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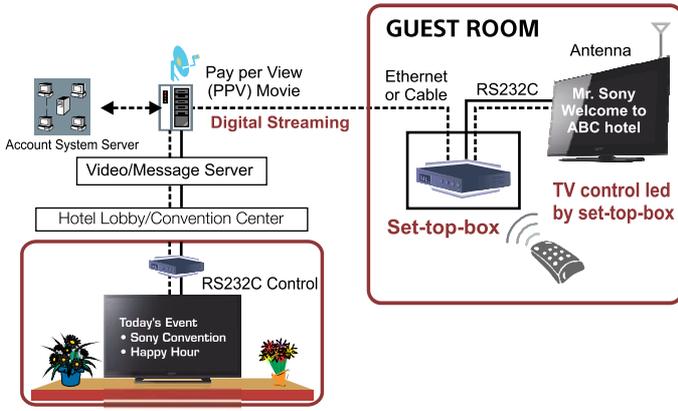


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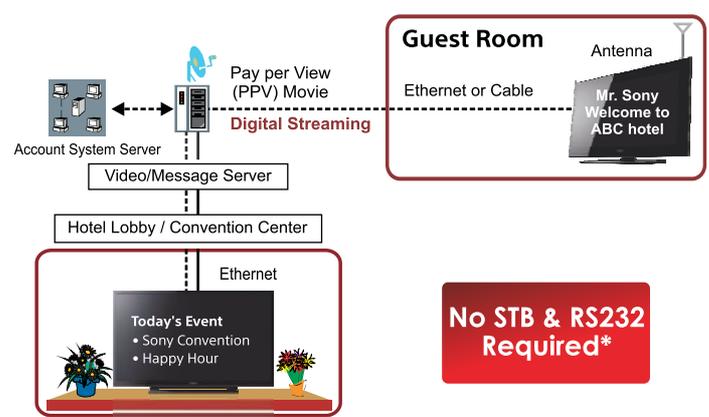
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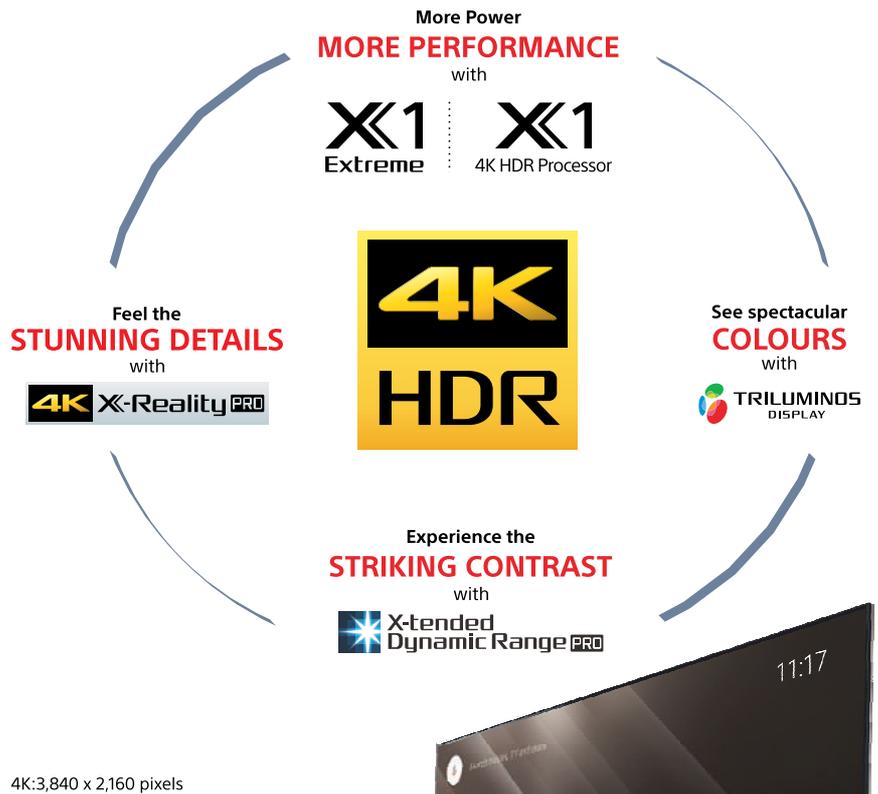
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26 TOP SUPPLIERS YOU SHOULD KNOW

HERE IS A LIST OF KEY SUPPLIERS THAT HOTELIERS OUGHT TO HAVE SPEED DIAL FOR THEIR REGULAR BUSINESS NEEDS

- 10** **BULLETIN**
IHG PARTNERS WITH SAMHI TO EXPAND HOLIDAY INN EXPRESS PORTFOLIO, CLUB MARRIOTT ROLLED OUT IN INDIA AND MUCH MORE...
- 14** **GM'S DIARY**
DIETMAR KIELNHOFER, GM, JW MARRIOTT MUMBAI SAHAR SAYS IF HOTELIERS LOOK BEYOND FOOD COSTS, THEY CAN DERIVE GREATER VALUE FROM THEIR F&B STRATEGY
- 66** **OPS & SERVICES - FOOD AND BEVERAGES**
FROM A RISING DEMAND FOR ORGANIC FOOD, TO USING LOCAL PRODUCE, CHEFS TELL US ABOUT SOME CULINARY TRENDS THAT BECAME MAINSTREAM IN 2017
- 74** **INDUSTRY SPEAK - HUMAN RESOURCES**
CREATING A DIGITAL EMPLOYEE EXPERIENCE PROTECTS A HOTEL'S BEST INTERESTS AND ENHANCES PRODUCTIVITY, WHILE MEETING THE EMPLOYEE'S QUALITY OF LIFE CONCERNS



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Vinita Bhatia



Rashmi Naicker

WHO DARES, WINS

Nothing can be done without hope and confidence, said Helen Keller. That is probably what 1,258 people from 51 cities must have believed when they sent in their nominations for the **9th Hotelier India Awards**.

When the Grand Jury met on 1st December 2017 to select the winners of the Awards, they had a tough task on their hands. Almost all the contenders sent in lots of information in a bid to impress the jurors with their work and worth.

After several hours of poring through numerous forms, deliberating, debating and discussing, the 20 eminent jurors made their choices across 18 Award categories. Interestingly, they opted for those professionals who tried to challenge prevalent perceptions.

We know that you must be agog to know who these winners are. Well, all will be revealed on 20th December, 2017 when the **9th Hotelier India Awards** will be held at JW Marriott Hotel New Delhi. Let us just say, there will be surprises galore that night!

Our Cover Story this month is about the 'Top 50 Suppliers You Should Know'. We know that hospitality professionals constantly need to get in touch with vendors and providers of various products and services. Having a ready reckoner with a glimpse of their areas of expertise and contact details can come in very handy. What's more, these suppliers range from established brands to contemporary companies, so you could very well contact them while renegotiating your procurement contracts for 2018.

This is just a primer; there is a lot more that makes this an interesting and information-packed December issue.

Until next time!

Vinita Bhatia

Vinita Bhatia

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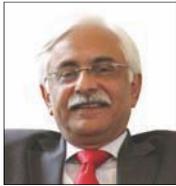
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NEWSMAKERS

A ROUND-UP OF HOTELS AND HOTELIERS MAKING HEADLINES

IHG PARTNERS WITH SAMHI TO EXPAND HOLIDAY INN EXPRESS PORTFOLIO



➔ SAMHI to rebrand approximately 2000 rooms within IHG's India hotel portfolio to Holiday Inn Express hotels.

InterContinental Hotels Group (IHG) has partnered with SAMHI to rebrand approximately 2000 rooms (operating and under construction) within its India hotel portfolio, to Holiday Inn Express hotels. The recently signed portfolio comprises 14 hotels, including 10 open hotels across key cities such as Ahmedabad, Bengaluru, Chennai, Delhi NCR, Hyderabad, Kolkata, and Mumbai. The additional four hotels are under construction. The signing sees IHG grow its pipeline to 41 hotels, positioning IHG as one of the largest players in India's growing midscale hotel market.

All hotels in the portfolio will be closed while they are being refurbished and upgraded with the latest design directives, to ensure the portfolio is fully representative of the Holiday Inn Express brand globally. These will feature the next-generation design, several additional public areas and feature brand hallmarks to enhance guest service delivery.

Commenting on the announcement, Sudeep Jain, VP, development, South West Asia, IHG said, "It is with great ex-

citement that we are announcing our partnership with SAMHI for conversion of their existing mid-market hotel portfolio in India to Holiday Inn Express. This is a significant move towards establishing IHG as a leading player in the midscale hotel segment in India, while we continue to build on our upscale and luxury offering in the country with InterContinental Hotels & Resorts and Crowne Plaza Hotels & Resorts."

Jain added, "With this signing, we now have close to 60 hotels open and in the pipeline, across the Holiday Inn Brand family. SAMHI is keen to accelerate Holiday Inn Express' efficient operating model and engage the brand's growing familiarity in the country. Holiday Inn Express is the rest and go hotel brand that delivers a smarter travel experience by providing more where it matters most."

Ashish Jakhawala, MD and CEO, SAMHI said, "We are delighted to partner with IHG and bring their world class Holiday Inn Express brand into our business port-

Bulletin
Story
of the
month

New hotels on the block

- IHG currently has 30 hotels operating across four brands in India.
- The brands include InterContinental, Crowne Plaza, Holiday Inn and Holiday Inn Express, with a further 33 in the development pipeline.
- The SAMHI signing will see another 14 hotels added to the development pipeline.

folio. We look forward to work with IHG to develop the brand further and create an excellent offering for our domestic as well as international guests across tier-1 cities in India, where there has been a noteworthy increase in demand for quality accommodation in mid-segment."

Jakhawala added, "We believe that the re-positioning and rebranding of more than 1,900 rooms to Holiday Inn Express will be the largest such exercise in India's hospitality sector to date. This landmark collaboration will help us to further strengthen our hospitality portfolio in the country."

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NEWS BITES

Grand Sarovar Premiere Goregaon to become Radisson Mumbai Goregaon



Mumbai's Grand Sarovar Premiere Goregaon will soon be converted to Radisson Mumbai Goregaon by end of December, 2017. The 98-room hotel, located in the suburban part of the city, has been operating for a decade and is the preferred choice for travellers coming to the Bombay Exhibition Center. The hotel has 11 event venues, an all-day dining restaurant, 180 Degree, a rooftop eatery called Tippy Terrace and the Liquid Lounge bar.

Rafiq Balwa, executive, VP of The Balwa Group, which is the property's developer, stated that hotel has undergone extensive changes in the lobby, rooms, corridors and other public areas in preparation for the hotel's rebranding to Radisson this December. This includes adding six therapy rooms, managed by Tattva Spa, which will offer a wide variety of beauty and body treatments. This rebranding will help the hotel attract international travelers.

The Balwa Group is also the developer for the 71-room Residency Sarovar Portico Goregaon, which is managed by Sarovar Hotels & Resorts. Additionally, it has signed an agreement with Fairfield by Marriot at the Mumbai International Airport for a 200-key hotel that will open in 2020. This property will have a restaurant, lobby lounge bar and adequate meeting spaces. Balwa revealed that his company has plans to open two more hotels in the suburban areas of Mumbai.

Since its inception in 1905 with a single restaurant, The Balwa Group has emerged as a leading organisation in the field of hospitality, realty, engineering and food processing. Over the past century, it has delivered upscale and business hotels, convention centres, residential complexes, commercial parks, etc.

CLUB MARRIOTT ROLLED OUT IN INDIA

Members get benefits at 250 hotels across 13 countries and 16 brands in Asia Pacific



◆ Ashwani Nayar, multi-property GM, The Westin Gurgaon, New Delhi and The Westin Sohna Resort and Spa; Animesh Barat, GM, The Westin Sohna Resort and Spa; Ranim Ben Romdhane, senior director, Restaurants & Bars, Asia Pacific at Marriott International; Neeraj Govil, area VP, South Asia at Marriott International; Bhawna Verma, GM, Courtyard By Marriott, Gurugram; Sanjay Sharma, market VP, North India at Marriott International; Ralph Frehner, VP, F&B, Asia Pacific at Marriott International; Hemant Tenneti, senior area director of Operations, South Asia at Marriott International.

Marriott International has launched Club Marriott in India, a dining loyalty programme that integrates three programmes—Club Marriott, Eat Drink & More, and Star Privilege—into a single paid membership one. The newly combined Club Marriott provides members with more choices and benefits whenever they dine out in their hometowns or visit one of the 250 participating hotels across 16 brands in 13 countries across the region, with more hotels joining every month.

The Club Marriott programme will grant its members exclusive access to a diverse assortment of hotels that will furnish locally relevant benefits and dining options. Member guests will have easy access to a range of select hotel facilities and also be entitled to lucrative discounts over fine dining and accommodation at the participating hotels across Asia Pacific countries.

"Club Marriott, the union of three prestigious dining loyalties, is a celebrated food and beverage loyalty programme of its kind in Asia Pacific. We are all set to recognise and reward our Indian guests with memorable experiences with a distinctive range of dining options and exclusive benefits across our wide portfolio of brands under Marriott International," said Ralph Frehner, VP, F&B, Asia-Pacific for Marriott International. "The core of Club Marriott is to inspire loyalty that extends beyond just a stay and confer special benefits to our loyal members."

"The integration of our programmes has widened the scope of rewards and options for our guests. It will allow our guests to redeem exclusive events, experiences and feel a sense of community at their favourite destinations. We are excited to present Club

HIGHLIGHTS OF CLUB MARRIOTT PROGRAMME

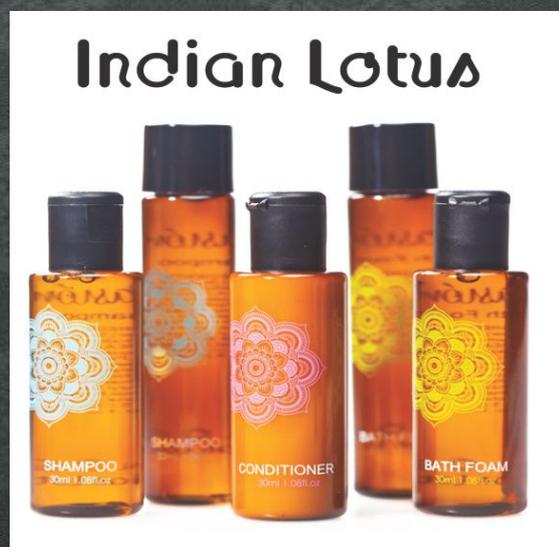
- Members will be eligible for exclusive spa vouchers, at the Qwan Spa Mumbai, the Heavenly Spa across the Westin Gurgaon, New Delhi and The Westin Sohna Resort & Spa, etc.
- Members also have access to welcome amenities, significant rooms discounts and upgrades at participating hotels.
- Members can enjoy birthday offers as well as access to exclusive events.

Marriott and a whole new range of elevated experiences across a vast variety of brands in the region," said Neeraj Govil, area VP, South Asia, Marriott International.

Acknowledging the fact that food brings people together in India, there are special benefits that Club Marriott will be offering in terms of value for money dining experiences to its members round the year. Members of Club Marriott can avail maximum discounts on total food and beverage bills across various Marriott International hotels in India.

The Westin Gurgaon New Delhi, the Westin Sohna Resort and Spa, JW Marriott New Delhi Aerocity, Le Meridien Gurgaon Delhi NCR, Courtyard Gurugram Downtown, JW Marriott Mumbai Juhu, JW Marriott Mumbai Sahar, The Westin Mumbai Garden City, Renaissance Mumbai Convention Centre Hotel and the Courtyard Mumbai International Airport are among the first participating hotels in the newly combined Club Marriott experience to the national capital of New Delhi, the NCR region and Mumbai. Membership is also recognized with up to 20 percent off food and beverage and best available room rates at over 70 participating hotels in India and across all participating hotels in Asia Pacific.

LEADER IN MANUFACTURING & SUPPLY OF HOTEL AMENITIES



LOOK BEYOND FOOD COST

Dietmar Kielnhofer, GM of JW Marriott Mumbai Sahar says that hoteliers can derive greater value from their F&B strategy if they stop focusing only on food cost

BY VINITA BHATIA



They say change is the only constant. In the hospitality business, though, the only constant to keep guests coming back for more is innovation – be it in service or food and beverages (F&B).

In the latter especially, creating differentiation has become critical, since F&B is a focal area for every hotel, contributing 35 to 50 percent of overall revenues. As more Indians show an appetite for culinary experimentation, Dietmar Kielnhofer, GM of JW Marriott Mumbai Sahar believes that hoteliers need to rethink the way they approach their F&B strategy.

