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By DDP Publications

Annual Convention 2024 Visakhapatnam

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K Syama Raju
President
SIHRA

Dear esteemed members and hospitality professionals,

I am delighted to extend my warmest greetings to each one of you as we embark on an exciting journey with the introduction of the South India Hotels and Restaurants Association (SIHRA) Magazine. This bimonthly publication marks a significant milestone in our commitment to fostering unity, talent exhibition, and continuous learning within the vibrant hospitality community in South India.

Our industry is not just about providing excellent service; it is about creating unforgettable experiences and constantly evolving to meet the changing demands of our discerning guests. The SIHRA Magazine is envisioned as a dynamic platform that unites us, facilitates knowledge exchange, and empowers each member to showcase their talents to a broader audience.



SIHRA Magazine will be a valuable resource, offering insights into the latest industry trends, technological advancements, and innovative practices that can elevate the standards of our establishments



SIHRA Magazine will serve as a binding force, bringing together professionals from diverse backgrounds and showcasing the rich tapestry of our South Indian hospitality community. Together, we can celebrate our achievements, share our challenges, and strengthen our collective spirit.

We believe that every member of SIHRA possesses unique skills and talents that deserve recognition. The magazine will feature

exclusive interviews, success stories, and highlights from within our community, providing a stage for each professional to shine.

SIHRA Magazine will be a valuable resource, offering insights into the latest industry trends, technological advancements, and innovative practices that can elevate the standards of our establishments.

We understand the importance of staying informed about job opportunities within the industry. The magazine will regularly feature job listings, creating a bridge between employers and talented professionals looking to explore new opportunities.

Our partnerships with vendors are vital to the success of our establishments. SIHRA Magazine will provide a dedicated space for vendors to showcase their products and services, fostering collaboration and ensuring that our members have access to the best resources in the market.

Considering all the above facts, we have engaged DDP Publications, which is one of the best travel publication companies in India, to curate and print SIHRA Magazine. I encourage each one of you to actively participate in this initiative by contributing your articles, insights, and success stories. Let us make SIHRA Magazine a true reflection of the dynamism and excellence that define our South Indian hospitality community.

Together, let's build a stronger, more connected and thriving South India hospitality industry.

Best regards,
K Syama Raju
President
SIHRA

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India Hotels and Restaurants Association 72nd ANNUAL GENERAL MEETING

16th September, 2023

Venue: Feather Hotel, Chennai



CHAMPIONING EXCELLENCE ONE STEP AT A TIME

SIHRA is actively promoting the hospitality sector through advocacy, skill development & participation in major tourism events in the region and beyond.

By DDP Bureau

SIHRA's recent activities and initiatives underscore its commitment to industry advocacy, skill development, and collaborative efforts to promote and strengthen the hospitality sector in Southern India. Here are the key highlights of the association's recent endeavours:

72ND AGM OF SIHRA

The 72nd AGM of SIHRA was held on 16 September 2023 with the members of the association present in person. There were more than 100 members from Chennai and also from other states. Members were provided with the facility of remote e-voting as well



committee re-elected **K Syama Raju**, MD, Hotel Maurya, Bengaluru and Chairman, Hotel Maruthi, Bengaluru, as President. Under his leadership, the association has provided maximum support to the hotel industry, especially during the most trying times of the COVID. K Syama Raju played a key role in getting 'industry status' to classified hotels in Karnataka. The Executive Committee also elected **K Nagaraju**, **Suresh M Pillai**, **D Srinivasan** and **M Balakrishna Reddy** as Vice Presidents, **K Murali Rao** as Hony. Treasurer and **T Natarajan** as Hony. Secretary of the association for a period of one year.

PRESTIGIOUS ACCOLADE FOR S SUNDAR

In a testament to his industry expertise and dedication, **S Sundar**, Director, Operations, SIHRA has been nominated as one of the jury members of the awards committee for the second edition of the Tamil Nadu State Tourism Awards. This initiative, spearheaded by the Department of Tourism, Government of Tamil Nadu, aims

SIHRA has been approved as a training partner in Green Channel by the Tamil Nadu Skill Development Corporation

to recognise and celebrate outstanding achievements, exemplary leadership and innovative contributions within the state's thriving tourism industry.

WORLD TOURISM DAY CELEBRATIONS

SIHRA, in association with the Ministry of Tourism,

Police Commissioner, Coimbatore **S Senthil Valavan**, Airport Director, Coimbatore and **B L Shivakumar**, Principal and Secretary, Sri Ramakrishna College of Arts and Science, Coimbatore. S Sundar, Director, Operations, SIHRA represented the association and actively participated in the celebrations.

SIHRA's new members list (1 Oct-31 Dec 2023)

Padivals Grand	Mangalore
Hotel Arcadia Regency.....	Alappuzha
District-9.....	Palakkad
Radisson Resort Pondicherry Bay	Puducherry
Great Trails Wayanad	Wayanad
The Leela Bhartiya City	Bangalore
The Reef.....	Chennai
Radioroom	Chennai
Broken Bridge Cafe	Chennai

Government of India, Southern Regional Office, Tamil Nadu, SKAL Club, Coimbatore, and Sri Ramakrishna Arts and Science College, participated in the World Tourism Day celebrations in Coimbatore. The day-long celebrations were inaugurated by the **Kranthi Kumar Pati**, District Collector, Coimbatore. Other dignitaries who participated in the celebrations, included **V Balakrishnan**,

TOURISM PROMOTION

S Sundar, Director, Operations, SIHRA met and greeted **Kakkarla Usha**, Principal Secretary/Commissioner, Tourism, Govt of Tamil Nadu. Usha expressed a keen interest in obtaining industry insights and expressed enthusiasm about collaborating with stakeholders to promote tourism in Tamil Nadu.

MEETING WITH AP HOTELIERS

K Syama Raju, President, SIHRA, and **M Balakrishna Reddy**, Vice President, SIHRA, conducted an interactive session with hoteliers from Andhra Pradesh. **R V Swamy**, President, Andhra Pradesh Hotels Association and **S Venkat Reddy**, President, Telangana Hotels Association also participated in the discussion. ❖



as voting by ballot at the General Meeting. All the resolutions were passed with overwhelming majority.

K SYAMA RAJU RE-ELECTED AS PRESIDENT

At the Executive Committee Meeting held after the AGM, the



SETTING THE STAGE IN VIZAG



SIHRA gears up for its annual convention from 19–21 January 2024 at Vishakhapatnam, Andhra Pradesh, with the theme 'India Growth Story'.

By DDP Bureau

The SIHRA annual convention is a three-day event that aims to offer a platform to hospitality leaders, experts, and stakeholders to network, collaborate, and get acquainted with the changing landscape of the hospitality sector in South India. Moreover, the convention is going to offer an enticing experience to the delegates by arranging a tour of the culturally riveting Vizag. It will also serve as the promotion of the vibrant city as a picturesque location for investments and tourism, as it is renowned for an array of prestigious hotels equipped with state-of-the-art facilities, suited for large-scale events.

In the words of **K Syama Raju**, President, SIHRA, "The SIHRA convention is not merely a



gathering; it is a convergence of visionary minds, industry stalwarts, and dedicated professionals who collectively steer the course of our region's hospitality landscape."

"Throughout these two days, we will navigate through subjects such as emerging markets in non-metros, sustainable hotel development, digital and social media marketing strategies, talent dynamics in the industry, and much more. Our expert panels, comprising industry leaders, hotel owners, managers, and consultants, will provide diverse perspectives on the challenges and opportunities that define our vibrant sector," stated **M Balakrishna Reddy**, Chairman, Convention Organising Committee, SIHRA.

