629165 Ph: 04651-272055, 8903869011
- Opp. CSI Church, Arasumoodu, Kulasekharam, K.K.Dist. Pin: 629161 Ph: 04651-278055, 8903827011.
- High School Road, Kannumamoodu, K.K.Dist Pin: 04651 236054

For Job Training and Placement contact: 9790408009, 9994817207, job.disneyedu@gmail.com

POSIFLEX

For Enquiry

+91 953 543 2110

Innovative All-In-One POS



Trusted by Top 5 Global F&B Retail Chain



Optional
Dual Display



XT-4015

- ▶ Bezel-free design for easy & fast touch operations
- ▶ Projective capacitive touch for rugged reliable operation even on the sea shore
- ▶ Powerful Intel processor up to Core i7 3.9GHz (optional)
- ▶ New 7th generation foldable base that allows XT Series to be configured into different configurations
- ▶ Mini-PCle expansion slot (optional wifi)
- ▶ Dual LAN ports
- ▶ VESA mounting for flexible deployment
- ▶ Suitable for Fine Dine Restaurants, QSR / Fast Food Chain

POSIFLEX Technology (India) Pvt. Ltd.

985, 1st A Main, 4th Cross, New Thippasandra, Bangalore 560 075

+91 80 4078 2700/16, +91 953 543 2110 sales.ht@posiflexindia.com www.posiflexindia.com