THINKING BEYOND COST

According to Kielnhofer, hoteliers need to stop obsessing over food cost, since this old-fashioned business strategy has become redundant. “Why would you have an empty restaurant with a food cost of 25 or 28 percent than a bustling restaurant operating with a food cost of 35 percent?” he questioned. “As hotel-

iers, we can't wonder about serving four cookies with coffee instead of two, or the number of tea sachets kept in guest rooms. The moment one starts thinking like that, you are in the wrong industry.”

Given the upsurge of hotel brands, to create a distinction, hoteliers need to rise above mediocrity. This can be done by focusing on the quality of services and underlining the brand's culture.

This is why JW Marriott Mumbai Sahar has Alaskan King Crabs and fresh oysters for its Sunday brunch. Though this results in escalated food cost, these exotic produce has created a grand impression about the brunch, transforming it from a meal to a treat.

UNDERSTAND YOUR COMPETITION

F&B outlets in hotels are no longer competing with each; their competition instead is with standalone restaurants. One reason is that while hotels are bound by certain design and decision making limitations, standalone restaurants are unencumbered by these.

“People can walk off a street into a

standalone restaurant. In a hotel, they have often to go through the lobby, which might not appeal to many youth,” said Kielnhofer. “Few F&B outlets in hotels have direct access from the street. And a hotel's design cannot be changed easily once constructed, though standalone restaurants can do.”

Hotel chains also follow stringent processes with lots of documentation. Since there are levels of approvals and authorisation required, decision making takes longer. “Standalone restaurants do not face these challenges; if they start with a concept and it does not work, they can quickly adapt to new trends. They are more nimble, whether it has to be with F&B concepts or designs. So, as hoteliers, we need to continuously innovate to compete with them,” Kielnhofer stated.

PERSONALISATION MATTERS

Dining out is now a regular affair for most people. However, with changing lifestyles, people have become more conscious about what and where they eat. Fine dining is fast giving way to cas-



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➔ Brands are now moving from a food-centric approach to a beverage-focused one, especially targeting the millennials.

ual dining, even when people celebrate special events or socialise.

While some guests still prefer elaborate banquets, a growing number are showing an inclination towards locally-inspired dishes and traditional drinks with a personalised touch. This is precisely why JW Marriott Mumbai Sahar's Italian restaurant, Romano, has a head chef who prepares food customised for the guest. The reason is because Chef Roberto Zorzoli believes that food is a personal affair and hence a one-size-fits-all approach cannot be applied.

"At Romano's, we decided not to have fancy silverware or candlesticks, because we do not think our guests want that. Instead, we have the best Italian wines on our menu and our chef will prepare the pizza exactly as you want, because this is what our guests want," Kielnhofer stated.

PUTTING B BEFORE F

For some hotels, the revenue from the F&B division, including the banqueting business, on certain days is often higher than that of the revenue from the rooms

Career Path

Prior to taking charge as General Manager of JW Marriott Mumbai Sahar, Dietmar Kielnhofer was the complex GM at Starwood Hyderabad. Armed with a MBA from the University of Leicester and a PhD in business management from the American University of London, he also did a specialised course in the field of Hotel Administration and Real Estate at Cornell University, USA. With over 30 years of industry exposure across Europe, Africa, the Middle East and Asia, Kielnhofer possesses major strength in hotel operations, marketing, F&B, HR and finance.

He was a Board Member of the Executive Committee of the American Chamber of Commerce Hyderabad and was also appointed as Vice President and Secretary of the Hyderabad Convention and Visitors Bureau (HCVB) in 2016. Kielnhofer was recognised as General Manager of the Year in the Upper Upscale & Luxury segment 2015 by Starwood South Asia region. Under his leadership The Westin Hyderabad Mindspace was voted as the Best Luxury Hotel 2016 by the Indian Hospitality Awards West and South.

division. To capitalise on this, they are now moving from a food-centric approach to a beverage-focused one, especially targeting the millennials. They are constantly experimenting with ways to enhance the beverage experience using flavours, ingredients and even glassware.

According to Kielnhofer, it is easier to test new beverage concepts in India, as he believes that it is still a young and growing country. "Europe and America have fixed notions about F&B. Though India is a hardcore whiskey market, people here more open to trying something new. Our job as hoteliers is to educate them and give them a specific experience," he said.

As the Indian palate becomes more discerning and adventurous at the same time, hoteliers have realised that they have to move away from conventional dining patterns to create culinary experiences. The emphasis of these experiences is on social and casual dining with localised offerings, rather than elaborate and ostentatious meals. Following this trifecta will help hoteliers hit the sweet spot for steady F&B revenue. **■**

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HAUL OF FAME



Intense deliberations and discussions marked the 9th Hotelier India Awards jury meet

BY VINITA BHATIA

Nine years ago, when ITP Media India instituted the first Hotelier India Awards, the objective was simple – to laud hospitality professionals who have done exemplary work through the year, and shine the spotlight on them. Year on year, the participation from the industry kept increasing, which only reiterated our conviction that we were on the right track.

When we started preparing for the 9th Hotelier India Awards, we expected to receive around 1000 nominations. However, we were pleasantly surprised when 1,258 nominations reached our team from 51 cities across the country. Several of these were rejected because they contained insufficient or inaccurate information. And finally, for the Grand Jury Meet, which was held on 1st December, 2017 at Hotel Sofitel Mumbai BKC, the Hotelier India team presented the jurists with 730 nominations, from which they had to select winners across 18 categories.

The strength of the Hotelier India Awards has always been the powerhouse jury that sifts through the nominations and selects the winners. This year too, the Grand Jury comprised 20 thought leaders who represented key hotel brands, developer companies, restaurateurs and business analysts. Many of these reputed jurors are wellknown for their passion for excellence and innovation in the hospitality business, and hence were the ideal choice for selecting the winners, given their own zeal for attention.

This year, the jurors included Ajay Bakaya, MD of Sarovar Hotels and Resorts, Anshu Sarin, CEO of Berggruen Hotels,



➔ Saikumar S, deputy MD, ITP Media India welcomed the jurors.



➔ Bibhor Srivastava, group publishing director, ITP Media India explaining the selection process.

THE JURY PANEL

Name	Designation	Organisation
Ajay Bakaya	MD	Sarovar Hotels and Resorts
Anshu Sarin	CEO	Berggruen Hotels
Dilip Puri	Founder & CEO	Indian School of Hospitality
Hemant Oberoi	Founder	OB Hospitalities
Jehangir Aibara	Director	Mahajan & Aibara
Kapil Chopra	President	The Oberoi Group
Manav Thadani	Co-Founder & Chairman	Hotelivate
Mandeep Lamba	MD, Hotels & Hospitality Group - India	JLL
Maverik Mukerji	General Manager Delegate - Bengaluru & Mysuru	AccorHotels
Jatin Khanna,	Multi-property VP, Bengaluru	Marriott International
Nirupa Shankar	Director, Hospitality	Brigade Group
Rajiv Kaul	President	The Leela Palaces, Hotels & Resorts
Raj Rana	CEO, South Asia	Carlson Rezidor
Ranjit Batra	President-Hospitality	Panchshil Realty
Rattan Keswani	Deputy MD	Lemon Tree Hotels
Sanjeev Kapoor	Founder	SK Food
Satyen Jain	CEO	The Pride Hotels
Souvagya Mohapatra	Executive Director	Mayfair Hotels & Resorts Ltd
Sunjae Sharma	Area VP/General Manager	Grand Hyatt Mumbai
Vijay Thacker	Director	Crowe Horwath India

Dilip Puri, founder and CEO of Indian School of Hospitality, Chef Hemant Oberoi, founder of OB Hospitalities, Jehangir Aibara, director of Mahajan & Aibara, Kapil Chopra, president of The Oberoi Group, Manav Thadani, co-founder and chairman of Hotelivate, Mandeep Lamba, MD, Hotels & Hospitality Group - India of JLL, Maverik Mukerji, general manager delegate - Bengaluru and Mysuru of AccorHotels, Jatin Khanna, multi-property VP, Bengaluru of Marriott International, Nirupa Shankar, director, hospitality of Brigade Group, Rajiv Kaul, president of The Leela Palaces, Hotels & Resorts, Raj Rana, CEO, South Asia of Carlson Rezidor, Ranjit Batra, president-hospitality, Panchshil Realty, Rattan Keswani, chairman - Carnation Hotels and deputy MD of Lemon Tree Hotels, Master Chef Sanjeev Kapoor, founder of SK Food, Satyen Jain, CEO of The Pride Hotels, Souvagya Mohapatra, executive director of Mayfair Hotels & Resorts, Sunjae Sharma, area VP and general manager of Grand Hyatt Mumbai and Vijay Thacker, director of Crowe Horwath India.

Saikumar S, deputy MD, ITP Media India started the day's proceedings with a brief introduction about the company as well as Hotelier Awards, and how it was a fantastic learning journey. "Every year, our shortlisted candidates and winners represent not only the best practices in the industry but also the intellectual capital of the Indian hospitality segment. It also gives us a glimpse into future industry leaders," Saikumar stated. When he mentioned about the landmark number of nominations received this year, it was met with a round of applause.

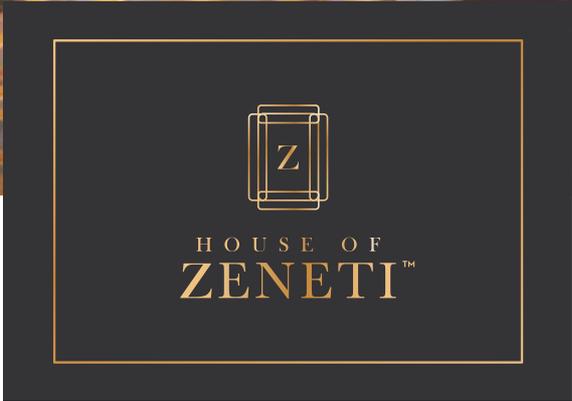
Biswajit Chakraborty, general manager, Sofitel Mumbai BKC, which hosted the



➔ Satyen Jain, CEO, The Pride Hotels, Rattan Keswani, deputy MD of The Lemon Tree Hotels and Ranjit Batra, President-Hospitality of Panchshil Realty pore through the forms.



➔ Maverik Mukerji, GM Delegate, Bengaluru & Mysuru of AccorHotels, Raj Rana, CEO, South Asia of Carlson Rezidor and Mandeep Lamba, MD, Hotels & Hospitality Group - India and JLL at work.



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➔ Rajiv Kaul, president of The Leela Palaces, Hotels & Resorts, Vijay Thacker, director of Crowe Horwath India, Dilip Puri, founder of Indian School of Hospitality, Master Chef Sanjeev Kapoor, founder of SK Food, Sunjae Sharma, area VP/GM of Grand Hyatt Mumbai and Chef Hemant Oberoi, founder of OB Hospitality discuss some points.



➔ Jehangir Aibara, director of Mahajan & Aibara, Anshu Sarin, CEO of Berggruen Hotels and Jatin Khanna, multi-property VP, Bengaluru of Marriott International have a lot to think about.

Grand Jury Meet welcomed the jurors, extending every bit of support so they could concentrate on the task at hand. This was followed by a brief presentation by Srikant Subramanian, general manager-marketing, commercial refrigeration division Blue Star who spoke about the company's air conditioning and refrigeration products for the hospitality industry.

Bibhor Srivastava, group publishing director, ITP Media India then addressed the jury and explained the process for selecting the winners of the 9th Hotelier India Awards. The jury members were divided into three rooms and each group of jurors were given six categories to judge. Each of these categories were further refined to 'Luxury to Upper-Upscale',



➔ Chef Hemant Oberoi, founder of OB Hospitality, Jatin Khanna, multi-property VP, Bengaluru of Marriott International, Vijay Thacker, director of Crowe Horwath India, S Saikumar, deputy MD of ITP Media India, Jehangir Aibara, director of Mahajan & Aibara and Souvaga Mohapatra, executive director of Mayfair Hotels & Resorts before the Jury Meet begins.

'Midmarket to Upscale' and 'Budget to Economy'. This year, a new award category, Banqueting Person Of The Year, was introduced.

A different process is followed for the most prestigious award, the 'General Manager of the year'. After the jurors shortlist the best candidates for this category, a final round of one-on-one interviews will be held with the contenders on 20th December at JW Marriott Hotel New Delhi Aerocity.

DOWN TO WORK

Once the jury meet got underway, it was



➤ The team at Hotel Sofitel Mumbai BKC that ensured the Grand Jury Meet went off flawlessly.



➤ Vijay Thacker, director of Crowe Horwath India with Souvagya Mohapatra, executive director of Mayfair Hotels & Resorts and Gurmeet Sachdev, director, Hotelier India.



➤ Kapil Chopra, president of The Oberoi Group and Mandeep Lamba, MD, Hotels & Hospitality Group - India of JLL indulge in some friendly banter.



➤ Srikant Subramanian, general manager-marketing, commercial refrigeration division of Blue Star Ltd.

apparent that the jurors meant business. A lot of debate and discussion took place about selecting certain candidates. Their task was not made easier by the fact that everyone competing for the awards - from the chefs to housekeepers - tried to do one better and sent in lots of information in a bid to impress the jury with their work and worth. Hence, though only a winner was to be chosen for the 18 categories, at times, the race to the top was so close that two candidates were selected.

A common feedback that jurors had was that award nominations gave them an opportunity to peer deeply into various sectors from a different perspective - something they often miss while taking a bird's eye view of business.

Talking about participating in the Awards, Rajiv Kaul said, "The Hotelier India Awards helps in showcasing some of the best talent in the industry, who might otherwise not get highlighted." Kapil Chopra echoed his sentiments and added that he was delighted to see Ho-

telier India awards go from strength to strength over the years.

The over-arching takeaway from the Grand Jury Meet was that creativity is the key differentiator in the hospitality industry. Those nominees who pushed the boundaries of their respective business domains were the ones who impressed the jurors.

Keen to know who the winners are? All will be revealed on the evening of the 9th Hotelier India Awards. Watch this space for more! **H**



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Kimirica Hunter International join hands with **Hyatt Hotels, India** for supply of it's International room amenities brand **Portico** and **June Jacobs**.

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We are truly excited to announce our partnership with Hyatt India Hotels with introduction of Globally acclaimed international brands Portico and June Jacobs. It is our constant endeavor to serve hotels with bespoke amenities and apex service creating a unique experience in line with their brand.

Mohit Jain

Director Design & Business Communications,
Kimirica Hunter International, India



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Ms. Pancham Narkar
Executive Housekeeper,
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ABOUT KIMIRICA

Kimirica is a leading manufacturer of luxury hotel cosmetics and guest amenities from India, serving to majority of international hotel brands in the region. Kimirica have India's widest portfolio of in-house amenity brands and makes more than 50 different categories of products for hospitality industry. Kimirica was amongst the first in India to develop Paraben-free luxury products for hotels and produces 100% Vegan and Cruelty-free certified hotel cosmetics with unique custom capabilities. Serving to more than 1000 hospitality customers, major clients of Kimirica in the region includes Marriott, Hyatt, Sofitel, Hilton HGI, Pullman, Jumeirah & more.

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TOP SUPPLIERS YOU SHOULD KNOW

Hoteliers believe that there is no limit for growth and potential, and each new challenge feeds their will power to go beyond the conventional and offer the best of services. However, this goal cannot be achieved without the support of the industry, particularly suppliers. With so many moving inventories, various departmental requirement, and daily operational challenges, many hotels end up relying upon a particular chain of suppliers that provide them with the right quality and standard of products.

We bring to you a list of Top 50 Suppliers from the hospitality segment, who have been carefully shortlisted through a strategic process, involving evaluation of tangible and intangible criteria, to find achievers with multiple objectives. It is well known that adapting a strategic approach with key suppliers has immense long-term benefits for hotels. Having the right contacts makes all the difference in this business. And the people in this list ought to be on your speed dial for your hotel's regular needs across all verticals.



AH International

AH International is a unique focal point for a complete range of hospitality products and solutions. The company began with a simple intent to provide creative OS&E solutions for India's maturing hospitality industry and today, provides a single-window solution for the sector's requirements – sourcing and manufacturing products tailor-suited to client needs for in-room, housekeeping, F&B, kitchen, banquet, and front office departments.

They adopt a customer-centric approach and constantly strive to add the best of the brands to their ever-expanding product range and services. The company's portfolio comprises of over 40 national and international brand partners, with stock catalogue exceeding 40,000 products.