The panel discussions at the convention will open room to manoeuvre the hospitality market of South India in terms of challenges and workforce retention, which could further contribute to the comprehensive growth of India's tourism sector.

WHAT TO EXPECT

The inauguration ceremony will be held on 19 January, 2024. On the subsequent days industry leaders will share ideas on subjects ranging from hospitality trends, customer-centric and eco-friendly strategies, and technological advancements to

sustainable practices and operational excellence.

The event has been strategically designed to exhibit culinary products and technologies for hotels and restaurants, which will concurrently run with the business sessions discussing advancements and challenges of South Indian hospitality sector.

One of the highlights of the convention will be the keynote address by IPS **Rahul Alwal** illuminating delegates regarding cyber security in hospitality.

CONVENTION CITY

One of the enchanting features of the convention is the city and venue of the convention. Vishakhapatnam, also referred as Vizag, has emerged as an enticing destination for meetings and conventions. The city offers many picturesque destinations for any large-scale event with its alluring beaches and world-class hotels. The expansive beaches, notably Ramakrishna Beach, Rishikonda Beach, Bheemunipatnam Beach offer exotic backdrops for outdoor seminars and events. Its rich cultural tapestry and historical landmarks provide an indelible experience for business leaders and customers visiting the city. It has an enriching cultural heritage with aromatic authentic culinary, which articulates the city's history.

Moreover, the city's infrastructure exudes a well-connected transportation network, which ensures the ease of access for international delegates and event planners.

A major appealing aspect of the convention is the venue of the convention—esteemed hotel brand NOVOTEL Vishakhapatnam, which is located at the coastal belt of Western Ghats with attractive views beside every luxurious suite that offers huge meeting spaces and facilities that ensures smooth business events and safe space for lady delegates. With this intriguing set up, SIHRA is geared to welcome hoteliers, experts, leaders, and service providers to exchange their comprehensive understanding of the hospitality landscape and sustainable future approach. ♦



K Syama Raju
President,
SIHRA

The SIHRA convention is a convergence of visionary minds & industry stalwarts who collectively steer course of our region's hospitality landscape





READY FOR GRAND MICE EVENTS

Madhav Sehgal
underscores The Leela
Group's commitment to
providing comprehensive
event solutions through
exceptional facilities &
coveted locations.

By Janice Alyosius



In the wake of the post-COVID resurgence in the Indian economy, a remarkable surge in inbound travel is reshaping the landscape, marking an era of hospitality, perhaps better than ever before. **Madhav Sehgal**, Area Vice President, South India, The Leela Palaces, Hotels and Resorts, sheds light on this trend, stating, "The domestic market has set the tone for what inbound travel will be like in the future."

The Leela Palaces, Hotels & Resorts, renowned for its unwavering commitment to luxury, proudly stands as a beacon of opulence with thirteen properties strategically positioned across the country, all falling within the upscale luxury segment. Sehgal articulates the brand's vision, stating, "Our niche is clear—we aim to pursue luxury when the opportunity arises. Creating a Leela Palace or a Leela Hotel is a complex undertaking, and it takes some time to identify the right opportunity to do so."

In recent years, The Leela Group has undergone significant expansion, introducing exquisite properties such as the Leela Palace in Jaipur, Leela Gandhinagar, and the Leela Bhartia City. Sehgal shared, "We have made significant strides, introducing The Leela Palace in Jaipur, The Leela Gandhinagar and the Leela Bhartiya City Bengaluru. Additionally, we have The Leela Kovalam A Raviz Hotel and The Leela Ashtamudi A Raviz Hotel." These additions in last two years have propelled the group's portfolio to a total of 13 luxury hotels.

Sehgal emphasises the exceptional qualities of two recent additions to The Leela Group's portfolio—Kovalam and Ashtamudi. These properties are distinguished by their stunning locations, with Kovalam featuring an expansive 1.5-kilometre coastline promising picturesque moments by the sea, while Ashtamudi offers a unique experience against



Madhav Sehgal

Area Vice President South India, The Leela Palaces, Hotels and Resorts

Our assets embody true Indian luxury through exceptional architecture, exquisite cuisine, and impeccable service, upholding our belief in 'Atithi Devo Bhava'

the backdrop of tranquil backwaters, allowing visitors to immerse themselves

in the essence of 'God's Own Country.' These remarkable locations add a touch of natural beauty and serenity to The Leela Group's collection of luxurious accommodations.

The Leela Group takes pride in its ability to cater to a wide spectrum of events, encompassing weddings and MICE. Sehgal highlights the diverse offerings within their properties, stating, "Our hotels such as The Leela Gandhinagar with its convention centre, and The Leela Ambience Convention Hotel Delhi, are equipped with extensive facilities to host large-scale MICE events. Additionally, our hotels, including the Leela Palace in Jaipur, Udaipur, Bengaluru and Chennai, are highly sought-after venues for both events and weddings." The Leela Group's commitment to providing comprehensive event solutions is underscored by their exceptional facilities and coveted locations across the country.

Reflecting on the essence of The Leela experience, Sehgal underlined, "Our assets reflect true Indian luxury with outstanding architecture, delectable cuisine and impeccable service—as we have always maintained, *Atithi Devo Bhava*—the guest is God. Our properties are ideal destinations for extravagant weddings."

To further enhance the travel experience, The Leela Palaces, Hotels and Resorts have announced their partnership with the inbound tour operators. Sehgal expresses his enthusiasm, saying, "We are offering special preferential rates exclusively available through our official website. This feature, set to roll out in the very near future, will provide direct access to the website for booking preferential rates." ❖



OVERCOMING MANPOWER SHORTAGE

To address manpower shortage, hotels are wooing talent by showcasing industry's allure & competitive pay, while hospitality institutes are equipping students with industry-ready skills.

By DDP Bureau





In the vibrant tapestry of India's diverse economy, the hospitality sector stands as a beacon of warmth and service. However, behind the luxurious facades of hotels lies a pressing challenge that the industry faces—the scarcity of proficient young professionals to fill its myriad roles. This scarcity, exacerbated by the aftermath of COVID, has prompted many budding hospitality enthusiasts to explore alternative career paths in sectors such as IT, retail, and technology. The struggle to attract and retain talent has become a prominent concern for hoteliers across the country.

Ranjith Premraj, Director, People & Culture (HR), Four Seasons Hotel Bengaluru, acknowledges the unique nature of the hospitality industry, stating that it may not be everyone's cup of tea, particularly for those

seeking instant gratification. In the post-COVID era, hotels are grappling not only with the challenge of talent acquisition but also with the need to rekindle a sense of pride among potential recruits. Four Seasons Bengaluru has adopted innovative strategies, leveraging networking platforms such as job fairs to reach students from diverse disciplines and aiming to showcase the industry's allure. Their 'Early in Career' programmes further provide a launching pad for promising candidates to accelerate their careers, not just in India but internationally.