The company strives to provide easy access to high-quality hospitality products in the Indian subcontinent and amongst its latest projects are JW Marriott Jaipur; Hyatt Place Hyderabad; Marriott Weligama, Srilanka; Shangri-la, Colombo, Srilanka; Fairfield Marriott, Vishakapatnam; Marriott Indore; and Hilton Garden Inn, Lucknow. Customer engagement accompanied by a flexible attitude and an eye for detail enables them to provide custom solutions to everyone.

Best Sellers:

JVD, Sola, Sambonet Paderno Industries, Schott Zwiesel, Vista Alegre, Luzerne, Pordomsa, Broggi, and Abert

Contact:

Name: Himanshu Lodha

Phone: +91 9799877770

Email: himanshu@ahhospitality.com

Website: www.ahhospitality.com



Assa Abloy Hospitality

With products installed in more than 45,000 properties worldwide and securing in excess of 7.5 million hotel rooms, Assa Abloy Hospitality has established itself as the world's leading provider of locking solutions

in the hospitality sector. By deploying advanced technology to offer security, they provide solutions and services in mechanical and electromechanical locking, access control, identification technology, entrance automation, security doors, hotel security and mobile access.



Best Sellers:

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- The VingCard Allure is a highly innovative electronic locking solution with a state-of-the-art make and design-centric hardware and software.

Contact:

UAE Contact Number: +97 143262136

India Contact Number: +91 080 48909082

Alcatel-Lucent Enterprise

ALE's fully converged, modular hospitality solution is purpose-built for this industry. They work

with the consumers to tailor solutions that deliver guest satisfaction, engagement and loyalty, while creating new revenue opportunities - from up-selling the spa treatments to promoting local businesses.

The company makes it possible to connect every necessary aspect by providing effective on-premise and cloud-hosted networking and communications solutions, combined with unique consumption models that let any hotelier align their infrastructure costs with occupancy rates. ALE helps hoteliers to connect with their guests by delivering technology that works.

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Contact:

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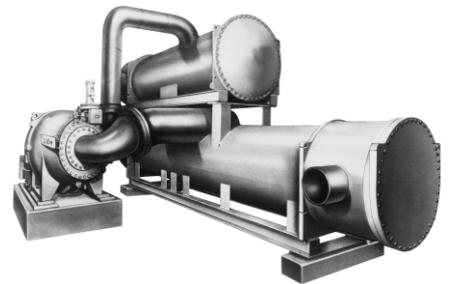
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stop solution provider for the best food service products in India. Aksai has a plant in Gurgaon and in New Delhi that caters to customised products. One of the biggest USPs is their ability to harness the skills of artisans at these factories.

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Blue Star India

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Contact:

Name: Sarah Aikara

Phone: +91 44 43444000

Email: sarahaikara@bluestarindia.com

Customer service: 1800 209 1177



Boon Edam India

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Best Sellers:

Their revolving doors range Crystal Tourniket and Tourniket has been their key portfolio enhancers.

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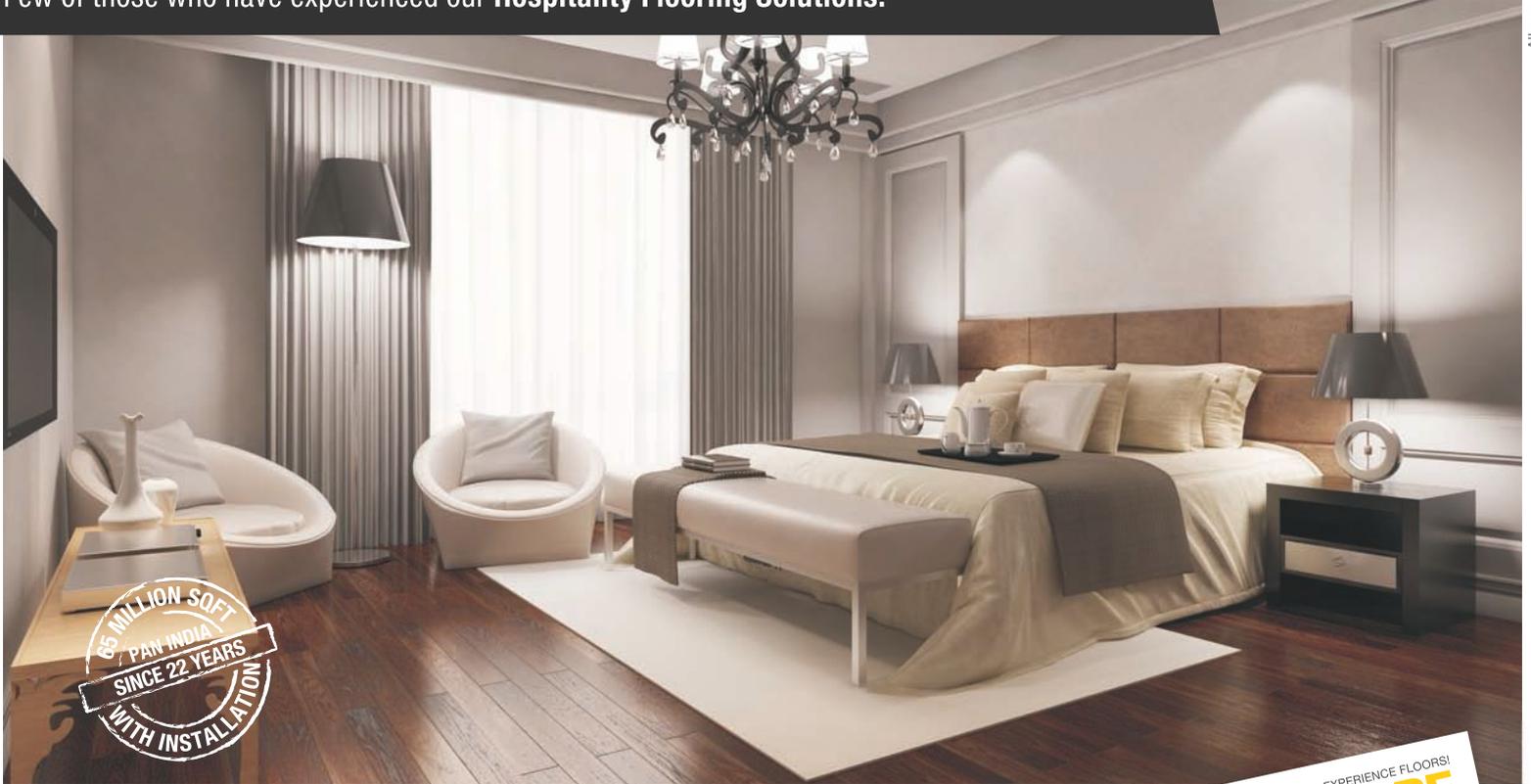
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Ahmedabad: Formula 1, Royal Orchid | **Bangalore:** Taj Indione, SFO Hotels, Royal Orchid, Leela Palace, Formula 1, Chancery Hotel | **Chennai:** Leela Palace, Hotel Leela, Hotel Taj Connamera, Hotel Park Plaza, Hotel GRT Grand, Cosmopolitan Club | **Cochin:** Hotel Avenue Regent | **Delhi:** Leela Palace, Hotel 32nd Milestone Ashok | **Goa:** Royal Orchid, Ramada Caravela Beach Resort, New Kenilworth, Leela Palace | **Hyderabad:** Westin, Park Hyatt, ITC, Hotel Park Hyatt | **Indore:** Fortune Landmark | **Kodaikanal:** Mahindra Holidays | **Kolkata:** New Kenilworth | **Mumbai:** Taj Mahal Hotel, Ramada Inn, Leela Palace, ITC Grand Maratha Sheraton, Astoria Hotel, Airport Taj | **Noida:** Formula 1 | **Pondicherry:** Hotel Adithi | **Puri:** ITC Hotel | **Raipur:** Le Roi | **Surat:** Grand Bhagwati | **Thiruvananthapuram:** Hotel Saj Lucia | **Udaipur:** Leela Palace, Le Roi

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The Power Systems business of Cummins India Limited recently announced the launch of the new 250 kVA generator set based on the L9 (8.9 litres) engine platform. With this launch, the company adds another technologically advanced solution to its existing 7.5 kVA to 3750 kVA range of generator sets, the widest range offered to the Indian market by a single manufacturer.

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Daikin

Daikin is a global leader in the manufacturing of air conditioning systems and is on an aggressive growth path, with expansion going at the rate of 18-20 percent. The company states that it aims to grow at a similar rate this year and will start scouting for a location for setting up a third factory. Aiming to be a lead player in the room



AC segment, the brand has been focusing on ramping up its distribution network and manufacturing capacity. Backed by the superior technology, the organisation offers a wide range of energy efficient air conditioning solutions to the Indian customers. Robust growth is forecasted in India's air-conditioning market in the future and Daikin intends to further increase its market share of residential and large-scale projects.

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Dorset KABA Security Systems

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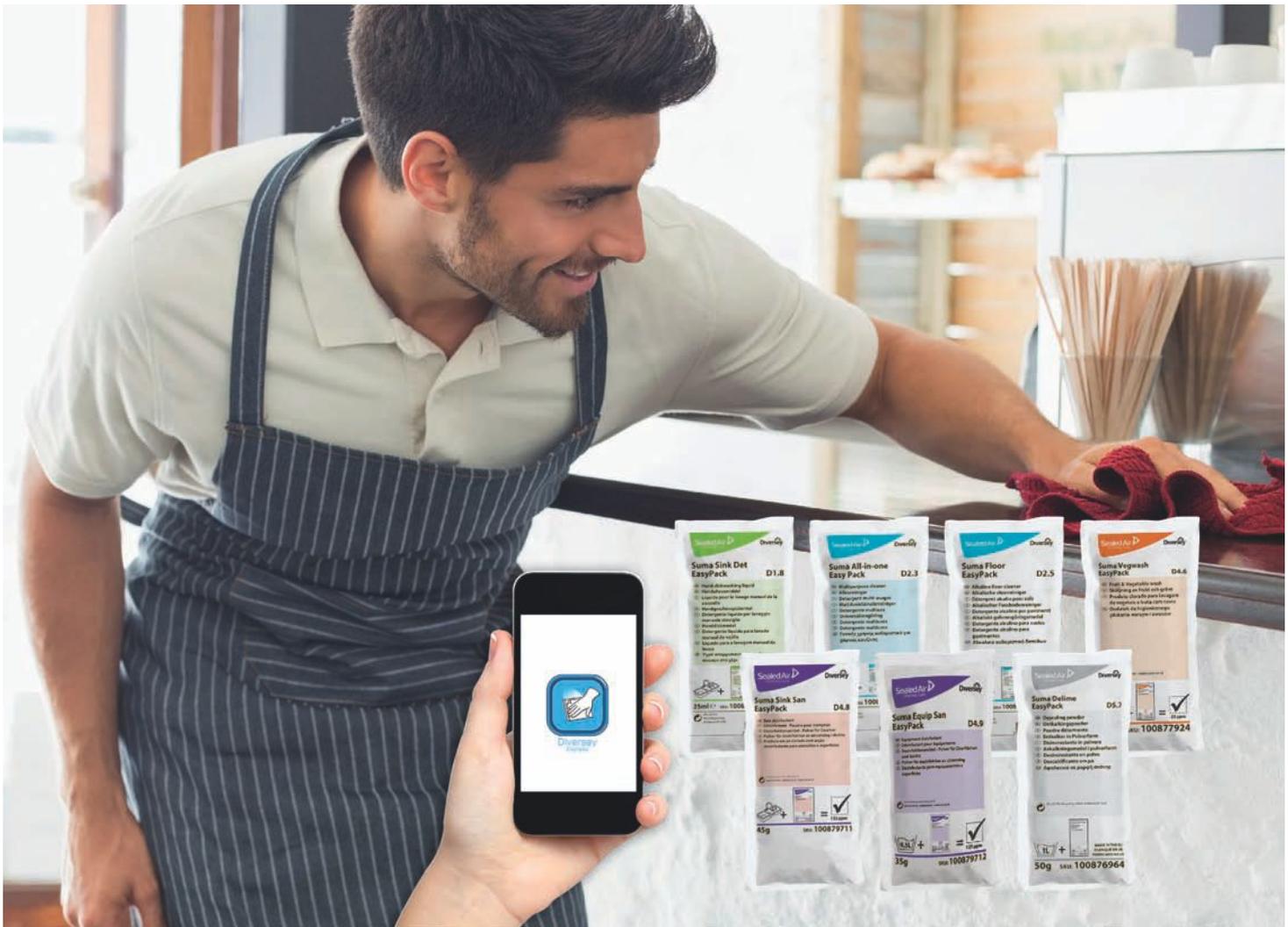
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Bridging Gaps

Himanshu Jain, president, APAC of Diversey talks about the innovative steps the company has taken – whether it is adopting a customer-first approach or championing the cause of environmental stewardship

What sets Diversey apart from other providers in cleaning solutions industry?

Diversey has always been the leader in providing modern cleaning and hygiene solutions to the hospitality industry. From the beginning, we have brought about innovative solutions, and can proudly state that we have contributed tremendously in changing the way cleaning and hygiene is perceived in the hospitality industry. What was a chore is now a mechanism to ensure health and prevent disease. Diversey focuses on innovations closely based on customer's environment. We make sure our solutions make the workplaces of our customers safer, and healthier. Further all our innovative solutions keep cost of operations and sustainability at their core.



➤ Himanshu Jain, president, APAC, Diversey

What steps does Diversey take to keep coming up with superior cleaning solutions and services available for the hospitality industry?

We have been working closely with our customers over the years. We keep a solution-provider approach and that has worked best for us. Our global R&D centre is situated in Mumbai and we invite our customers to see the developments, first-hand. This acts as a comprehensive bridge between what they expect and what we're capable of providing. We listen and understand the customers' pain-points. Their peace of mind is our priority.

Please describe the latest innovations from your company that can help the food service

industry to maintain a clean, healthy and safe environment.

We have a long list of innovations. To keep it simple, let me mention a few: 'Flush Me Not' – waterless urinal program, is one of the simplest and easy to use programs, which has delivered tremendous water savings. Programs like Diversey Express are one of our very successful innovative programs that we've been running with our food service clients. It provides a handy, portion-controlled option for all the cleaning needs of a food service area. This ensures a hygienic environment for food handling as well as service.

Another innovation is Divermite Systems that help easy and controlled dispensing of super-concentrate cleaning solutions. This is a system which is closed loop and ensures precise dosing of the cleaning chemicals for the most cost effective cleaning. Not only that, it reduces the plastic waste significantly,

We have also launched our Dish-wash rental program. We provide a state of art dishwasher, along with the chemicals, and maintenance on a rental model. This not only ensures consistent results, but delivers peace of mind.



How are you promoting these products, solutions and services in India?

We have large on-the-ground teams that are trained to provide solutions to customers across board. These teams meet up with customers every day and deliver on-ground solutions. Coupled with this, we have a large network through distributorship, who complete the last mile logistics. Apart from this, the company regularly holds customer meets, to apprise our customers of the latest innovations and are also very active on social media.

How does Diversey ensure that its products for the hospitality industry are easy-to-use and perform consistently?

There are various ways we do this. A large sales and application team on the ground reach out to customers and ensure that they use our systems in the optimum way. Firstly, our systems are easy to use. A systematic program of service audits on an IMAP protocol (cloud-based system) ensures course corrections as necessary. We also conduct food safety audits through Diversey Consulting. This adds further value in terms of enabling our customers to deliver hygienic results.

How can the continuous use of Diversey's cleaning solutions help hospitality companies reduce costs while improving efficiency?

We were the pioneers to introduce the concept of cost in use. Our focus all along has been optimal results at the least cost, while simultaneously, keeping sustainability at the core. Given that we're one of the water-scarce nations, our Flush-me-Not waterless urinal programs, save almost 90% of water, which otherwise gets flushed down the drain. Our Clax Advanced, low-temperature laundry systems, save 15% electricity consumption, which is close to 5,000kWh, and it increases the durability of linen by 30%.

Divermite controlled dosing systems for super-concentrates ensure correct dilution and eliminate wastage. Our Smart-Cleaning systems for building care, reduce fatigue of the janitors, and increase efficiency through ergonomic design of our equipment and tools.

Please share details about your various CSR activities.

Diversey has always valued environmental stewardship as an effective business strategy. Our commitment to the environment extends beyond our operations. We also capitalise on the opportunity to reduce waste, conserve water, and save energy in our customers' facilities by delivering innovations focused on sustainability. Our approach to product design also leads us upstream, where we look at the source of the materials in our products

to ensure safety and environmental stewardship across the value chain.

Our CSR programs are not about donating money to charity, but have developed programs also to deliver value. Our Soap for Hope™ program, is a way of recycling the used hotel soaps and create a hygiene environment among the lesser privileged communities. In the same way, Linens for Life™ is a program where we collect the used and discarded linen from hotels and recycle the same. School uniforms, masks for TB patients, school bags, are a few of the items we have made using the old linen. Further, both these provide a livelihood for women employed to recycle the same.

Garima – Diversey School of Hygiene is another of our Shared Value Initiatives. We're creating a livelihood for the people from lesser privileged communities by providing them a basic training to improve their skill sets, and make them employable. We further provide them the bridge with our customers for employment. This program is now on a fast track, and our ambition is to train 10000 technicians by this financial year end.

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Ecolab

Ecolab is a global leader in water, hygiene and energy technologies and services. This company offers comprehensive solutions to support their customers' businesses in the food service, food processing and hospitality industry, in more than 170 countries around the world.

With 19 global technology centres, 1,600 scientists, engineers and technical specialists with over 7,700 patents, the company's services encompass kitchen care and cleaning, on-premise laundry, water treatment, quality assurance programs, etc.

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Website: www.ecolab.com



Electrolux Professional

Electrolux Professional is the only supplier worldwide offering a complete range of high-performance products for professional kitchens and laundry. The company supplies to more than one third of the star-winning restaurants of the continent. The services range from selecting the correct machine set-up and layouts for the location, installation and education, to the comprehensive after-sales process with maintenance and care. They are constantly working on reducing the environmental impact of their products and factories that abides to the strictest standards.

Best Sellers:

- Electrolux Professional's SpeedDelight
- The Multi-rinse Rack Type Dishwasher

Contact:

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Email: debobrata.das@electrolux.com



FCS Computer Systems

FCS is a comprehensive hospitality technology solutions and services provider, with an extensive portfolio of integrated products used by more than 5,000 hotels with over 8,000 installations in 32 countries. FCS mobile applications are also available on staff mobile devices. The functionality seamlessly integrates into six web-based guest serving applications that are grouped into FCS' Hospitality operations management category, including FCS Connect, FCS Housekeeping, FCS Laundry, FCS Recovery, FCS Engineering and FCS Concierge; all specifically tailored to enhance service optimisation and the guest experience. These applications can integrate with a hotel's PMS and other third-party systems via FCS Gateway and FCS Voice, or can seamlessly function alongside CosmoPMS, FCS' own innovative PMS solution. With FCS Analytics, hoteliers can maximise both revenues and property reputation with streamlined access to business analytics and operations performance intelligence.

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Food Service India

Having served the industry for over 75 years, Food Service India is one of India's leading food and beverage solutions provider for HoReCa segment in India. The team at FSIPL comprises of experienced chefs and sales professionals, who understand the challenges faced by the sector in terms of cost, inventory, taste, consistency, etc. The company offers three differentiated services for its customers - building F&B menu, standardising recipes and, in-kitchen demonstration and training. It has specialised food service distribution partners across India and abroad, who provide best last-mile services to the HoReCa customers.

Best Sellers:

Seasonings, spices and gravies.

Contact:

Phone: +91 97443 40707

Email: customercare@foodserviceindia.com

Website: www.foodserviceindia.com



Greenlam Laminates

With a production capacity of 12.2 million sheets every year, Greenlam have always ensured that superior quality products are available. Innovative technology and creative solution have been their guiding principles from day one. The brand is a recognised name within surfacing products in more than 100 countries. With over two decades of experience in the industry of decorative laminates, the brand is expanding its retail footprint in the country. It is more appreciated for manufacturing of decorative veneers, decorative laminate, doors, wooden flooring and MFC.

Contact:

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Email: info@greenlam.com

Website: www.greenlam.com

Grohe India

With a decade of its presence in the Indian market, Grohe has constantly leveraged technology to transform the bathroom experience and has recently launched its state-of-the-art experiential centre - GroheLive! - in Bengaluru. Adhering to their policy of sustainability the company's patented Grohe EcoJoy™ technology helps save up to 68 percent of water consumed.

In addition to its services, Grohe also take a step further to help hoteliers with bathroom planning and selecting the most apt products as per the hotel's category requirements. The latest room concepts in contemporary trend hotels tend to merge the bathroom and living area into a single space.

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Grundfos India

A global leader in advanced pump solutions and a trendsetter in water technology, Grundfos is also one of the world's leading pump manufacturers with an annual production of more than 16 million pump units. The company's main products include circulator pumps for heating and air-conditioning as well as other centrifugal pumps for the industry, water supply, sewage and dosing. Their latest innovations are the TPE3 pump with IE5 motor with inbuilt drives and controllers, which is mainly for chilled water circulation in commercial building services and industry applications; and the CR pumps with IE5 Motors for hydropneumatics applications.

Best Seller:

- Grundfos' NB/NK end-suction pumps
- The brand's Digital Dosing solutions (SMART Digital, DME, DDI).

Contact:

Name: Aishwarya Sandhya

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Häfele India

Häfele India lays pride in its diverse range of quality products, well-networked channel partners and unmatched service to customers. The ability of the company to understand the diverse Indian market and adapt to the changing tastes and trends, has made it an authority in the field of architectural hardware, furniture fittings and kitchen fittings and accessories. The company has also forayed into related industries by launching independent product verticals namely kitchens, appliances, lights, sanitary and quartz surfaces to cater to the focused demands from the hospitality industry.

Contact:

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Website: www.hafeleindia.com



Harman India

Harman Professional Solutions is the world's largest professional audio, lighting, video and control products and systems company. Its best-in-class products are designed, manufactured and delivered to a variety of segments, including recording and broadcast, musicians, cinema, tour sound, commercial sound and contracting applications. Harman also acquired SVSi, the leading maker of networked AV (AV over IP) products. SVSi has joined Harman Professional's Video and Control business Unit marketed under the AMX by Harman brand.

Best Sellers:

- Harman Connected PA App
- Harman's extensive range of Networked AV solutions

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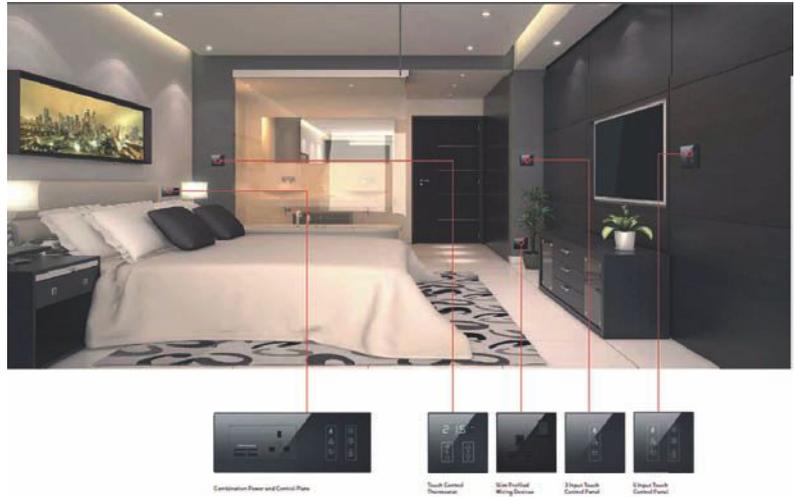


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Honeywell Automation India

Honeywell Automation is a leader in providing integrated automation and software solutions, including process solutions and building solutions. It has a wide product portfolio in environmental and combustion controls, and sensing and control, and also provides engineering services in the field of automation and control to global clients. A Fortune India 500 company, the technologies manufactured by them are built in world-class production facilities and are subject to rigorous testing exceeding industry standards for quality and performance. Honeywell equipment complies with all ISO-9001 protocols, an internationally recognized standard that defines a quality assurance system.



Product highlight:

- The ARMOR 300
- The Honeywell ProWatch® series
- Honeywell Lobby Works® visitor management suite

Contact:

Website: www.honeywell.com

IDeaS

With more than 1.6 million rooms priced daily on its advanced systems, IDeaS Revenue Solutions leads the industry with the latest revenue management software solutions and advisory services. The product empowers its clients to build and maintain revenue management cultures – from single entities to world-renowned estates – by focusing on a simple promise: driving better revenue. IDeaS has the knowledge, expertise and maturity to build upon proven revenue management principles with next-generation analytics for more user-friendly, insightful and profitable revenue opportunities – not just for rooms, but across the entire hotel enterprise.

Best Seller:

IDeaS G3 Revenue Management System (IDeaS G3 RMS)

Contact:

Email: apac@ideas.com



Jaquar

Jaquar group was built on the platform of highest quality standards, aesthetics and with the intent of providing world class products. Conceived way back in 1960, Jaquar group is an undisputed market leader in the organised bath fittings category and is one of the fastest growing bath brands in the world with presence in 30+ countries across Europe, Middle East, Asia- Pacific and Africa. Today it caters to various socio-economic segments with brands such as Artize in the Luxury category, Jaquar in the Premium & Essco in the value segments.

Product highlight:

- Artize Rainjoy overhead showers
- Opal Prime
- Artize TumbleRain

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Kimirica Hunter International

Kimirica Hunter International is India's largest manufacturer of luxury hotel cosmetics and guest amenities serving to majority of international hotel brands in the region. Kimirica has India's widest portfolio of in-house amenity brands and makes more than 50 different categories of products for hospitality industry. It was amongst the first in India to develop Paraben-free luxury products for hotels and produces 100% vegan and cruelty-free certified hotel cosmetics with unique custom capabilities. They are associated with Jumeriah, Sofitel, Pullman, Marriott, Starwood, Hyatt India, Carlson, Novotel and many more across the region.

Best Sellers:

Le Labo, Bliss, Rituals, June Jacobs Spa and Byredo.

Contact:

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Email: bdm@kimirica.com



LG Electronics

The product lineup of LG Electronics features cutting edge technologies that combine to deliver superior performances, top class energy efficiency, cutting running costs and lessening the strain on energy resources.

Moreover, LG has a wide product and solution line up for various requirements such as light commercial air conditioners, chillers and building management system.

The company offers a board portfolio of air conditioning products that are compatible with all verticals, including skyscrapers, factories, auditoriums, commercial complexes and others

Best Sellers:

- The Multi V IV, fourth generation VRF series
- Hydokit is a Total Heating and Hot Water Solution for Multi V.

King Koil

King Koil is one of the world's largest mattress brand spread over more than 100 countries worldwide. It is also rated amongst the most preferred brands in hospitality industry, with an experience of over 10 million rooms furnished world over.

King Koil India is leading the values of brand with majority supplies in hotel chains like Marriott, Starwood, IHG, Radisson and more. With manufacturing in India, the buyer not only gets cost-effective products, but the post-sale service needs are also fulfilled on immediate basis. The company manufactures more than 10,000 mattresses every month, both in retail and hospitality segment of India.



Best Sellers:

King Koil's Guestrest Eurosoft

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Contact:

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Lutron

Lutron light control products range from individual dimmers to total light management systems that control entire building complexes. Adding Lutron light and shade control to public spaces in hotels helps accentuate architectural details, highlight artwork, block the sun's glare, and create a welcoming ambiance. Some of the suggested products from the company's portfolio for these spaces are Energi TriPak®, PowPak® Stairwell Fixture and Energi Savr Node™. Lutron's myRoom Solution ensures that guests can easily adjust lights, shades, and temperature with a simple touch of a button. Their clientele includes Oberoi Udai Vilas, ITC Chola Sheraton, Westin Hotel, Hyderabad, etc.

Contact:

Phone: +91 124 439 0130

Website: www.lutron.com

Meiko

Meiko develops solutions and supports the processes required to ensure professional dish washing, cleaning and disinfection. With its professional ware washing systems, washer-disinfectors, and food waste disposal technology, the brand has established itself the go-to choice for clean and intelligent solutions. Simple and intuitive operation is the hallmark of a Meiko's professional dishwashing machines.

Contact:

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Middleby Celfrost

With its presence in the Indian hospitality industry for over two decades, Middleby Celfrost focuses on offering the complete kitchen solutions along with service support throughout the country. The company has established a national footprint for sales, service and warehousing facilities and currently, marks its presence in over 300+ cities. The company was featured in 'Fortune 100 Fastest Growing Companies,' being rated as the second best performing stock at NASDAQ in the last two decades by Smart Money. The latest product innovation in the segment aims at reduction of cooking speed by about 30% saving 25% energy.

Best sellers:

- All culinary equipments, high-speed vent-less ovens and fryers from Huono, Turbochef and Perfect Fry.

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Website: www.middlebycelfrost.com



Mitsubishi Electric India

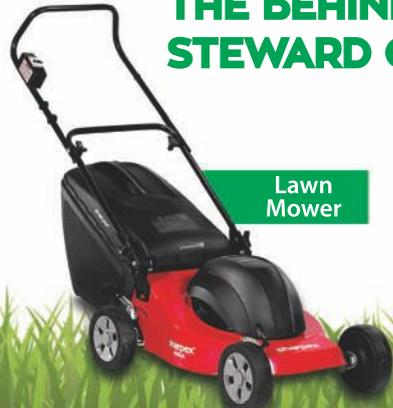
Profile: Leaders in electric and electronic equipment, Mitsubishi Electric launched its new range of air conditioners titled Mr. Slim in the Indian market recently. The air conditioners use a new, cutting-edge Advanced Inverter Technology along with Dual Barrier Coating that protects the air conditioners, so that they are able to operate efficiently. The company's latest range of thin ceiling-concealed indoor units of the PEY-SP series are the perfect answer for air-conditioning requirements in buildings that have minimum ceiling installation space and wide ranging external static pressure. Mitsubishi's next offering in its bouquet of new air conditioners is the City Multi PUMY-CP Series, Light Weight and Compact Design.



Contact:

Website: www.mitsubishielectric.in

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MKN

Over the years, MKN adapted to changing market conditions until, finally, they decided to channel all their resources into the manufacture of professional kitchenware.

For many years the MKN international GreenTeam has been working on the efficiency and sustainability of its production processes and products alike. Due to numerous intelligent features, the MKN combi steamers are considered to be extremely energy efficient professional cooking appliances. The triple-glazed cooking chamber door boasts an energy saving potential of 28% and the heat exchanger can save approximately 1 kWh energy during a single operating hour in steaming mode in FlexiCombi 10.1. The company bagged the Best of Market award for the "cooking technology" category in 2017, and also won the "flexibility Flexi-Combi Team" category at the Top Hotel Star Award 2017.

Contact:

Website: www.mkn.de



Oracle Hospitality

Guests enjoy a memorable experience not just because of the unique style or ambiance of the hotel itself but also because of the seamless flow of information that simplifies and enhances every aspect of their visits. Oracle is helping hospitality providers deliver these exceptional guest experiences with a cloud-based strategy for



innovatively meeting traveler needs. For large hotel chains and regional resort networks, cloud technology makes it easier to onboard new properties and configure essential services for property management, reservations, house-keeping, financial operations, guest data management, and loyalty tracking. For hotels of all sizes, cloud-based information systems also encourage guest interaction, with mobile access to bookings, room preferences, dining preferences, and service histories. Oracle's open architecture makes it easy to connect new cloud applications with existing applications, both on-premises and in the cloud. Unlike the solutions from commodity cloud vendors, the company's cloud solutions are complete, open, and secure, constituting a platform that spans all layers of the cloud.

Contact:

Website: www.oracle.com/hospitality

Pernod Ricard India

Globally, Pernod Ricard is the world's co-leader in wines and spirits, and in India it is the fastest growing multinational beverage alcohol company with a business spanning the entire length and breadth of the country delivering quality products to its discerning consumers. Within the country, the company operates through 32 bottling plants and has two grain spirit distilleries at Nasik (Maharashtra) and Behror (Rajasthan), apart from its own winery at Nasik.

The company also distributes some of the leading international brands including Chivas Regal, Seagram's 100 Pipers, Ballantine's, The Glenlivet and Royal Salute Scotch whiskies, Jameson Irish whiskey ABSOLUT Vodka, Havana Club rum, Beefeater gin among white spirits category, Martell cognac, Jacob Creek wine, Kahlúa and Malibu liqueurs and G.H. Mumm champagne.