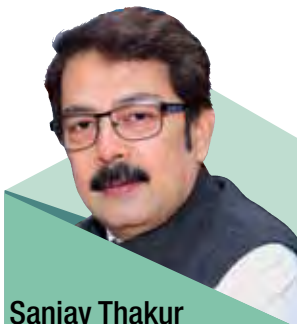
To prepare the youth for employment in the hospitality sector, IHMs across the country are additionally putting in efforts to make them industry-ready after the completion of their courses at the institute. **Sanjay Thakur**, Principal, IHM Hyderabad,

emphasised, "IHM Hyderabad works like the simulator of a hotel; the faculty creates a real-time environment to give the students a first-hand experience of a hotel and its operations. Many value-added workshops, seminars, guest lectures and panel discussions, among others, are conducted by hotel professionals and subject experts at the institute. Such interactions are learning experiences and eye-openers for the students. Our alumni, holding responsible top positions in hotels, are also invited to share their career progression and experiences. Our industrial training cell coordinates with General Managers and HR Managers of hotels, to ensure that our students, while undergoing industrial training, are treated well and receive quality training. We are very selective about the hotels, where our students are sent for training. IHM Hyderabad also



Ranjith Premraj
Director, People & Culture (HR),
Four Seasons Hotel Bengaluru

Our 'Early in Career' programmes also provide a platform for potential and deserving candidates to fast track their careers not only in India but also internationally



Sanjay Thakur
Principal,
IHM Hyderabad

IHM Hyderabad works like the simulator of a hotel; the faculty creates a real-time environment to give the students a first-hand experience of a hotel and its operations

has a placement policy in force, which requires hotel companies to offer a minimum package on par with other non-hospitality sectors at entry level, which goes a long way to retaining students in the hospitality sector."

An essential element that deters young individuals from entering the hospitality sector is the terrible work-life balance, coupled with extended working hours that often lack adequate compensation. The shortage of skilled professionals and lack of competitive packages could result into employees taking on additional roles, deteriorating the overall well-being of professionals in hospitality sector. This may result into unfavourable repercussions for the business itself due to mediocrity of services. To proactively equip students for the work environment, IHM Hyderabad places

a strong emphasis on teaching time management and various skills that are vital for hospitality professionals to maintain a well-rounded life. "We conduct regular yoga and meditation classes to encourage self-discipline among students. Emphasis is laid on the importance of time management and job priorities, and our students believe that there is no success without sacrifice. They actively participate in Rotaract activities that develop a sense of service among them—volunteering work gives them a feeling of elation and happiness. They also work towards preventing animal abuse, protecting the rights of a girl-child, visiting orphanages and old-age homes, and extending a helping hand to the needy and the downtrodden," Thakur pointed out.

To ensure the sustainability of the hospitality industry, it is

equally crucial for hotels to prioritise the well-being of their employees. Regarding the efforts required from hotels, Premraj stated, "I adhere to the belief that work and life form more of a harmonious circle than a delicate balance—one that requires managing both aspects simultaneously. Thanks to globalisation, mobility, and technology, it is now possible to maintain this harmony without compromising or drawing rigid distinctions between the two. While hospitality jobs may not adhere to a standard 9–6 schedule, we make dedicated efforts to instill enjoyment and a sense of connection within the workplace through various employee-focussed initiatives. Four Seasons, as an employer, offers a considerable degree of flexibility, enabling employees to effectively manage both their professional and personal lives." ♦



TAKING THE VISION FORWARD

Sundar Singaram, Director, Operations, SIHRA, emerges as stalwart in Southern India's hospitality sector, boasting a 25-year journey marked by numerous tourism initiatives.

By **Charmaine Fernz**

In the realm of Southern India's vibrant tourism and hospitality sector, **Sundar Singaram**, Director, Operations, SIHRA, stands as a luminary figure with a passion that has traversed over 25 years. His journey began with the inception of a travel club in Madurai, an initiative that not only reflected his fervour for tourism but also set the stage for his subsequent endeavours in promoting Tamil Nadu as a burgeoning travel destination. Sundar's engagement with the government during this period led him to explore off-the-beaten-track locations, unravelling the hidden gems of the southern region.

A visionary in the realm of tourism promotion, Singaram replicated the success of the Kerala Travel Mart by establishing the

Under Singaram's stewardship, SIHRA has witnessed a remarkable 30% increase in membership, a testament to effectiveness of his sincere efforts

Tamil Nadu Travel Mart Society. This initiative played a pivotal role in supporting the state government's efforts to showcase the diverse offerings of Tamil Nadu to the world. Under his leadership, the society successfully organised two travel marts in 2017 and 2019, solidifying Singaram's reputation as a trailblazer in the tourism promotion landscape.

Transitioning into his role at SIHRA, Singaram brought with him not only a wealth of experience

but also a fervent commitment to community development. His passion for making Chettinad, a prominent tourist destination created numerous job opportunities for the local community, exemplifying his entrepreneurial spirit. In response to the challenges posed by COVID, Singaram embraced a paid assignment with SIHRA, viewing it as an opportunity to extend his passion for community service. Under Singaram's stewardship, SIHRA has witnessed a remarkable 30 per cent increase in membership, a testament to the effectiveness of his sincere efforts. Looking ahead, he envisions leveraging digital marketing to impart his wealth of knowledge to the younger generation, aiming to educate and inspire students within his community. Singaram's journey is emblematic of the transformative power of passion, community engagement, and dedicated service to the tourism and hospitality sectors in Southern India. ♦



Sundar Singaram
Director,
Operations, SIHRA

Do not rely solely on human intelligence, but sometimes try to work with intuition. In many cases, when you trust your intuition, your logic may not match but eventually everything will fall into place





Reimagining future with green initiatives

Novotel Visakhapatnam Varun Beach and The Bheemili Resort have embraced green hospitality, implementing initiatives such as energy management systems and water conservation, among others.

By DDP Bureau



Lakshmi Sridhar
General Manager,
Novotel Visakhapatnam

The hotel industry, ever-evolving and resilient, has undergone a transformative shift, especially in the post-COVID landscape. In this paradigm shift, consumers have become discerning advocates for sustainable practices, eco-friendly infrastructure, and responsible products and services, shaping the future of hospitality. In the heart of this eco-conscious revolution stand Novotel Visakhapatnam Varun Beach and The Bheemili Resort, who have not just recognised but

embraced green hospitality as the vital cornerstone of their ethos.

Lakshmi Sridhar, General Manager, Novotel Visakhapatnam, underscores the profound significance of green hospitality within the operational ethos of the hotel. She stated, "Sustainability is not just a passing trend for us; it is an integral facet of our identity and values. We recognize the pivotal role the hospitality industry plays in mitigating environmental impact, and we have diligently

Our culinary commitment extends to the utilisation of locally-sourced, organic ingredients, creating a diverse and delectable menu that caters to a wide array of palates



implemented sustainable practices within our hotels."

One of the hotel's key initiatives involves significant investments in cutting-edge energy management systems, meticulously optimising energy consumption and resulting in a substantial reduction in their carbon footprint. The commitment to water conservation is evident through the installation of low-flow fixtures and efficient irrigation systems. Sridhar explained, "Concurrently, we are actively engaged in waste reduction

practices across our kitchens and public areas. Our culinary commitment extends to the utilisation of locally-sourced, organic ingredients, creating a diverse and delectable menu that caters to a wide array of palates, from traditional Andhra cuisine to international delicacies."

In addition to these sustainable practices, Novotel Visakhapatnam has forged partnerships with local organizations, emphasising their commitment to community engagement and sustainability. Sridhar

highlighted, "Our reach extends beyond the confines of our properties. We will be introducing a distinctive eco-tourism package that allows our guests to explore the natural beauty of Bheemili Beach while actively contributing to its preservation."