Contact:

Phone: + 91 (0124) 235 8001-8/4065001, 4065004-10

Website: www.pernod-ricard-india.com



Philips Lighting

Philips Lighting, a global leader in lighting products, systems and services, delivers innovations that unlock business value, providing rich user experiences that help improve lives. Serving professional and consumer markets, we lead the industry in leveraging the Internet of Things to transform homes, buildings and urban spaces. Lighting plays a vital role in interior designing and Philips Decorative Lighting range is a unique offering in the market catering to the evolving lifestyle needs of Indian consumers. Philips Lighting differentiates its offerings through innovation in design, energy efficiency and its

global lighting application expertise. The company recently inaugurated a new Light Lounge in Agra, located in Belanganj and spread across an area of 630 square feet, it is the company's second exclusive outlet in Agra and 50th branded store in North India. This exclusive outlet showcases an elaborate range of Philips Lighting products and solutions for consumers.

Contact:

Customer care: 1800 103 5977

Email: lightingservices.india@philips.com

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RAK Porcelain

Delivering a vision into reality has been the success story behind RAK Porcelain growing into one of the leading manufacturers of porcelain tableware in the world. Spread over an area of 65,000sqm with a production capacity of 28 million pieces per annum, RAK Porcelain is where technology, creativity, designs and quality is at its best. Today the brand is proud to associate with over 20,000 star hotels worldwide. It offers a superior quality product with a vast array of shapes designed by leading tableware designers for the hotels, restaurant and hospitality segment at a value for money proportion. With a passion for excellence and a commitment to constantly serve the best product that meets the needs and demands of the HoReCa industry in terms of design, quality and practicality of use in a fast paced and tough environment.

Contact:

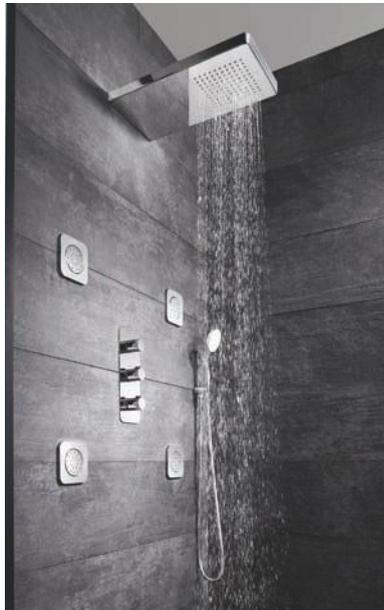
Email: rakporcelain@rakporcelain.com

Website: www.rakporcelain.com



Roca

Roca is the first global operator in the bathroom sector with a commercial presence in 170 markets across five continents. Roca's creations are technologically advanced and energy efficient, with an extensive product range which includes smart toilets, water saving urinals, electronic faucets, etc. The brand has won over 40 International awards in the fields of design, sustainability and innovation and is a design and manufacturing behemoth with a global footprint and the widest range of advanced bathroom products including WCs, basins, showers, faucets, bathroom furniture and accessories. Roca is poised to innovatively contribute towards the contours of a better future for all.



Best Seller:

• Escuadra Pure faucet • The Puzzle Collection • Alba Bath

Contact:

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Saint-Gobain

The brand is a world leader in ceilings, drywall and plastering solutions. As a market leader in India, Gyproc has been at the forefront of delivering solutions to many leading building projects across various sectors. Saint-Gobain Gyproc has developed a range of robust solutions that stand up to all degrees of impacts, scuffs, scratches, and dents. They offer a low maintenance, low repair cost alternative to standard drywall linings and increase the durability and longevity of the wall. The company's other major product lines include: abrasives, glass for architecture, glass for automotive, gypsum plasterboard and plasters, high performance ceramics and plastics etc.

Contact:

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Website: www.saint-gobain-gyproc.com



Samsung

Samsung's products provide a premium in-room experience for your guests with streamlined operations for hoteliers. Their 590 and 690 series hospitality SMART TVs deliver a complete platform for a exclusive in-room experience with an at-home feel. Guests can watch movies and TV shows and even push content from their mobile devices to the big screen. Built on the HTML5 standard with Flash® support, H-Browser is a true SMART TV solution offered through partnerships with certified system integrators. It features both free and video on demand (VOD) content, and is able to interface directly with the head end without a set top box.

Contact:

Phone: 1800 40 7267864

Website: www.samsung.com

Schneider

At Schneider Electric, they simplify complexity with a single, integrated platform that ensures that the hotel is connected, sustainable, comfortable, efficient, and safe. The main objective of all hotels is to provide an exceptional guest experience that ensures customer loyalty while achieving a positive return on investment. Reducing operational costs and maximizing staff productivity allows the hotels to provide guests with an inspiring, memorable ambience and a connected, digital experience that they expect. In the past year, Schneider was able to successfully deliver its priorities to resume organic growth for the business outside infrastructure and continued to improve the operational margin level organically.

Best Sellers:

Schneider Electric innovation helps hotels achieve operational excellence, drive down energy consumption, and ensure the highest levels of guest satisfaction with its Integrated Building Management solutions, guest room management solutions, common area solutions, electrical power and energy management solutions, smart building services, sustainability services, and modular and glass touch switches.



Contact:

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Email: sweta.sharma@schneider-electric.com



Somany Ceramics

Somany Ceramics is one of the leading players in the ceramic industry in India. The company is a complete solution provider in terms of décor solutions with widest product selection categories – ceramic wall and floor, polished vitrified tiles, glazed vitrified tiles, sanitaryware and bath fittings.

The company has created the 3D Tile Visualizer, the first-of-its-kind offering in the industry. There are multiple ways in which virtual reality can revolutionise marketing and drive sales as customers can be transported to a virtual world created using a brand's products.

Contact:

Phone: 011-28345049- 4282

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Materialising visions and ambitions

Karann Seth, director of San Royal International Furniture LLC, talks about how the company's superior craftsmanship, astute clarity of materials, and details aids in translating their client's ambitions.



How has San Royal been able to contribute to the growth of India's hospitality spaces?

San Royal formally known as Sello Royal has been associated with the Indian hospitality industry since early 70's and have been leaders in providing the best of sleeping systems to almost every possible hotel brand in India. Sharad Raj Seth, who has been driving force behind the company and its success, has lead the company from manufacturing of mattresses and bed bases to a turnkey interior contracting company. Hospitality industry in India has grown phenomenally in last 15 years and San Royal feels honoured and proud to be associated with some of best properties and brands in the sector, whether in providing comfortable sleep or beautiful interiors and furniture.

What are the fundamental principles that the company stands by while delivering and executing projects?

San Royal as a group has always believed in serving its client rather than just working for monetary gains. Our success has been earned by providing excellent services, support and value to our clients and customers. We as a company have served in the hospitality industry for now almost 35 years and we measure our success by the repeat business that our clients give us. We continue to lead in finding the best solution and product development.



➔ Karann Seth, director of San Royal International Furniture LLC

More than just achieving the numbers, we believe in being hospitable, after all our business is nothing but hospitality.

What are the key USPs of the company?

Our USP certainly lies in our customer relation – this has helped us grow from being leaders in mattress industry to being turnkey interior contractors. Our strong manufacturing base with the most high-tech machineries and over 2000 skilled and semi skilled work force, allows us to complete a project in the best and most efficient way. San Royal has a separate department for design and engineering, which gives us an advantage to handle critical issues in a project from aesthetic and sustainability

point of view. We as a company have developed a very strong sourcing team and today we can fulfil any client, designer, and architect's need with best of interior products and services.

What are some of the upcoming design trends inherent in the hospitality sector?

As recently as five to 10 years ago, neutral colours reigned supreme. Today hotel designers are infusing bold and metallic colours in their designs, and also adding colours that pop. Metal is another element which is considered a luxury element in design and today metallics are changing to golds, bronze, and warmer metals. Darker metals are taking the centre stage and the great thing about it is that it hides imperfection and ages well. It shows the provenance and history of the space. In imperfection, you find luxury. If something has history, a story to it, that brings luxury to it. Outdoor elements are becoming increasingly popular in interior design, from upholstery to wood finishes and – of course – living plants used as decor. It's not just about designing a place anymore, its bout designing an experience that flows from check in to sleeping to bathing to dining.

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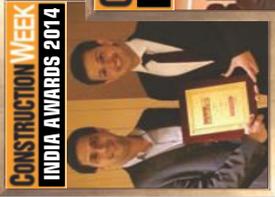
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INNOVATION

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Sony

In India, Sony has its footprint across all major towns and cities in the country through a distribution network comprising of over 20,000 dealers and distributors, more than 300 exclusive Sony outlets and 25 branch locations. Sony's 4K line-up had witnessed a positive progression with 17 models being launched in FY17 compared to 11 models in FY16. The expansion is attributed to 4K technology making a push into the mainstream, as consumers are now aggressively consuming 4K content from various online streaming services. The growing demand for larger screen segments is also one of the aspects boosting the segment's succession.

Contact:

Customer care: 1800-103-7799

Email: sonyindia.care@ap.sony.com



Springfit

India's most premium and progressive sleep accessories and solutions brand, Springfit's range of mattress goes beyond spring mattress and includes imported latex mattress, memory foam mattress, micro pocketed spring mattress, Ortholife mattress, etc. to cover an entire scale of consumer aspirations. The brand's mattresses have redefined the paradigm of luxury and excellence and are among the market leaders in Indian hospitality industry with extensive presence throughout the country. The brand serves most of the five-star hotels in India offering the ultimate luxury experience to their guests.

Best Seller:

- Autograph Collection • Their Mdi foam technology ensures the product is highly breathable and has no toxic residues.

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Website: www.springfitmattress.com

Square Foot

Square Foot has a vision of creating a perfect integrated flooring solution that follows two ethos – quality and innovation. The company's varied area of product categories consist of solid wood, engineered wood, laminate wood, outdoor deck flooring, commercial heterogeneous and homogeneous vinyl, linoleum, carpet and artificial turf. They have over 22 years of experience in creating more than 65 million square foot of sustainable, safe and inspiring flooring across India. Square Foot always puts environmental concerns first and ensures that most of their partners are either FSC or PEFC accredited.



Best Sellers:

- Engineered wood floors • Designer wood floors • Laminated and LVTs • Sports flooring for hotel gyms • Deck flooring of all kinds for swimming pool areas

Contact:

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Welbilt

Welbilt is one of the world's leading innovators, designers and manufacturers of high-quality and energy efficient professional kitchen equipment and systems. They serve the ice beverage, refrigeration, cooking and surface cooking, frying and holding needs of restaurants, fast food chains and other related-hotel applications. Coupled with their touch screen controls, smart systems and fully-connected suite, the company ensures that hoteliers enjoy a truly seamless operation that can't be found anywhere else. They aim to keep solutions simple, while offering an intuitive, straightforward design in every one of their products.



Best Sellers:

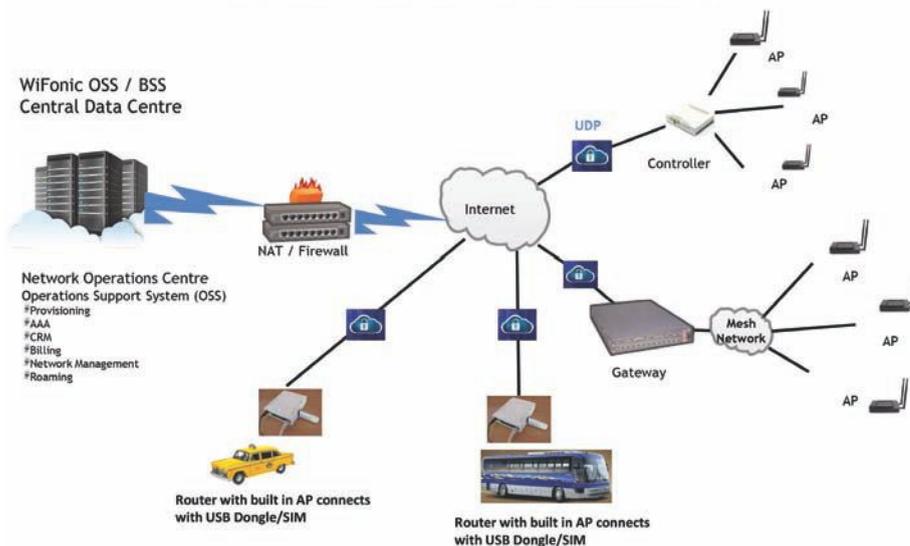
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Contact:

Phone: +91124 4763705

Website: www.welbilt.com

WiFonic Network Architecture



WiFonic Networks

WiFonic Networks provide best in class AAA services with centralised subscriber management and billing solutions and also delivers secure high speed internet access for hotel guests/visitors across wired and wireless network within their premises. The solution comes with various authentication methods viz., offline, online, PMS, OTP, RADIUS, QR code, social media, etc which enables

property to have seamless private and public internet access in the same infrastructure. By offering new features and customisations, hotels get more value added to their business and potential revenue earning options. It is Wifonic's own platform with in-house development team which enables them to provide faster response to technological advances and industry requirements.

Best Sellers:

- WiFonic Networks provides end to end OSS & BSS WiFi Hotspot services & solution for viz., site survey, solution design, supply, installation and maintenance of wireless network within customer budgets.

- WiFonic Hotspot solution is best suited to the hospitality industry as it is a cloud-

based model and highly customisable for various new features and integrations because the customer requirements are changing rapidly.

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Zieher

Products made out of different materials such as glass, stainless steel, solid wood, porcelain etc. and the combination of materials, give birth to the high-quality, modern tableware and buffet-systems manufactured by Zieher. This is why the brand is internationally well known by its target audiences (executive floor, suites, and lounges) as a modern company with the strength to create innovative products with appealing design out of its own ideas.

Contact:

Email: info@zieher.com



Zwiesel Kristallglas

With top-class products and pioneering innovations, Zwiesel Kristallglas meets the highest standards of professional users and hotelier in over 147 countries worldwide. In 1991, environmental and safety considerations led Zwiesel-Kristallglas to be the first company in the world to discontinue production with lead crystal. Thereafter, Zwiesel-Kristallglas developed the internationally patented Tritan® technology to create a new high-quality crystal glass without the use of lead oxide. It is environmentally friendly and 100% lead and barium free. This technology creates glasses 40% stronger making them scratch resistant, dishwasher safe and the brilliance stays even after years of use.

Best Sellers:

• Convention Tumblers and Ivento Stemware in the economical category • Paris Tumblers and Finesse / Taste Stemware in mid category. • Tossa Tumblers, Basic Bar Motion & Pure Stemware & Diva Stemware in the premium segment

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OZONE LAUNCHES JADE BLACK DIGITAL HOTEL IN-ROOM SAFE

Hoteliers take the security of their guests' valuables very seriously, especially those that are kept in-room. Taking cognisance of this, Ozone, an eminent security solutions provider, has introduced the Jade Black digital in-room safe that provides adequate security to a guest's important things.

This safe can be operated with a registered RFID card and 4-6 digit user code. It comes with a locking mechanism that allows the safe to lock electronically when the correct user code is entered. If an unregistered RFID card is used or the wrong user code is entered three times consecutively, the safe goes into a secure mode where its electronic panel freezes. Hereby, the valuables inside the Jade Black safe stay secure from unauthorised access.



The size of the safe is ideal to accommodate a laptop, gadgets, small jewellery, cash, documents, passport, etc, conveniently. Like every other Ozone digital safes, Jade Black Safe, too, is easy to fix inside a wardrobe cabinet and is provided with a mechanical override key for emergency access. It is compatible with an audit trail device.

With the launch of Jade Black Hotel, Ozone has enhanced the options for hoteliers to choose from a wider range of digital safes.

2ND EDITION OF 'GLOBE IN A GLASS' ROADSHOW 2017 HELD



Sula's CEO Rajeev Samant with actor Kabir Bedi and Parveen Dusanj

Sula Vineyards organised the 2nd edition of its 'Globe in a Glass' roadshow 2017, where wine and spirits brands from around the world were showcased. Eight new brands were debuted in India by the company. The roadshow started in Goa, continued to Pune and the grand finale took place in Mumbai.

The entire range under the Sula umbrella was up for tasting at the show - wines and spirits from Sula's import arm - Sula Selections, the complete premium range of Sula Vineyards' wines and Sula's premium homegrown brandy - Janus, J and also Eclipse whisky from its subsidiary Artisan Spirits.

Speaking about the event, Cecilia Oldne, VP, marketing and global brand ambassador for Sula said, "We returned to Mumbai in our second edition because the response we receive from Mumbaiikars never fails to impress."

At the day-long event, guests had the opportunity to sample various wines and other spirits besides meeting the people behind the brands.