Novotel Visakhapatnam's holistic approach to green hospitality not only reflects a commitment to environmental stewardship but also underscores the hotel's dedication to providing a memorable and responsible experience for its guests. ♦



TECH RESHAPING HOSPITALITY



Advance technologies such as AI, IoT & robotics are transforming hospitality industry, with focus on improving guest experiences & implementing contactless interactions.

By Charmaine Fernz

A recent report from EHL Insights stated that the global hospitality market reached US \$4.7 trillion in 2023 and is predicted to grow to US \$5.8 trillion by 2027, with a CAGR of 5.5 per cent. The growth is largely attributed to the increased adoption of digital technology, which has streamlined the online food delivery process for many restaurants.

The report further states that today's guests expect hotels to prioritise their needs and provide them with unique and memorable experiences, speedy and efficient customer service, and the utmost comfort, among other things. With the advent of new technologies and the rise of market disruptors, businesses across various industries are faced with the need for a major overhaul, and the hospitality industry is no exception.

BEYOND THE REGULAR

According to **Nikhil Padinjaroot**, Area IT Manager, South India, Hilton and Hilton Garden Inn Bengaluru Embassy Manyata Business Park, hotel chains are increasingly looking to adopt technology beyond regular websites and mobile apps. New technologies are being explored to improve guest experience, increase efficiency, and reduce costs. Hotel chains are investing in a wide range of technologies such as Artificial Intelligence (AI) to automate many tasks in the hotel industry, from customer service to housekeeping. The Internet of Things (IoT) devices are being used to collect data to improve energy efficiency, personalise the guest experience, and identify potential problems before they occur. He further added, "Robotics is another area where hotel chains are investing heavily. Robotic devices are being used to perform a variety of tasks, from cleaning guest rooms to delivering food and drinks. In addition, prop-

erties are investing in technology upgrades, such as faster and reliable Wi-Fi, and more user-friendly self-service kiosks."

Dhananjay Saliankar, Head, Sales & Marketing, ITC Fortune Hotels and WelcomHeritage is of the opinion that technology should serve to enhance personal customer encounters, rather than replace them. He added, "Our goal is to assist our guests during their busy schedules, streamline our processes, and use technology for mundane tasks, freeing up our staff to engage in stimulating conversations with our clients."



Nikhil Padinjaroot

Area IT Manager-South India, Hilton and Hilton Garden Inn Bengaluru Embassy Manyata Business Park

Properties are investing in technology upgrades such as faster Wi-Fi, & more user-friendly self-service kiosks

However, **Saravanan Rajamanickam**, IT Specialist, Sheraton Grand Bengaluru Whitefield Hotel & Convention Centre delves deeper into the ongoing influx of new technological advancements. He feels that products and services are reshaping the market by prioritising improved customer experiences and contactless interactions.



Dhananjay Saliakar
Head, Sales & Mktg, ITC Fortune
Hotels & WelcomHeritage

We use advanced technology for safety, including contactless check-ins, QR codes, digital menus, & contactless payments

CLOUD CAPABILITIES

To solve business problems for hospitality companies, the exploration of new technologies such as robotics, Big Data, cloud computing, and virtual reality is underway. These technologies offer numerous benefits, for instance, AI-powered chatbots can enhance guest experience, mobile ordering can increase efficiency, and robots can be cost-effective and can reduce staff workload.

“We are also seeing rapid adoption of hotel channel manager solutions to ensure real-time online distribution and to generate more bookings via OTAs and metasearch engines. Regarding room sales, the adoption of web booking engines is also picking up as it helps get more direct book-

ings via the hotel group’s proprietary website. Additionally, there are hotel groups slowly leaning on AI-powered revenue management systems to sell more rooms at the best rate to boost occupancy and revenue. Hotel chains are also taking necessary steps to roll out our contactless guest services,” pointed out Sanghi.

Rajamanickam feels that there will be a rise in the integration of voice-activated AI assistants such as Alexa or Google Assistant within hotel rooms. promises to revolutionise the guest experience, allowing them to effortlessly control room temperature and lighting, and request services through simple voice commands, enhancing overall convenience and accessibility.

Advancing technologies in the hospitality industry is reaching far and wide. Sanghi points out that almost all departments are witnessing a rapid technological shift. However, one prominent area is marketing. A solution such as Hotel CRM helps hotels manage guest contact at all stages of the guest journey. It provides a single view of their guest data and segments them to roll out targeted promotional campaigns for more conversion. Booking reminders, constant communications around loyalty programmes and post-visit follow-ups, among others, lead to happy and repeat guests.

WHAT FUTURE HOLDS

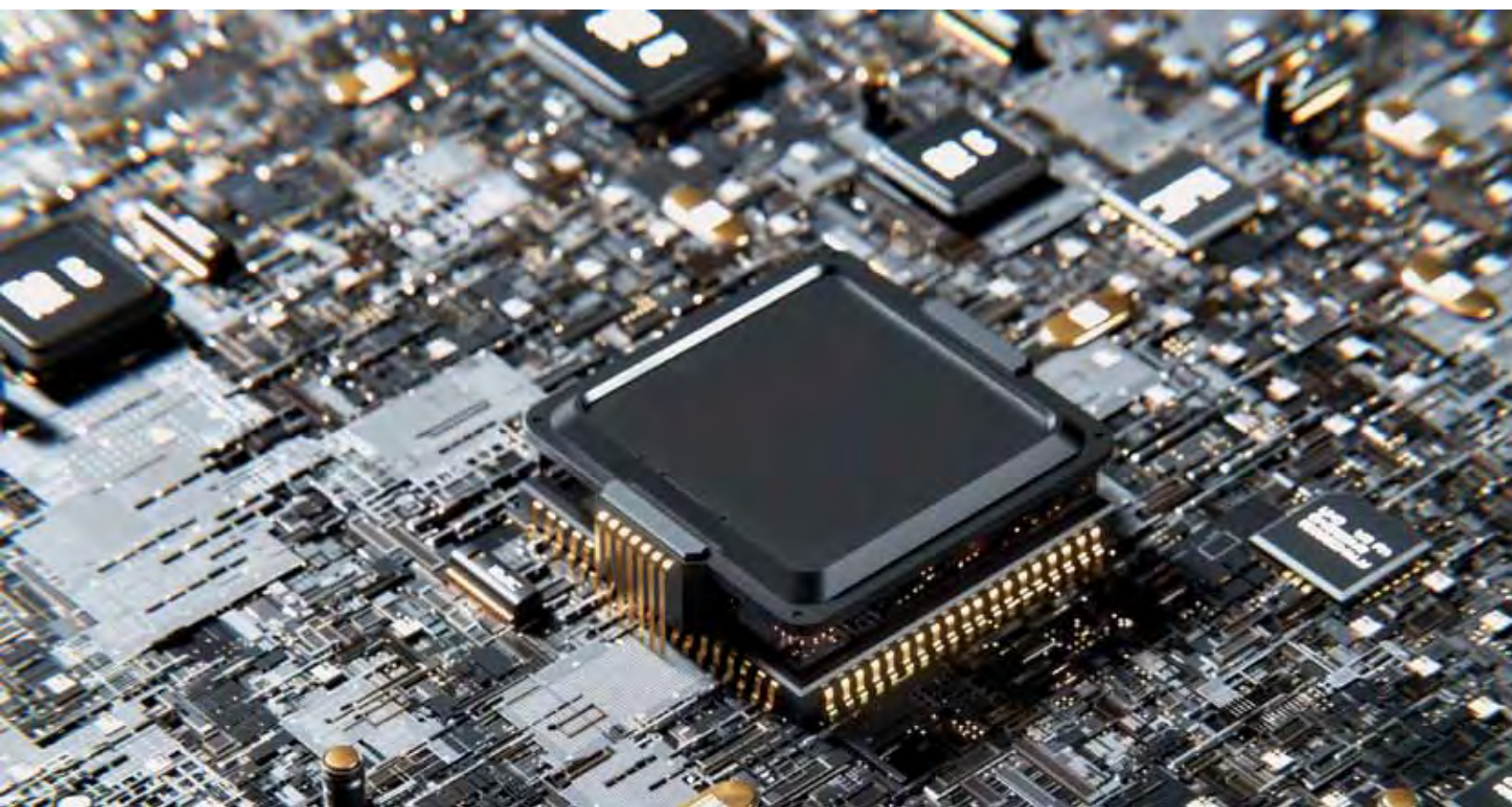
Technology is here to stay. Saliakar asserts that technology has significantly impacted

Booking reminders, constant communications around loyalty programmes & post-visit follow-ups, among others, lead to happy guests

the hospitality industry and will continue to do so in the future. It allows hotels to personalise guest experiences and automate tasks such as check-in, house-keeping, food service, and customer service. This can lead to new and innovative experiences. Technology also helps with revenue management and enhancing user experience.

Rajamanickam further adds that technology is proving to be a pivotal tool in ensuring guest satisfaction. Already, it is reshaping the landscapes of the UK markets through the intro-

duction of self-serving kiosks, smart lighting, and temperature control based on predefined instructions. This transformative shift is altering how hoteliers deliver and guests receive their experiences. Moreover, the integration of technology in hotel development brings the substantial benefit of improved operational efficiency, enabling hotels to boost productivity and optimise resource utilisation. In fact, these technological advancements offer opportunities to swiftly recalibrate investments in line with evolving industry needs. ❖





EMERGING POWERHOUSE

Conventional division between northern & southern regions in hospitality sector is diminishing, as southern states make substantial investments in tourism & infrastructure.

By Charmaine Fernz



India is a country rich in culture and history, which is beautifully reflected in its vibrant hospitality industry. From the designs to the services and hotel decor, every aspect of the industry showcases the country's unique and colourful identity. However, when it comes to discussing the hospitality industry, the focus often remains on the northern and western regions, while the southern states are overlooked. This brings us to the question what aspect of southern hospitality industry can alter the aforementioned perception of North and South dynamics.

Saravanan Dhanabalu, Area Manager South, Brand Operations, Fortune Hotels believes that hotels located in Southern India have several advantages over their counterparts in other parts of the country. The southern region boasts of numerous popular tourist destinations, including Kerala, Karnataka, Tamil Nadu and Andhra Pradesh. The hotels in this region leverage the rich culture and heritage of the area to offer guests authentic cultural and culinary experiences. Furthermore, the states in Southern India enjoy a moderate climate throughout the year, which attracts tourists from across the world. Lastly, the abundance of lush flora and fauna is a blessing for the southern states.

According to **Chander K Baljee**, Chairman and Managing Director, Royal Orchid & Regenta Hotels, Delhi and Mumbai have always been the major players in the hospitality industry. However, Baljee believes that hotels located in the southern

states of India are more proactive in catering to changing customer preferences. In addition to their cultural diversity and natural beauty, these hotels are constantly innovating to offer a wide range of experiences, including boutique, heritage and modern luxury properties.

He further states that many southern hotels have established a strong presence by leveraging their proximity to key tourist attractions, historic sites and business hubs. Besides, their commitment to exceptional service, local culinary experiences, and a warm and welcoming milieu sets them apart from the competition.

Narendra Prabhu, Senior General Manager, Signature Club Resort by Brigade Hospitality agrees with the aforementioned perspective. He believes that hotels in Southern India have an advantage in showcasing the region's ancient traditions, festivals and art forms such as classical dance and music to their guests. Many properties are in



Saravanan Dhanabalu
Area Manager South,
Brand Operations,
Fortune Hotels

Hotels located in Southern India have several advantages over their counterparts in other parts of the country

picturesque incomplete, including marvellous beaches, lush hill stations and iconic backwaters. One can devour over diverse range of aromatic cuisines from vegetarian to non-vegetarian menus. However, South India is particularly renowned for its wellness and ayurvedic resorts, which offer holistic health experiences.

NUMBER GAME

When we think of iconic properties in India, we tend to focus on the north and west. However, this creates a challenge in terms of hotel positioning.

According to Baljee, it is important not to overlook the progress that southern cities have made in the hospitality sector. Cities such as Bengaluru, Chennai, Hyderabad and Kochi have become increasingly popular due to their dynamic business ecosystems, cultural attractions and connectivity. Moreover, cities such as Bengaluru and Hyderabad are renowned for their technological advancements.

Cities with hotels that have embraced innovative solutions and digitalisation have established themselves as regional business and commercial centres. These cities boast a robust corporate presence and access to skilled professionals, which contribute significantly to their decision-making prowess. It is worth noting that the hospitality landscape is dynamic, and the rankings may change over time as cities continue to evolve and adapt.

According to Dhanabalu, several cities in India, including Hyderabad, Bengaluru, Mysore, Chennai, Coimbatore, Madurai/Chettinad, and Kochi, have the potential to become top destinations in terms of the number of guests, technological advancements and decision-making capabilities. These cities possess strong infrastructure, tourism and technology, and are home



Chander K Baljee
Chairman & MD,
Royal Orchid & Regenta Hotel

Many southern hotels have established a strong presence by leveraging their proximity to key tourist attractions

to a rapidly growing middle class. Furthermore, they have the backing of both the government and the private sector.

EQUAL OPPORTUNITY

The hospitality industry has expressed the need for equal opportunities for growth across properties in India and specific states. Prabhu believes that streamlining certain aspects such as government support in the form of incentives, tax breaks, and regulations can encourage investments in the southern hospitality sector. The government and industry associations can work together to enhance skill development and training of the workforce to ensure high-quality service. Infrastructure improvements such as transportation should also be invested in to make southern destinations easily accessible. Additionally, promoting southern hospitality brands globally and encouraging eco-friendly practices and sustainability in the industry can attract responsible travellers.

Baljee believes that to foster growth and innovation in the hospitality industry, it is important

to create an equal competitive platform. This can be achieved through a combination of government initiatives and collaboration with hospitality associations. It is essential to create a level playing field and prevent any specific segment from having an undue advantage. The entire industry can benefit from improved infrastructure and connectivity. Better infrastructure can open up new regions to tourism and business travel, creating opportunities for all players. Baljee also emphasises the importance of ensuring fair access to markets. This requires avoiding monopolies or unfair business practices that hinder competition.

Anti-trust regulations can also be enforced, and associations can advocate for fair market access.

PERCEPTION OR FACT

The question of whether there is a north-south divide in the

hospitality industry in India is a topic of debate. Prabhu believes that regional differences in culture, cuisine, and customer preferences contribute to a certain level of distinction; however, it is not a strict division. The hospitality landscape in India is diverse and constantly evolving, with each region offering unique attractions. Historical sites such as Delhi and Agra draw visitors to the north, while Mumbai is a hub for business and entertainment. Collaboration and sharing of best practices can benefit the industry as a whole, as both regions have their strengths and opportunities.