Guests got an opportunity to meet winemakers, master blenders, brand ambassadors and producers, including Sula, CEO, Rajeev Samant, COO Nick Pringle and global brand ambassador, Cecilia Oldne, Olivier Medigue of Bouchard Aîné & Fils, Georges Haushalter of Compagnie Médocaine des Grands Crus, Maurizio Bertacchini of Gruppo Italiano Vini, Ann-Marie Battista of Accolade Wines, Robert Joseph of Le Grand Noir, Prarthona Pal Chowdhury of Rémy Cointreau and Maxime Pulci of LOUIS XIII Cognac Grande Champagne. Other personalities at the event included Chef Kelvin Cheung, Jean-Michel Cassé, COO, India and South Asia, AccorHotels and Biswajit Chakraborty, GM Sofitel Mumbai BKC, etc.

AXOR ONE PRESENTS LATEST HAND-HELD SHOWER

The newly-launched Axor One from HansGrohe has been designed by the London-based design duo Barber and Osgerby. This minimalist, hand-held shower has two spray modes that combine angles and curves in unison. The high-quality and precisely manufactured metal corpus with a fully integrated handle is positioned vertically in the porter unit of the shower rod. A 90-degree turn of the retaining element allows for a selective neck or head massage with the revitalising waterfall spray. This wide, soft band of water intensifies its wellness effect through the horizontal positioning of the hand-held shower. Along with a soothing spray for body cleansing, the Axor One hand-held shower offers another spray type that can be selected easily and intuitively by the push of a button.

"With this product's control element and hand-held shower, we have created a confident unity of form and function - without artistic opulence", Silke Giessler, head of Axor brand marketing, explained. The monolithic form of the control element and the reduced design of the hand-held shower becomes as visible as the user desires: with the AXOR FinishPlus individualization service, finishes from subdued chrome to a bold red-gold are available.



PURCHASING POWER

ACCORDING TO BIRUVARAJ LAKSHMANAN, COMPLEX PROCUREMENT MANAGER OF ALOFT BENGALURU CESSNA BUSINESS PARK & SHERATON GRAND BENGALURU WHITEFIELD & CONVENTION CENTRE, TIME MANAGEMENT IS ONE THE BIGGEST CHALLENGES IN HIS JOB

How long have you been in hotel purchasing?

In my hospitality career spanning 13 years, I have worked with The Royal Orchid Hotels, The Zuri Hotels, and Resorts, Alila Bangalore Hotels & Resorts, Adarsh Realty & Hotels, which is part of the Adarsh Group. I am now the complex procurement manager for Aloft Bengaluru Cessna Business Park & Sheraton Grand Bengaluru Whitefield & Convention Centre.

What products do you keep seeking?

We constantly seek all products that need to be purchased for hotel use, including brand collaterals, room amenities, decals, stationery, F&B products, etc.

What is the biggest challenge in purchasing?

Time management is one the biggest challenges



in my job. Vendors don't always deliver on time and local vendors don't understand the urgency at times. We deal with local suppliers who prefer interacting in their native language. I struggled with this initially, but over the years, I have found ways to have smoother working relationships with most vendors around.

Name a successful deal in recent times?

It was when we cracked a deal for installing UPS for our guest elevators. We got the perfect price with extended warranty and best service.

How do you try to ensure that you get the best prices without ceding ground on quality?

We have started conducting frequent market surveys and keep updating our vendor database with up-to-date information regarding new dealers. We try to execute tie-ups directly with manufacturers or distributors to get the best prices for products without compromising on quality. We also have a compliance report that is reviewed every month to minimise any deviations.

What processes does your hotel have to examine high-risk vendors?

We perform vendor audits and gather information from other properties as well before finalising and signing the contract. We also carry out a blind test, wherein we compare competing brands and receive an insight on the product quality.

How do you train your team to follow procedures for smooth coordination in supply chain management?

We have set up a procedure for supply chain management. I sometimes even accompany the team to check product vehicle, cleanliness and product temperature. If at all we find any deviations, there is an immediate email communication sent out to the vendor for action. We also track par stocks for food and non-food items and ensure timely delivery of the same.

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TRENDS ON A PLATTER

From a rising demand for gluten-free and organic food, to using more local produce, chefs tell us about some culinary trends that became mainstream in 2017

BY PRADEEP SUVARNA

Trends change, and in the food and beverage business they change rapidly. What was exotic a year ago could well become mainstream this year, and what is fashionable today could be out of favour within months.

Anyone remember how matcha tea caught people's fancy due to its health benefit and soon chefs started using it in everything, including desserts - which was a bitter-sweet pill one was forced to swallow! That was one fad most guests were happy to wave good-bye to.

Then there was the fad of deconstruction, where all the elements of the food were literally presented in their distinctive forms. From burgers to coffees, everything



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came deconstructed and after the initial novelty wore off, guests found it a highly tedious affair.

2017, too, saw some identifiable trends - in food as well as food business. Quite a few of them became popular and some hospitality chains leveraged them successfully and knew just when to move out before the market for it disappeared. We speak to few leading chefs about these identifiable trends in the F&B business, and what made them successful.





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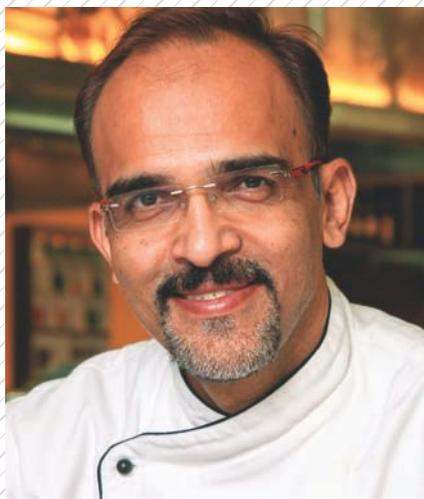
Sudhir Pai, executive chef, Holiday Inn Mumbai International Airport

There was an increase in the demand for vegetarian and gluten-free and sugar-free food. While keen to try variety, guests were more inclined towards eating healthy, so rye and bajra flour were used in breads, pancakes and snacks. Kale emerged as the new super green.

One also saw the opening of more Western-oriented fare like waffles, tacos and nachos. These were also included in the menus of existing QSR and banqueting segments. Chefs used local ingredients in various forms, in an attempt to reinvent classic regional dishes and give them a modern twist.

At the same time, one of the challenges we faced for a brief period during 2017 was GST implementation as it resulted in non-availability of some imported ingredients. Secondly, due to untimely rains, there was deterioration in the quality of local produce and insufficient availability of fresh green leaves, fresh seafood.

To avoid these issues, it is important for F&B heads to be careful while selecting ingredients and ensuring their availability throughout the year, which can be done



with advance planning. It also helps to have defined purchasing processes, so that good quality products are received. Ingredients need to be selected wisely to fit the target audience as well as our budget, since the market has a wide variety of expensive imported ingredients, especially cheese, meat, seafood, spices and nuts.

Chef Manish Kusumwal, corporate chef, Keys Hotels

There is an increasing shift towards customised, health-conscious eating using plant-based products. When it comes to vegetarian fare, chefs are experimenting with broccoli, zucchini, avocado and flowers to create sumptuous dishes. Another trend is reducing food waste by cooking with ingredients that one would usually discard, like broccoli leaves and cauliflower stems.

Some macro-trends that stood strong through 2017 included the clean label movement related to free-form, organic food and removal of synthetic ingredients; transparency in the supply chain; diversified and global food flavours with hyper-awareness of authentic local flavours; and eating for functional benefit.

One aspect that made a difference in our lives this year was the stress on unprocessed and preservative-free ingredients and use of local products. Nowadays, chefs prefer local produce and revisiting old recipes. We do not tweak the recipes either, and use the freshest ingredients possible. The only tweaking we do is in the menu's designing, where we focus on the health quotient and its authenticity.

One thing we learned this year was developing a menu, which is not an easy task, and additionally, adding a local appeal to it. The only way to do it was by

sampling the food with consumers. If you discover that customers like a certain dish, roll with it.

Don't be afraid to adapt and ensure you cater to what your customers want, not what you want. Also, instead of writing your menu based on foods you want to serve, check with your cooking staff and see which foods they are most qualified to cook.

The recent change in taxation impacted our food cost but we managed to sustain by increasing the usage of less-affected items to create dishes that could enhance our buffets. The limited shelf life of ingredients and finished products is another drawback of this industry. That makes inventory optimisation and management extremely important as it allows us to have a real-time view of the inventory levels, anticipate demand, avoid wastage of stock and reduce surplus, thereby increasing sales and helping us achieve better profitability.

Sustainable sourcing is becoming an increasingly pressing issue for businesses and governments as the fear of food shortages and crops being 'wiped out' by extreme weather events become increasing realities. Businesses are increasingly turning to the government for help in consolidating a sustainable and resilient food system.

Achal Agarwal, executive chef, Hilton Chennai

Food presentation at banquets became more inventive as innovative buffet ware helped hotel chefs present food in almost the same way as in fine-dining restaurants. Now chefs do live cooking for banquets of any size, which helps in controlling food wastage and also gives a personal touch during events.

Following the GST and other bans, it has been challenging to get certain imported food ingredients. While few are available, they are not the original ones. However, at times we are forced to use them. As skilled professionals, chefs can create good dishes using any ingredient, but it is not satisfying. Hence, I research constantly to learn about the latest ingredients and produce available through various channels. I also try to source them as per the season so that I get the best. Ultimately, creating and innovating a dish is not restricted to the availability of any ingredient - it can be created using simple basic ingredients also. And that is what the upcoming trend will be all about - innovation.

At the same time, food standards and quality ingredients come with a price. We cannot compare vegetable oil with truffle oil. Hence, globally, many chefs have started growing their own exotic vegetables and herbs with the help of food scientists. This way, they can get good quality, home-grown produce and can also tell their customers about this. Chefs also go to the farms themselves to get the best meat for their restaurants. Unfortunately, this practice has not yet started in India, but I predict it will start soon in coming times.

CHEF SAHIL SABHLOK, EXECUTIVE CHEF OF WESTIN PUNE KOREGAON PARK

Some key trends that gained prominence in 2017 were the sourcing of local produce and the growing interest on the nutritional value of food, especially various seeds. Also, chefs started revisiting classic recipes and presenting them with a modern twist. Home cooking caught on big time and home cooks stood alongside professional chefs to enrich the culinary pathway.

From the hotel's F&B point, we faced great challenge from the mushrooming standalone restaurants that ate into our business. While many were fads, those that sustained taught us a lot in terms of running operations according to the restaurant type.



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SUDHIR NAIR, EXECUTIVE CHEF, COURTYARD BY MARRIOTT AND FAIRFIELD BY MARRIOTT BENGALURU OUTER RING ROAD



Chefs and restaurants have started taking inspiration from home cooks and street food, rather than the other way round. Vegetarian offerings in menus have increased drastically, not out of compulsion but choice. Options for vegan and gluten-free food are now a common sight. Use of local ingredients and the knowledge of healthy substitutes has shown an upward rise. Virgin coconut oil and cold pressed mustard oil are as much coveted as extra virgin olive oil. Use of native grains like finger millet gained popularity.

Shortage of skilled staff continues to haunt our business. Mushrooming of schools with little or no credibility only makes it worse. The only way to tackle is to create an infrastructure within the system to educate and train future talent.

Fluctuating procurement costs is another concern as it becomes difficult to maintain food cost while balancing quality. With drastic changes in input costs it becomes difficult to plan and forecast while keeping pricing constant. We include as many seasonal ingredients in the menu to manage these fluctuations.

Chef Shubhendu Kadam, executive chef, Hilton Shillim Estate Retreat and Spa

Regional cuisine made a big comeback; a trend that is likely to continue. We also did a lot of live cooking, which was engaging for guests and was also a visual treat for them.

The beef ban was an issue for some of our international guests who would want it on some occasions. However, we substituted it with additional variations in lamb and mutton offerings.

We increase the amount of local seasonal produce to ensure better quality and freshness in the kitchen. At Hilton Shillim, we use almost 60 percent of the locally grown produce from the organic farm on the property. We encourage local produce and ingredients, and build our menus around it.



Chef Ajay Anand, culinary director, Pullman & Novotel New Delhi Aerocity



The farm-to-table concept caught on, and the experience of picking and plucking their own food has become a new trend. Chefs prefer guests coming to see what is grown and served on their plate. Wellness menus with vegan and gluten-free menus are in great demand. Guests are opting for healthier options like fresh salads and freshly-made juices.

They are also very conscious about using local and sustainable foods that is free from pesticides and colouring, and adheres to safe food production practices.

House-made and artisan items are also gaining popularity. Hence, we have introduced our range of chocolates bars, meats, wines and a range of bakery goods, which are all handmade. Cellular agriculture may become a focus in coming years in F&B where in animal-free proteins are being produced that are

molecularly identical to meats.

Sourcing of certain ingredients is always challenging when the government decides to make any policy changes. While it restricts the use of imported ingredients, it also gives us an opportunity to look for the best local and undiscovered ingredients. We ended up finding some hidden gems around us.

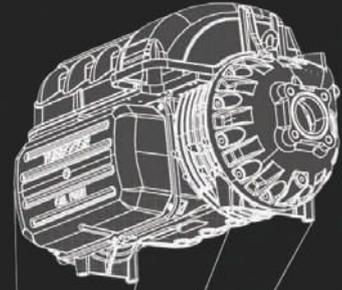
We also managed to reduce food wastage by keeping record of all the waste generated by each and every outlet on a daily basis. Adding to this, we use a lot of machines instead of manpower, which not only majorly contributes in reducing the wastage but also help us to be consistent with taste and incorporate better food standards. I also emphasise on tracking the cooking mistakes and missed orders. This helps in pinpointing food cost problems.

We portion food in such a manner that the food served is just the apt amount; there is no over or under-filling of plates. We keep a watch on the plates when they come back to the kitchen. This way, I can focus on procuring high quality ingredients by keeping the price same and cut the portion size to reduce the food cost.

I reuse the product remainders and useable waste. We use inventory by-products and shrink the food cost. The cost saved here can be invested to incorporate better food standards and include quality ingredients into the food.

It also goes without saying that using seasonal produce is healthy. I track price trends to prepare myself better for forthcoming seasonal price changes. I try to leverage lower prices by emphasising their seasonality.

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NODDING TO THE FUTURE

Creating a digital employee experience protects a hotel's best interests and enhances productivity, while concurrently meeting the employee's quality of life concerns

BY PRADEEP SUVARNA

Not many know that almost 75% of MGM Casinos' income comes from non-gaming ventures; a good chunk of its business comes from hosting conventions and events. This means that its actual growth is coming from its lavish hotel rooms and F&B outlets rather than the poker tables. Does it mean that one of the world's biggest casino companies is now a hospitality player?

Why are we talking about casinos here? Because, the world around us is rapidly changing and this change is re-defining business dynamics. Technology and globalisation have paid a key role in this disruption, which is also altering the way people function as professionals. In this era of Volatility, Uncertainty, Complexity and Ambiguity (VUCA), it is time for organisations to reorganise their human resource (HR) strategies.

Hotelier India speaks to Gurmeet Singh, senior area director, HR, South Asia, Marriott International, Gurleen Bhalla, HR director, The Ritz-Carlton, Anurag Mishra,

HR manager, ITC Gardenia, Bengaluru and Ishrat Noor Siddiqui, head, HR, Radisson Blu Resort & Spa Alibaug about ways to hire the right talent, nurture them, put them on the right growth path and create an environment that gives them the opportunity to fail and succeed in equal measure. After all, only those who fail can learn from their mistakes enough to not repeat it again. And all this in a constantly evolving and digitally connected world.

How disruptions in the VUCA world led hotels to rethink their HR strategies:

Gurleen Bhalla: We have always tried to create a nimble, agile and resilient environment. We encourage our teams to act quickly, fail fast and bounce back. To ensure speed and agility, we empower everyone in our teams, so that quick action can be taken. High quality talent is recruited and interactions across levels and functions are always encouraged.

Ishrat Noor Siddiqui: Hospitality companies are proactively training their workforce to be multi-skilled and perform multi-faceted tasks easily. This means

Opinions

- **Gurmeet Singh**, senior area director, HR, South Asia, Marriott International
- **Gurleen Bhalla**, HR director, The Ritz-Carlton Bangalore
- **Anurag Mishra**, HR manager, ITC Gardenia, Bengaluru
- **Ishrat Noor Siddiqui**, head, HR, Radisson Blu Resort & Spa Alibaug

that they are competent to do more than one kind of work, simultaneously, rationalising their salary, wages and benefits budgets. HR directors and managers are being transformed into HR business partners and no longer confined to doing clerical jobs.