With more than 50 years of experience in the hospitality industry, Baljee acknowledges that regional disparities and variations exist, which are often referred to as a north-south divide. These disparities are influenced by various factors, including geographical, economic,





cultural, and historical considerations. However, he emphasizes that the hospitality industry is highly dynamic and these dis-

parities can change over time. Governments, corporations, and industry associations work together to promote balanced

growth and development across regions, ensuring a more equitable distribution of opportunities and benefits. Moreover, market forces, tourism trends, and evolving consumer preferences can impact the competitive landscape and the industry's development in both the north and the south.

According to Dhanabalu, the hospitality industry in India has traditionally been dominated by the northern states such as Delhi, Rajasthan, and Uttar Pradesh, whereas the southern states have developed their hospitality industry at a later stage.

The division between the northern and southern states of India can be attributed to various factors, one of which is the concentration of tourists in the north and the centralization of the country's initiatives in the capital. Most foreign tourists who visit India arrive in Delhi and then usually travel to other northern states. This has resulted in the northern states having a higher number of hotels compared to the southern states. ❖



Narendra Prabhu
Senior General Manager,
Signature Club Resort
by Brigade Hospitality

Hotels in Southern India have an advantage in showcasing region's ancient traditions, festivals & art forms



Holistic approach to sustainable practices

Chalet Hotels stands out by being the first global hospitality company to align with Climate Group's all three key initiatives—RE100, EP100 and EV100.

By DDP Bureau

How important is green hospitality for your brand?

Chalet Hotels is the first hospitality company across the globe to join Climate Group's all three key initiatives—RE100, EP100 and EV100. Each of our properties is guided by well-

defined ESG objectives, which are interwoven into the key performance indicators (KPIs) of our hotel and corporate office teams. We conduct regular training sessions to underscore the significance of ESG and the role that every individual plays in achieving these

goals. Our approach combines education, training, and the inclusion of ESG targets in individual KPIs, ensuring that our focus on ESG remains unwavering. Sustainability initiatives at Chalet prioritise energy and water conservation and waste management.

In terms of energy management, our primary focus is reducing consumption and shifting to 100 per cent green power. We have made significant investments in installing energy-efficient equipment such as high efficiency HVAC systems, energy-efficient lighting and





Rajneesh Malhotra
COO, Chalet Hotels

heat recovery pumps, among others at our properties to minimise energy consumption. Currently, close-to two-third of power consumed by our hotels is through renewable resources, and we aim to move to 100 per cent renewable energy by 2031. We are proud to share that The Westin Hyderabad HITEC City, launched recently, is run by an all-women team, uses EV fleet for guest transportation, and is powered 100 per cent by green energy. In an endeavour to promote its adoption, we have installed EV charging stations across our properties.

We are dedicated to the cause of water conservation at Chalet. Our approach to effective water management involves three key strategies: minimising water consumption, recycling water and harvesting rainwater.

To minimise water consumption, we prioritise water conservation. Simple yet impactful measures such as installing aerators in taps, using water-less urinals, and implementing drip irrigation systems can go a long way in significantly reducing water usage. Proper training for staff members is essential to ensure the adoption of water-preserving practices during activities such as cleaning and washing.

For recycling water, we have employed sewage treatment plants (STPs) to provide treated water suitable for horticulture. At Chalet Hotels, we uphold

We have installed water bottling plants in most of our properties, replacing plastic-packaged water bottles with reusable glass bottles

a zero-discharge policy and have extended our commitment beyond STPs. Most of our hotels are equipped with ultrafiltration systems, which not only enhance the cleaning of recycled water but also make it suitable for various uses, including toilet flushes, cooling towers, and horticultural needs.

Additionally, Chalet has taken steps to significantly decrease the use of single-use plastics by transitioning from single-use bathroom amenities in its hotel guest rooms to multi-use bulk packaging. We have replaced plastic straws with eco-friendly materials for packing food orders. We have installed water

bottling plants in most of our properties, replacing plastic-packaged water bottles with reusable glass bottles. These seemingly minor initiatives have made a substantial contribution to reducing single-use plastics.

What are the recent hospitality experiences that you are offering to your guests?

Most of our hotels are run in collaboration with hospitality leaders such as Marriott and Accor. These partnerships often result in the creation of exceptional guest experiences. Each of our hotels is known for its unique proposition, which is carefully crafted to align with the brand ethos and customer expectations. For instance, Westin places a strong emphasis on wellness, offering guests spa and wellness packages, healthy dining choices and mindfulness programmes. This includes features such as yoga classes, meditation sessions, and access to fitness trainers. Additionally, sustainability is a core focus across all our hotels, contributing to the overall enhancement of the guest experience.

Any other developments that you would like to share with us?

In FY23, Chalet achieved a substantial increase in its ranking on the Dow Jones Sustainability Index (DJSI), rising from last year's score of 31 to 43. This marks a remarkable improvement of 39 per cent compared to the previous year's scores. ♦





TREADING THE GREEN TOURISM PATH

Sustainability & green tourism remain the buzzwords post-COVID, and the hospitality industry is leaving no stone unturned in adopting ways to minimize its carbon footprint.

By DDP Bureau

In the aftermath of the COVID pandemic, the hospitality sector has experienced substantial transformations. Industry leaders engage in extensive discussions regarding the noteworthy sustainability initiatives within the sector, thereby accentuating the industry's adaptability to meet dynamic market demands.

Engaging locally for positive change

We are implementing energy-efficient practices throughout our hotels, including LED lighting, energy-efficient appliances, and smart climate control systems to minimise energy consumption. We have implemented robust waste management programmes that focus on recycling and minimising waste generation. Water is a precious resource, and we are committed to reducing our water consumption through low-flow fixtures, rainwater harvesting and wastewater treatment systems. Our aim is to reach a zero-waste target in the long run.

We prioritise the use of eco-friendly and sustainable products, from toiletries to cleaning

supplies, and source locally wherever possible to reduce our environmental impact. We provide our staff training on sustainability practices and encourage them to be proactive in identifying ways to reduce our environmental impact. We also involve our guests in sustainability initiatives and encourage them to participate, such as reusing towels and linens or choosing eco-friendly dining options.

There is active engagement with the community through CSR activities, which encompass supporting local environmental community clean-up initiatives. Our active involvement in community engagement initiatives

underscores our commitment to supporting local communities through diverse activities and partnerships. Moreover, our dedication to social responsibility is evident through the recent launch of initiatives aimed at education, healthcare, and environmental sustainability.

Additionally, strategic partnerships with travel agencies, airlines and other organisations have enabled us to offer exclusive benefits to our guests. Our culinary team also continues to craft innovative dining experiences, including chef's tables, themed dining nights and a strong focus on farm-to-table and locally-sourced ingredients.



Philip Logan
CEO,
Royal Orchid

We prioritise the use of eco-friendly and sustainable products, from toiletries to cleaning supplies, and source locally wherever possible to reduce our environmental impact



Luxury with a conscience

The Atria Hotel by Radisson understands that guests are increasingly looking for eco-friendly and socially responsible travel options. By prioritising green hospitality, The Atria Hotel meets the expectations of environmentally conscious travellers and contributes to a more sustainable future. Other Radisson properties in Bengaluru and globally also strive for green certifications such as LEED and Green Key, which validate our commitment to sustainability. These standards encompass sustainable architecture, energy-efficient design and eco-friendly construction materials.

We employ water-saving fixtures such as low-flow showerheads and faucets, and implement wastewater treatment systems to reduce water usage. For energy conservation, we have installed LED light-

ing, energy-efficient heating and cooling systems and smart room controls to minimise energy consumption. There is a heightened focus on reducing, reusing and recycling, and Radisson Hotels implement waste segregation and recycling programmes to minimise their environmental footprint.

As an integral component of our commitment to sustainability, we prioritise the utilisation of eco-friendly cleaning products and materials characterised by low environmental impact. Furthermore, we actively endorse and support local and sustainable sourcing practices for both our culinary offerings and amenities. As a testament to our overarching sustainability initiatives, Radisson is dedicated to promoting eco-friendly transportation alternatives, exemplified by the provi-

sion of electric vehicle charging stations, implementation of bike-sharing programmes, and facilitation of shuttle services—all geared towards minimising the environmental footprint associated with our guests' travel experiences.

Many hotels, including ours in Bengaluru, are involving themselves in community-based sustainability projects such as tree planting and educational initiatives to foster a sense of responsibility and collaboration.

The unwavering commitment of the Radisson brand to green hospitality serves as a testament to a more expansive and pervasive global trend. This trend is characterised by a collective shift towards eco-consciousness and the promotion of responsible tourism practices on a broader scale.



K Nagaraju
Director,
The Atria Hotel

Use of eco-friendly cleaning products & materials with low environmental impact is a priority for us, & we support local & sustainable sourcing for food & amenities



Augmenting eco-conscious travel

Natural lighting, ventilation and fresh air circulation are some of the basic green efforts that can be implemented. While this has been achieved in almost 60 per cent of both hill and beach resorts because of the availability of more land area and natural resources, it becomes a bit complicated when it comes to city hotels where the availability of land is limited and expensive. One tends to compromise between Rol and green hospitality. We consciously

buy equipment that is nature-friendly, power saving, and health-friendly, even though it might be more expensive. Recycling water for gardening and for other uses is one such measure that we actively engage in.

There is a clear pathway that hoteliers now must chart regarding their sustainability methods for the environment. Measures such as rainwater harvesting, solar power generation for heating and electricity, wind energy turbines for energy, are some of the trends that have been followed in South India for the past three decades. Implementing an array of sustainable practices, we actively engage in water recycling initiatives tailored for both gardens and houseplants, employ desalination plants, and adopt lighter materials, such as

drywall over traditional brick walls, in our hotel buildings. Furthermore, the integration of energy-efficient technologies is evident through the widespread replacement of conventional bulbs with LED lights and the installation of machines designed for optimal energy conservation as part of our commitment to environmentally conscious operations.

The preservation of open space surrounding our properties is a meticulous endeavour, with particular emphasis placed on the conservation of venerable trees during the implementation of projects. This dedication extends to recognising the intrinsic value of the natural space and resources enveloping our hotels, emphasising their integral role as a crucial and cherished component of the property itself.



T Natarajan
Deputy Managing Director,
GRT Hotels & Resorts

One tends to compromise between Rol & green hospitality. We consciously buy equipment that is nature-friendly, power saving, & health-friendly, even though it might be more expensive





Sustainability climbs to new heights

Chalet is one of the first hospitality organizations to imbibe Climate Group's three key initiatives: RE100, EP100, and EV100. Chalet's properties are led by ESG objectives, which has been strategically merged with Key Performance Indicators (KPIs) of its corporate's staff. Every individual staff member is expected to go through substantial training in order to achieve company's ESG targets along with their regular KPI goals. This ensures that ESG could be reflected as an integral part of Chalet's ethos.

Environmental responsibility is a major focus for us, and is exemplified by our efforts to diminish our carbon footprint and minimise resource consumption. There have been significant investments in installing energy-efficient equipment such as high-efficiency HVAC systems,

energy-efficient lighting and heat recovery pumps, among others, at our properties to minimise energy consumption. Around two-thirds of power consumed by our hotels is from renewable resources, and we are planning to accomplish 100 per cent renewable energy by 2031.

The recently launched Westin Hyderabad HITEC City is entirely run by an all-women team, uses EV fleet for guest transportation, and is powered 100 per cent by green energy. In fact, we uphold a zero-discharge policy

and have extended our commitment beyond Sewage Treatment Plants (STPs). Most of our hotels are equipped with ultrafiltration systems, which not only enhance the cleaning of recycled water but also make it suitable for various uses, including toilet flushes, cooling towers and horticultural needs.

On the Dow Jones Sustainability Index (DJSI) in FY23, Chalet Hotels rose from last year's score of 31 to an impressive 43. It is a significant improvement of 39 per cent. ♦



Rajneesh Malhotra
CEO,
Chalet Hotels

Around two-thirds of power consumed by our hotels is from renewable resources, and we are planning to accomplish 100 per cent renewable energy by 2031



SUBDUED LUXURY

Committed to delivering outstanding design and craftsmanship, Mohh has introduced its Lamp Collection—an embodiment of elegance, Scandinavian finesse, and timeless craftsmanship. Designed by interweaving ethos of functionality, modernity, and comfort, the lamp collection by Mohh is meticulously crafted in muted colour palettes with the purpose of cultivating a warm and cosy ambiance. Tailored to seamlessly complement a broad spectrum of interior design styles, these lamps serve as an ideal addition just in time for the winter season. The entire collection epitomises serenity, creating a tranquil living environment.

OF COMFORT AND STYLE

Eris Home has unveiled a playful twist with their latest Shaped Cushions collection. Inspired by the gentle forms of nature, this collection becomes the perfect companion for indoor snug moments, inviting everyone to bundle up and indulge in lounging experiences. An ode to the dream of floating in the air, the 'Cloud' cushion from this collection embodies a serene essence promising comfort as its namesake. For long hours spent on couches, chairs, or bed the 'Forever Knot' cushion arrives as the perfect sidekick with its unparalleled lumbar support and velvety finish.



OUT IN THE SUN

SPIN recently has launched some new products in its outdoor furniture collection. The collection captures the essence of its modern, edgy style and the brand purpose of adding joy to everyday moments. SPIN outdoor furniture collection is a discovery of a full suite of outdoor essentials, from dining tables and chairs to comfy sofas, benches, high tables, loungers, bar essentials and more. Each product exudes the modern, minimal and conversation-sparking design ethos of the brand. The whole outdoor collection evokes a pleasant look designed to be used in a rugged outdoor environment.

A MELANGE OF OLD & NEW

In a world where traditions meet modernity and where every occasion deserves a touch of class, Kaniry has turned up the heat in the home decor world with a new addition to its lineup—Fire Pit and Lantern Collection. Kaniry's meticulously crafted range comprises intricately designed lanterns and fire pits that create an enchanting ambience in your outdoor spaces, taking any occasion to a whole new level with a unique fusion of tradition and modernity.





WEAVING CULTURE WITH WILDERNESS

Beyond Dreams has introduced its bespoke Kuruka 2.0. fabric collection, which is designed to infuse your home with the heart-beat of the wild. The collection pays incredible homage to the untamed beauty, the vibrant culture, and the fierce wildlife of the Masai Mara. Through the authentic tribal motifs and iconic Masai spear prints adorning this collection, a compelling narrative unfolds. The intricate details of the motifs speak to the craftsmanship of those who created them, while the starkness of the spear prints reminds us of the raw, unyielding nature of life's challenges.