Gurmeet Singh: HR today is faced with competing business priorities and to add that a work environment that is so volatile that it requires agile and continuously evolving talent strategies. Marriott's HR strategies are supported by our core values and culture of 'Put People First' and 'Embrace Change'. Our HR leaders act as gatekeepers to establish and continue to

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build company culture.

To cite some examples from our talent strategies that mirrors our approach to address the changing workforce dynamics in VUCA world, we introduced digitised application experiences for the tech savvy millennials and genNEXT. This smart phone friendly application process is more effective and appealing for acquiring new generation talent.

We also established and built meaningful relationships through college connect activities. For e.g. through the 'Marriott Journey Week', around potential 500 youngsters were called to our hotels in different markets and engaged via career chats by senior leadership and also providing Marriott brand immersion experience.

We also transitioned to an 18-month Voyage Management Training Programme to enable our hotels to meet the changing expectations of top talent of premium colleges and managing aspirations of these young minds. We also upgraded our core training programmes for leadership development.

How hotels are building a future-ready, yet purpose-driven entity, which puts people first:

Gurmeet Singh: We have a progressive approach towards building innovative business solutions and new-age practices to elevate the experience of our associates and customers. Our company's core values enable us to thrive in this dynamic business environment and make our leaders future-ready.

Marriott provides excellent exposure to its talented pool of associates with plenty of opportunity to keep abreast with innovative business solutions, current and future trends through conferences, in-

dustry shows, trade reports, training programs and initiatives. 90 percent of our learning and development resources are accessible from any location, be it their office or home. These courses are self-paced, flexible, can be personalised and come with huge variety of scope from technical skills, management competencies, industry trends, self-development, socio economic reports, business publications, books and foreign languages.



➔ Gurleen Bhalla, HR director, The Ritz-Carlton Bangalore.



➔ Ishrat Noor Siddiqui, head, HR, Radisson Blu Resort Spa Alibaug.

Another initiative that resonates with our management philosophy is called the 'TakeCare' programme, which essentially focuses on an associate's overall wellbeing. Marriott introduced this initiative few years ago globally, and we have seen exceptional response from our associates. The hotels are provided a 'wellness bundle' for bringing this initiative to life and HR leaders have this as part of their business goal to make it effective and measurable. The programme has impact on grass root level ranges from simplistic approach of elevating physical wellbeing to more intangible areas such as emotional wellbeing. Programmes of this magnitude give us confidence that our associates are empowered and better prepared to manage change.

Anurag Mishra: Hospitality is an industry driven by people and people-centric communication. Hence, adopting an open communication and open-door policy for employees must be given paramount importance.

Gurleen Bhalla: Training has been the focus of our hotel, and regular audits done internally to assess our people's capabilities. We have various programmes for the Gen Y to get an exposure to top-class learning opportunities. This ensures that a great talent pool is nurtured within the company. This is also to iterate the company's vision and all those involved in its success.

Ishrat Noor Siddiqui: Hotels can significantly contribute towards building a future-ready taskforce by inculcating a healthy work culture. This can be done by providing people with the apt tools and technology to swiftly and efficiently complete tasks, conducting individual need-based training to enhance their skills, and above all, consider human assets as the most important part while taking business strategies.

Steps taken by to drive positive change when it comes to manpower:

Ishrat Noor Siddiqui: Our strategies and policies are globally designed, then customised for employees, which empowers them to take decisions confidently to satisfy guest needs. They are given ample opportunities to participate in various developmental and skill building programmes to cope with any situation or challenges. The Senior Leadership Team



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➔ A personalised career development map is a win-win situation for employers and employees.

regularly conducts interactive meetings and Q&A sessions with their teams to align them for achieving the business goals. Employees Satisfaction Level Survey is conducted to analyse or overcome any lacunae.

Gurleen Bhalla: Cross-exposure opportunities for employees were a big win for associates of The Ritz-Carlton, Bangalore. 20 employees had the opportunity to go on taskforce assignments both in domestic locations and internationally in 2017. Employees are also groomed to take future positions internally; 76 percent of management positions are filled internally.

Various programmes are initiated to focus on attrition. Amongst them, one is the 'Internship' programme, which is a platform for Gen Y to get an exposure with the leading hospitality hotel. Since a sizeable part of the workforce is millennials, counselling with complete transparency is pivotal. Open forums to facilitate two-way communication between the management and the Gen Y have been initiated.

How technology is transforming the way hotels deal with human capital:

Gurleen Bhalla: Technology is always high-touch versus high-tech, and this has been Ritz-Carlton's hallmark. However, we resort to technology to simplify things and infuse efficacy. Our fool-proof Online Assessment is a tool that is integrated with the employee's career path and used extensively during appraisals and personal development plans. Similarly, the employee engagement survey is a seamless process where we use technology to glean key information across departments and levels to gauge an overall



➔ Gurmeet Singh, senior area director, HR, South Asia, Marriott International.

pulse of the company culture.

Ishrat Noor Siddiqui: By integrating various technologies - from e-mail, instant messaging, enterprise social media tools to HR applications and virtual meeting tools - workplace technology breaks down communication barriers. It has made the workplace truly digital, helping employees collaborate and communicate, differently and effectively.

Gurmeet Singh: We continually introduce tools and initiatives to leverage the available technology to make work for our people more relevant while ensuring the primary focusing is still on people connect and touch points. After all, our industry's essence is in creating unforgettable experiences for our guests and also for our associates.

At Marriott, we realise that our potential talent is by far more aware, proactive and adaptive when it comes to technology. Therefore, we are enabling our people to embrace technology to make them more agile and future-ready. One such example is using social media for attracting and

retaining talent, which is a transformative approach compared to earlier years.

Key workplace trends in giving personalised career growth maps:

Ishrat Noor Siddiqui: A personalised career development map is a win-win situation for employers and employees. In addition to growing their career, employees are interested in developing themselves, both personally and professionally. With this initiative, retention rate increases significantly, which impacts the manpower costs positively. Employees are more focused and better engaged to achieve organisational goals.

Anurag Mishra: Resources are highly mobile and attrition has become a reality, as well as a concern. Hotels must develop a platform for providing career directions to their resources to bridge the gap between their expectations and what we actually provide. It is important to identify the reason of their discontentment, which is usually the monotonous job culture. We must define a multitasking strategy for our people and mobilise them accordingly.

Gurmeet Singh: A personalised career map is at the core of our talent development tactical efforts. When a manager joins Marriott, they get access to the 'my-Career Zone' platform, which is a personalised associate career map and makes them an active partner in advancing their own careers in the company. The career map explorer provides an opportunity for our managers and leaders to identify their SWOT areas of development, potential next role and built a road map.

Other programmes work in tandem with the 'myCareer Zone' platform to build a collaborative plan for their career growth. This programme resonates well with the complete generation mix in the company, especially millennials, as they enjoy having ownership of their own career path.

Some other trends our company has embraced include capturing our associate's imagination and plugging it at the doorstep of our succession planning program. Managers are mandatorily asked to insert preferences in their profile, which is refreshed every year to keep it relevant and current. This ensures that seniors play an important role in the career planning of their subordinates, but taking the

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➔ The hospitality industry rests on people experiences, whether employer to employee, or guest facing associates servicing the guests.

latter's personal choices into consideration by design and not by default.

These dynamic and unbiased practices make our managers feel empowered and in-charge of their own professional journey, too. This adds tremendous value to our organisation as they reciprocate a similar approach when collaborating with their teams.

How digitisation tools can be used to give instantaneous feedbacks:

Gurleen Bhalla: We believe in personalised coaching and mentoring of associates. Feedback is rarely instantaneous. We also have a tool, called INSPIRE, which helps to disseminate motivational stories, which has become a great way to encourage associates.

Ishrat Noor Siddiqui: Digitalisation tools can be used to measure a customer's satisfaction levels as well as that of an employee. It can expedite problem resolution when customers face issues. Similarly, Digital Employee Satisfaction Surveys can be done every quarter, rather than annually. This way, issues can be addressed on a timely basis, which can help in increasing talent retention. Customer feedback, whether positive or otherwise, can be instantly shared with concerned team members to rectify any process lapses, and ensure superior service quality.

How technology is used to create exploratory conversations with employees:

Gurleen Bhalla: We try and keep these conversations as personalised as possible. There are forums like GM's Chat,



➔ Anurag Mishra, HR manager, ITC Gardenia, Bengaluru.

open house and a consistent open-door policy within the company that augments inspired conversations.

Anurag Mishra: It would be great to define and develop a tool to capture employee data, like their social, cultural and economic background. Through this, we can access their needs, pre-analyse their performance level to an extent and mobilise them as per their competency level and preference. This will enable better recruitment and curb a lot of day-to-day challenges and reduce attrition. There is a preconceived notion about having to work relentlessly for long and undefined hours in the hospitality industry. Analysing employee credentials will help us understand what can be expected of them, which in return will create an ideal workplace environment for the associate.

Ishrat Noor Siddiqui: We have already created groups on instant messenger like Whatsapp for various committees, like

First Aid, CSR, Welfare, Health & Safety, etc. This is used as an effective way of communication. The Employee Development Centre has AV equipment with high speed internet so that associates can do video conferencing with other fellow team mates working in other hotels of the group.

Leveraging digitisation to involve people, not isolate them:

Gurmeet Singh: The hospitality industry rests on people experiences, whether employer to employee, or guest facing associates servicing the guests. Digitisation creates a paradox of amazing opportunity to personalise and de-personalise experiences for our associates as well our guests. Therefore that are successful in positioning themselves at the pinnacle of leveraging technology and still managing to create meaningful experiences for their people are ahead in the game.

At Marriott we achieve this by consciously reminding ourselves that the effectiveness of these processes or initiatives rely heavily on making people as the prime focus while making business decisions and not the process or technological advancement itself. It is also important to find the right fit while making these technological changes to meet business objective and not necessarily the most advanced. The chances of making sure that our people feel good about such changes are if we engage a partnership approach with our people. In our company we provide them opportunity to pilot and shell out feedback. This puts us in a great position to find the sweet spot. When people are fully immersed in the experience and part of the process change, it seals the success of technological changes.

Ishrat Noor Siddiqui: The more we can automate mundane tasks, the more time employees will have to perform more strategic activities. Creating a digital employee experience protects the organisation's best interests, enhances productivity and supports the HR's mission, while concurrently meeting the employee's quality of life concerns. Internal social networking forums can provide additional insights to the HR team into designing compensation solutions that drive motivation, impact revenue and improve employee retention and satisfaction. **HR**

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PEOPLE FIRST

From Careers@Hilton to Team Member Appreciation Week, Brendan Toomey, VP-HR for Asia Pacific, Hilton outlines the pro-people policies the hotel chain practices to ensure employee satisfaction

BY VINITA BHATIA



→ Brendan Toomey, vice president, HR, Asia Pacific at Hilton

Two generations ago, most people held just one job throughout their entire career. A generation later, people would change jobs every decade or so, after gaining what they thought was sufficient experience.

However, in contemporary times, millennials switch jobs frequently. In a people-intensive industry, like hospitality, this changing nature of work aspirations is forcing hotels to rethink their human resource strategies as well – whether it has to do with hiring, training, retraining or retaining.

Realising this, Hilton created various programmes for the young generation, including one that helps youngsters to elevate and engage and excel, across all levels of the company. Brendan Toomey, VP, HR for Asia Pacific, Hilton outlines the evolving workplace trends in the company to better accommodate millennials, who currently comprise 81% of the Indian team.

What is Hilton's workforce globally and in APAC?

Globally, we have around 3,65,000 people and in Asia Pacific we have about 34,000.

What about India?

That would be about 2,500.

Isn't that very low?

Yes, but then we have only 15 operational hotels in India currently, with 18 in the pipeline. We operate in the 11 different cities across India and but a major areas to focus out the key gateways Chennai, Delhi, Mumbai, Bangalore and Pune.

Globally, we have 14 brands, but five of those exist across Asia Pacific, not just in India. Our two focus brands are Double-

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Tree and Hilton and we introduced our first luxury brand into India, the Conrad in Pune last year.

Is there any reason to focus on only five brands in one of the fastest growing regions in the world? Why haven't brands like Tru by Hilton been introduced here?

We have some US-specific brands that we don't feel fit the market here. There are the brands that we might introduce in Asia Pacific in the future. For instance, no decision has been made when Embassy Suites or Tru by Hilton might be launched in India or China though we think the latter may resonate well in Asia Pacific.

Is there a timeframe for the 18 hotels in the pipeline?

We will shortly open Hilton Garden Inn in



HILTON'S STAFF STRENGTH

Globally: Around 3,65,000
APAC: Around 34,000
India: Around 2500

Lucknow and Conrad in Bangalore.

As you expand your footprint, will you also double your workforce too?

Yes, but the total number will depend on the size of the hotels that open. This sort of grab for talent is a fundamental focus for us. Since everybody is fishing in the same pond, there has to be significant difference in our offering to team members. This could include benefits that they receive whilst working at Hilton versus our competitors. We think these are the points of difference that will min-

imise attrition, provide stability and also attract the additional talent as we grow the pipeline to roughly 25 hotels a year in Asia Pacific.

And how is Hilton creating these points of distinction?

Well, we are committed to touching the lives of a million youth across the world by 2019, and so far, we have touched about half a million. When I said touched, it includes connecting with them in some way and making them understand about our business, the opportunities in this industry, the variety of that could be of interest to them, etc.

Globally, we use the Careers@Hilton week every year, letting them see how a kitchen operates, what a laundry looks like, what a housekeeper really does. This opens their eyes to new career pos-



➔ Globally, Hilton uses Careers@Hilton Week every year to let youngsters see how hotels function.

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sibilities and it helps us to find fresh talent too.

Another annual programme is the Team Member Appreciation Week, where we find various ways to thank our associates for their hard work. We spend a week acknowledging the importance of our people who are responsible for delivering memorable experiences for our guests.

From a learning perspective, we have designed a range of programmes to support different levels of our force. Since we are a fairly young business in India, 81 percent of our team comprises millennials. In Asia Pacific, it's about 58 percent and by 2020 it might be about 70 percent globally for us. So, we need to design programmes that meet the needs of millennials, which is a digitally connected generation. They want to work in organisations that follow sustainable practices and give them plenty of opportunities – be it to travel, learn or grow. Hence, we designed the 3D programme at different levels, which focuses on three things – Elevate, Engage and Excel. We spend the maximum energy at the Elevate level, for

Career Path

Brendan Toomey was appointed as VP, HR for Asia Pacific, Hilton in July 2011. He is responsible for HR leadership and delivery of services to all the corporate functional team members located in five corporate offices across the region (Singapore, Tokyo, Shanghai, Sydney and New Delhi). As the key partner to the area president and his management team, Toomey ensures that the operation and administration of the company's manpower resources within the region is aligned with the enterprise's global priorities and policies.

Toomey joined Hilton in 1981 and his career covers both HR and operations. In 1996, in addition to his HR manager responsibilities at Hilton on the Park – Melbourne, he took on his first regional role as training coordinator for Australasia, managing leadership programmes in the region. In 2000, Toomey opened Hilton Melbourne Airport as Director of Operations.

That same year, he attended and successfully completed the Hilton General Manager assessment centre in Beijing. He is an accredited SHL interpreter.