SYMPHONY OF MATERIALS & MINIMALISM

Nuance Studio Bangalore in collaboration with Sumesh Menon Associates has launched Mobius Strip by Sumesh Menon. The Mobius strip, a surface with only one side and one boundary, serves as a perfect representation of infinity. This creation, though, is more than just a geometric phenomenon. It is an allegory of the uninterrupted continuum of patterns we encounter, and how our experiences are woven in a non-linear fashion. Crafted using the state-of-the-art Litheoz concrete technology from Germany, the piece underscores the harmonious blend of innovative design with top-notch materials.



AN ARTSY ENCOUNTER

Turn your living space into a festive masterpiece with KOKO by K2India, a fusion of opulence and artisanal craftsmanship. Enhance your holiday atmosphere with their furniture, a harmonious blend of luxurious details. Whether it is intricately designed chairs or lavish consoles, each piece showcases the exceptional workmanship that characterises K2India. KOKO by K2India presents a carefully curated selection that goes beyond conventional furniture, transforming your home into a sanctuary of festive enchantment.



BESPOKE BRILLIANCE

Saachi Marwah Rana has ventured into the world of furniture design, drawing inspiration from architectural visionaries such as Alexander McQueen and Antoni Gaudí fashion designers. This fusion of architectural brilliance and fashion innovation led to the creation of a groundbreaking collection of bespoke furniture. What sets this collection apart is its distinctive value proposition—the materials used appreciate in value over time, becoming more precious as the years pass. Every minute detail of these pieces showcases deep craftsmanship and dedication, transforming them into not just furniture but genuine works of art.



Movements



Sreevidya Singh
Director, Sales,
The Den Bengaluru

Sreevidya Singh has been named the Director, Sales at The Den Bengaluru. Drawing upon her extensive experience in the hospitality sector, she has previously contributed her expertise to luxury brands, including LaLiT Ashok Bengaluru, LaLiT Bekal, LaLiT Golf Resort Goa, RSO Chennai and Hyderabad. In her new role, she will take the lead in steering the hotel towards achieving its crucial revenue targets.



Johny Joy
Director, F&B Service,
Grand Hyatt Kochi Bolgatty

Johny Joy has been promoted as Director, Food & Beverage Service, Grand Hyatt Kochi Bolgatty. Joy completed his Bachelor in Hotel Management from MAIHM, Jaipur in 2011 and started his career with Marriott Jaipur as F&B Associate. Joy joined the Grand Hyatt Kochi family as an Assistant Outlet Manager in November 2017 and was subsequently promoted to Outlet Manager in 2019 and Assistant Director, F&B in 2022. With his passion and dedication Joy is ready to take on the new role.



Vineesh Kurup
GM, Novotel & ibis Chennai
OMR and Novotel Chennai

Vineesh Kurup has been appointed as the General Manager of Novotel & ibis Chennai OMR and Novotel Chennai Sipcot. With over 14 years of hospitality experience, Kurup began his career with Accor in 2009 and later became General Manager of Formule 1 Pune Hinjewadi and Formule 1 Pune Pimpri. Kurup established his credibility by assuming the role of pre-opening General Manager for ibis Chennai Sipcot in 2015 and subsequently transitioning to ibis Chennai City Centre in early 2017.



Pankaj Yadav
GM, Fortune Park Airport
Road Hubballi

Fortune Park Airport Road Hubballi has appointed Pankaj Yadav as General Manager. In this role, he will oversee all aspects of the hotel, operations, guest services, team management and stakeholder relations. Yadav brings over two decades of expertise in Food & Beverage, hotel revenue and operations. Starting as a Mixologist at ITC Kakatiya Hyderabad, he quickly transitioned into F&B operations and worked at hotel chains such as Green Park and Lemon Tree Hotels in India and Dubai.



Amandeep Kaur
GM, ITC Gardenia,
Bengaluru

Amandeep Kaur has been appointed as General Manager at ITC Gardenia, Bengaluru. She started her career at ITC Grand Central, Mumbai as a member of the pre-opening team before moving to ITC Sonar, Kolkata and Sheraton, New Delhi as a part of the housekeeping team. Kaur played a pivotal role in the opening of the largest hotel in the ITC chain—ITC Grand Chola, Chennai, and thereafter joined ITC Grand Bharat, Gurgaon as Executive Housekeeper. She later moved to ITC Gardenia as Executive Housekeeper.



**Jitendra Taak, General
Manager, ITC Kohenur**

ITC Kohenur has appointed Jitendra Taak as its General Manager. A hotelier with almost 20 years of experience, Taak joined ITC Hotels in 2001 as a member of the Welcomlegionnaire Programme. In his new position as General Manager at ITC Kohenur, Taak offers a lot of expertise along with a passion for people management and flexible leadership. He will also play a key role in creating and putting into action F&B plans that would promote Hyderabad's sustainable growth. He has held positions at several ITC Hotels, Luxury Collection.



Kadambari Sabharwal
Talwar, GM, Courtyard by
Marriott Bengaluru Hebbal

Courtyard by Marriott Bengaluru Hebbal has appointed Kadambari Sabharwal Talwar as General Manager. With a career spanning over two decades, Talwar has led through her innate ability to ensure smooth hotel operations, craft sales and marketing strategies and foster lasting connections with both customers and other members of the hotel industry. At Courtyard by Marriott Bengaluru Hebbal, Kadambari spearheads the hotel's endeavours to fortify its brand presence in the city.



Vinodh Ramamurthy
GM, Hilton Chennai

Vinodh Ramamurthy is now a part of Hilton Chennai, taking on the role of General Manager. Formerly serving as the General Manager, Hilton Jaipur, Ramamurthy played a pivotal role in orchestrating significant enhancements in achieving highest revenues, team satisfaction and guest experience during his tenure. With an impressive career spanning over 24 years in the hospitality industry and an 11-year association with Hilton, he brings a dynamic and innovative approach to lead the team at Hilton Chennai.



Nishal Seebaluck
Hotel Manager,
The Ritz-Carlton, Bangalore

Nishal Seebaluck has joined The Ritz-Carlton, Bangalore as Hotel Manager. With a career spanning over 18 years, he has handled key leadership assignments in F&B in Mauritius with Sun Resorts and The Oberoi Mauritius. Seebaluck is recognised for his strategic leadership and commitment to operational excellence. He is a results-driven professional, dedicated to delivering innovative solutions and achieving business growth objectives. Seebaluck's track record is marked by numerous rewards and recognitions.



Dinesh Kesevalu
Resort Manager, Ramada
By Wyndham, Yelahanka

Dinesh Kesevalu has joined Ramada By Wyndham, Yelahanka in the capacity of Resort Manager. In his new role, Kesevalu will be responsible for overseeing daily operations, ensuring guest satisfaction, managing staff, implementing policies, maximising profitability, budgeting and marketing strategies. He will play a key part in ensuring that the Ramada By Wyndham, Yelahanka continues providing guests with high-quality service and exceptional value.

Is your hotel officially Classified?

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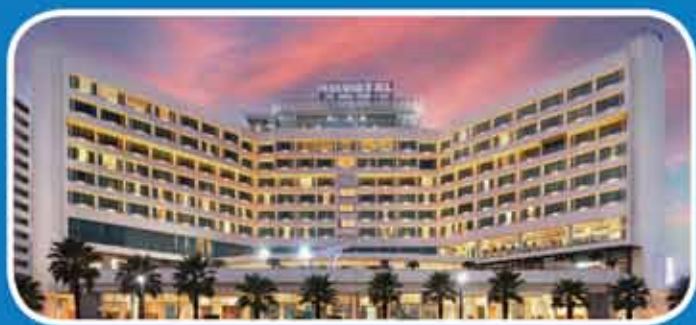
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