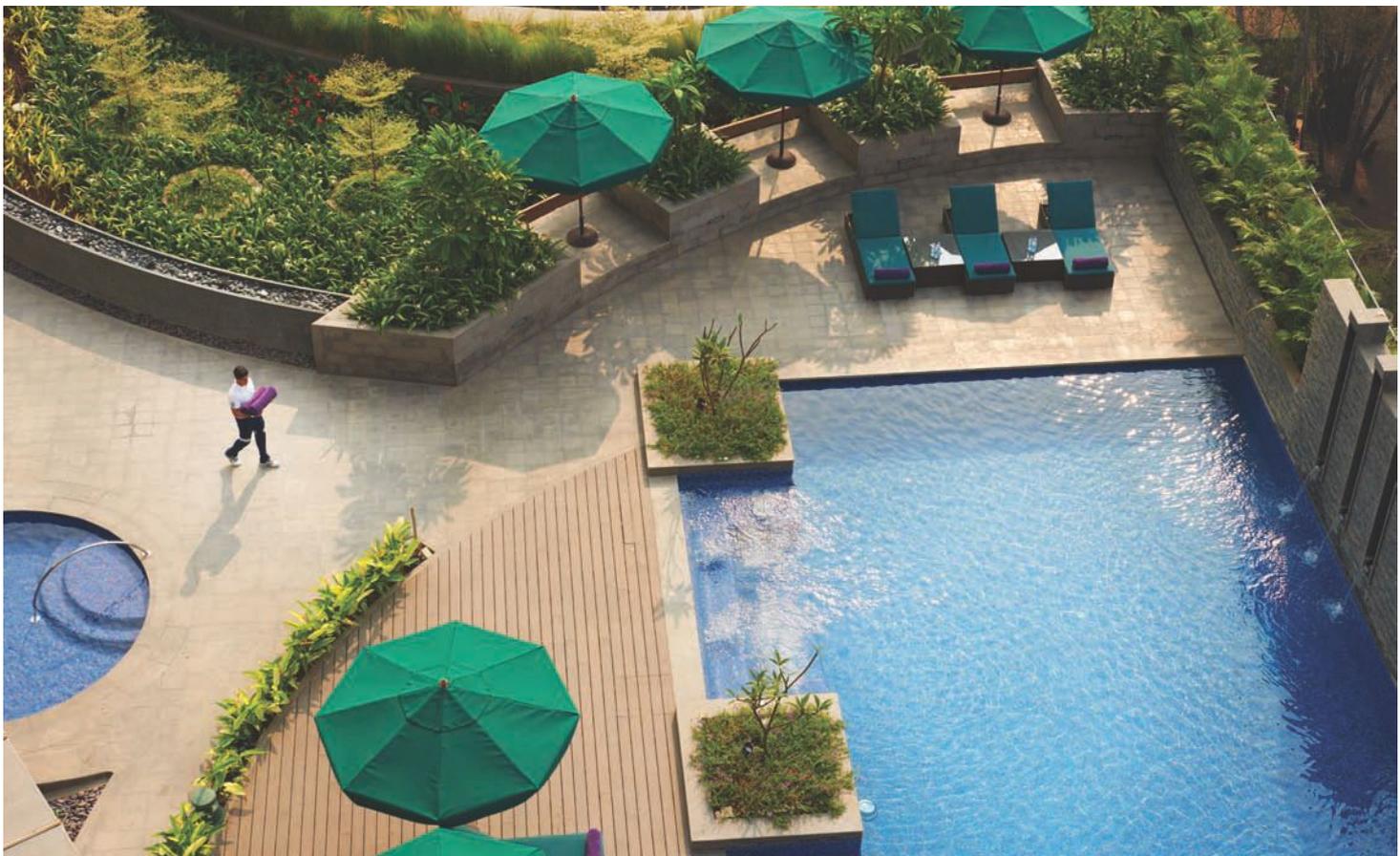
He has been involved in multiple hotel openings and conversions including Hilton Cairns, Hilton Melbourne Airport, Hilton New Delhi and Hilton Sydney. He has also won awards for 'Industry Training' in Australia.

instance with our management trainee program that runs across Southeast Asia, including India.

Candidates have to spend six months of this 18-month programme outside their native country to gain better experience about different cultures. This helps our team members become more worldly, knowledgeable, understanding and inclusive.

Are there any other interesting elements to the Elevate programme?

Oh, yes! Millennials often focus on their area of expertise or whatever they studied – be it finance, HR or business development. While we offer them these opportunities, we have a 18-month fast-track Management Trainee program. This is split into two nine-month stints and both of these are done outside their



➤ Millennials often want to work in organisations that follow sustainable practices and give them plenty of opportunities – be it to travel, learn or grow.



From a learning perspective, Hilton has designed a range of programmes to support different levels of its workforce.

native country. For instance, an Indian employee might spend nine months in China and nine months in Myanmar.

During each of those nine-month periods, they can focus on two disciplines – be it operations, finance, housekeeping, etc. This way, they get a substantial experience into these functions. After completing the programme, we can fast track them into general management roles. Thus, this programme tries to cover different ways that millennials are thinking about career progression.

What about the Engage and Excel components?

Those are mid-management development training programmes for those coming off the Elevate programme. We call it Shine leadership development programme and a general manager development program.

HILTON HAS 15 HOTELS IN INDIA, WITH 18 IN THE PIPELINE.

We are constantly trying to feed team members into different levels of the workforce and then on top of that we have Hilton University, which is our online learning platform with around 2500 modules that members can access. For instance, if somebody wants to learn about project management, they can grow their knowledge and skills through Hilton University as we have built specific modules for it. We use a lot of online material from Harvard and Cornell for creating specific learning programs.

This development matrix is incredibly important because it gives people the ability to grow at their own pace and sometimes they can do training pro-

grams. There are not necessarily related to their existing role but something they might be interested in doing further down the track.

For e.g., if an F&B manager might want to be in the rooms division and work in front office, how can he get the transfer from this department to the other. He can complete an online program through Hilton University, which will help him understand all the processes related to the domain. So the next time, there is an opening, he can apply saying he has the requisite knowledge, but not the experience, which can be taught.

Has a lot of this cross-pollination actually taken place in Hilton?

Yes, we really encourage it. After all, it is all about improving productivity and using the human capital we already have in the business. **H**



➔ Ingo Schweder, founder and CEO of GOCO Hospitality with Dilip Puri, Neeraj Govil, area VP, South Asia of Marriott International and Kapil Chopra, president of The Oberoi Group.

REIMAGINING HOSPITALITY EDUCATION

Hotelier Dilip Puri recently launched the Indian School of Hospitality at a glittering event

Applause resounded through the ballroom of The Westin Gurgaon as Dilip Puri, veteran hotelier and former MD and regional VP of Starwood Hotels and Resorts South Asia, took a bow and made his way off the stage.

Puri finally lifted the veil off his long anticipated entrepreneurial venture, the Indian School of Hospitality (ISH). A glittering group of the industry's thought leaders were in attendance to witness the launch – many of them founder-investors, and members of the board and advisory council of ISH. Together, they had all come to show their support for Puri's vision of reimagining hospitality education within India.

During his presentation, Puri revealed that the idea for ISH came to him when he admitted his younger son to Ecole hôtelière de Lausanne (EHL), the world's oldest and top ranked hospitality management higher education institution. Witnessing firsthand the quality of education and infrastructure in place there, he saw the opportunity to bring these global standards to India. Through the creation and implementation of a future-conscious curriculum, ISH aims to adapt a new form of pedagogy that will transform the way hospitality education is both perceived and delivered.

The prime basis of the ISH philosophy is the seamless integration of academic

and life skills being delivered to students, helping them succeed and grow as the leaders of tomorrow – giving them the tools they need to successfully shape one of the most rapidly evolving industries across the globe. The education structure is aimed at providing the ideal foundation for hospitality skills, managerial and leadership development, strategic thinking, as well as an entrepreneurial outlook – providing a strong foundation for lifelong learning and further skill honing throughout graduates' careers.

STRATEGIC ALLIANCES

To help ensure a truly international standard of hospitality education, ISH has en-

tered into a strategic partnership with Lausanne Hospitality Consulting (LHC), the Swiss knowledge development and management advisory company of EHL. ISH has partnered with LHC in preparation for an academic certification by EHL, alongside curriculum development and faculty training. Through this partnership, ISH is developing a four-year hospitality management programme and a four-year culinary arts programme, with several long and short-term programmes in both culinary and executive education to be available in the future.

With so much on offer for prospective students, Puri emphasised the benefits ISH will bring to the table for the industry,



➔ Sanjay Chadha, founder partner of Global Hospitality with Mandeep Lamba, MD, Hotels & Hospitality Group of India, JLL; Bibhor Srivastava, Group Publishing Director of ITP Publishing India and Kurt Straub, VP, Operations, India of Hyatt International.

The ISH Advisory Council:

- **Frits van Paasschen**, former CEO of Starwood Hotels & Resorts and author of Amazon Bestseller 'The Disruptors' Feast'
- **Yateendra Sinh**, CEO, Lausanne Hospitality Consulting
- **Nirupa Shankar**, director, Brigade Hospitality
- **Ingo Schweder**, founder and CEO, GOCO Hospitality
- **Neeraj Govil**, area VP, South Asia Marriott International
- **Kapil Chopra**, president, The Oberoi Group
- **Jean-Michel Cassé**, COO, India and South Asia, AccorHotels
- **Rajiv Kaul**, president, Leela Palaces, Hotels & Resorts
- **Ajay Bakaya**, MD, Sarovar Hotels
- **Ragini Chopra**, VP, Corporate Affairs & Public Relations, Jet Airways
- **Rohit Khosla**, senior VP, Operations, Taj Hotels Resorts and Palaces
- **Bibhor Srivastava**, group publishing director, ITP Publishing India



➔ Ingo Schweder, founder and CEO of GOCO Hospitality with Rattan Keswani, Deputy MD, Lemon Tree Hotels, Sunil Ghadiok, CEO of Nidra Hospitality Group and Yateendra Sinh, CEO of Lausanne Hospitality Consulting.

too. "The opportunity to set up ISH has given me the chance to pursue my passion for transferring knowledge, but it is also offering me an opportunity to finally give back to an industry that has given me so much over the span of my career. Providing a talent pool to fuel the growth of the industry is critical to the long-term sustainability of the tourism and hospitality industry. Our unique graduate profiles will allow students to opt for a career in multiple sectors, including but not limited to hotels and resorts, luxury and retail, banking and finance, entrepreneurship and more. There is a whole wide world open for you after an education in hospitality", Puri commented.

Supporting ISH can become a vital strategic opportunity for the industry. By providing value-adding internships, combined with the academic learning at ISH, graduates can enter into jobs in the

industry that otherwise could take an additional two years of management training, saving companies valuable time and resources.

Additionally, it is important to recognise the rapid rise of culinary arts and 'foodie culture'. With their four-year culinary arts programme, ISH will provide students with a progressive combination of culinary expertise, with an entrepreneurial mindset to match- giving graduates the freedom to either enter the industry at sous chef level or pursue their own venture straight after graduation.

SOLID SHOW OF SUPPORT

ISH's launch was studied with industry figureheads from both India and across the world. Industry leaders joining Puri on stage to share their vision for ISH included Patu Keswani, CMD of Lemon Tree Hotels Limited and founder inves-

ISH's founder investors:

- **Frits van Paasschen**, former CEO of Starwood Hotels & Resorts
- **Gaurav Bhalla**, MD, Vatika Hospitality
- **Aditya Rajaram**, MD, Radar DWC LLC/Aloft
- **Dhairya Choudhrie**, MD, Shanti Hospitality
- **Amit Bhosale**, MD, ABIL Group
- **Rajesh Advani**, MD, Sun-n-Sand Group
- **Dhruv Sharma**, CEO, GuestHouser
- **Anubhav Sharma**, CEO, Milestone Ventures
- **Patu Keswani**, CMD, Lemon Tree Hotels Limited
- **Sudhir Gupta**, founder & CEO, TLC Group
- **Sonny Iqbal**, consultant and global co-leader, Family Business Practice at Egon Zehnder
- **Jaideep Vohra**, MD, Sarova Hotels

tor of ISH, Ashish Jakhanwala, MD & CEO of SAMHI Hotels and a member of ISH's board of directors, and Ingo Schweder, founder & CEO of GOCO Hospitality and a member of the advisory council.

A surprise of the night was a video call with Frits van Paasschen, former CEO of Starwood Hotels & Resorts, author of the book 'The Disruptors' Feast', and spearhead figure of ISH's Advisory Council. Live from Dubai, he expressed his excitement for ISH's mission, emphasising the game-changing contributions it would bring to the educational sphere as well as the entire hospitality landscape, before signing off with a teaser that he would "see everyone soon".

To sum up the event and ISH's next steps, Puri commented, "I am humbled by the show of support from colleagues, industry figureheads and mentors alike. This is a very exciting time for ISH and our team, and we look forward to embarking on this exciting new chapter of hospitality education." 📌



➔ KB Kachru, Chairman Emeritus, South Asia, Carlson Rezidor with Dilip Puri and Neeraj Govil, area VP, South Asia Marriott International.

MOVERS & SHAKERS

NEW APPOINTMENTS



MANSI MEHTA ARORA IS DIRECTOR OF SALES, INDIA

Hilton has appointed Mansi Mehta Arora as Director of Sales, India. Based in Delhi, she will be responsible for managing the above hotel sales teams and will report to Pariva Rustagi, Regional Director of Sales, India. She will be involved in promoting the hotels and resorts managed by Hilton in India. Arora comes with a strong experience in the hospitality industry spanning over 16 years where she has worked with global brands, managing pre-opening of hotels, unit properties and domestic and outbound sales.



SUJITH HERBERT IS GENERAL MANAGER

Hilton Garden Inn New Delhi / Saket has appointed Sujith Herbert as General Manager. Prior to joining, he was the pre-opening general manager at The Raison Blu, Coimbatore. With a strong background in revenue management, he has assumed several cluster roles for the same and is well experienced in pre-opening and sales and marketing.

MANISH GARG IS GENERAL MANAGER
Hilton Bangalore Embassy GolfLinks has appointed Manish Garg as General Manager. Previously, he served as the general manager of Hilton Garden Inn Gurgaon Baani Square and was the pre-opening general manager for Hilton Garden Inn Trivandrum in 2013. Garg started his career with Hilton in 2011, and since has gained several experiences in Hilton and Hilton Garden Inn properties.



AJINKYA KULKARNI IS DIRECTOR OF SALES
Ajinkya Kulkarni has been appointed as the Director of Sales at the Crowne Plaza Bengaluru. After starting his career with Estique hotels in Pune, he then moved to Oakwoods. He has over nine years of experience in the industry. Kulkarni holds a degree in hotel management from IHM, Pune and has many awards and accolades under his wings.



RUBAN DAS IS GENERAL MANAGER

DoubleTree Suites by Hilton Bangalore has appointed of Ruban Das as General Manager. He was earlier F&B director for Novotel Mumbai Juhu Beach as well as director of Events for Hyderabad International Convention Centre and Novotel Hyderabad Convention Centre. He joined Hilton as director of operations for Hilton Chennai in January 2016 and assumed the role of officiating general manager in June 2016.



PUSHKARAJ MUNGALE IS SALES & MARKETING DIRECTOR

Pushkaraj Mungale has joined Novotel, Pune as the Director of Sales & Marketing. He started his 15 year career in front office operations and eventually transitioned into sales & marketing, where he has worked with brands like The Taj Group of Hotels, IHHR Hospitality and Marriott International.

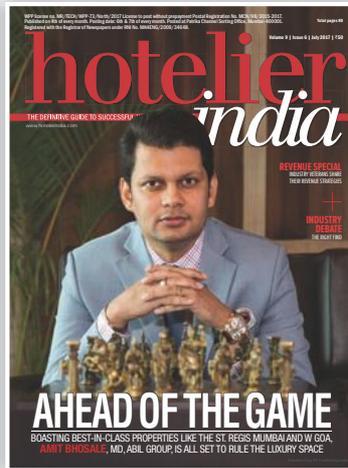
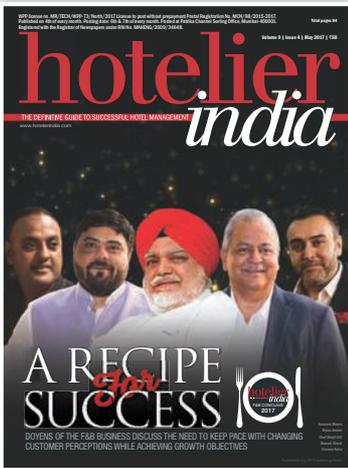
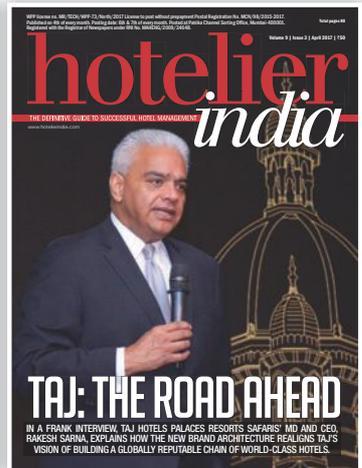
SHARAD PURI IS GENERAL MANAGER
JW Marriott Mumbai has appointed Sharad Puri as General Manager. Starting his career 22 years ago as an assistant manager with The Oberoi Mumbai in 1995, he later moved to The Oberoi Grand, Kolkata in 2000. In 2004, he returned to Mumbai as hotel manager at Hilton Towers. Three years later, he became general manager of Trident in Chennai. In 2012 he became the pre-opening general manager of Trident Hyderabad.



SAURABH BHARARA IS DIRECTOR OF SALES & MARKETING
Saurabh Bharara has joined The Ritz-Carlton, Bangalore as Director of Sales and Marketing. In his previous role, he oversaw all aspects of marketing, sales and strategic planning initiatives for MGM Muthu Hotels in Portugal, Spain, UK, Cuba and France. Prior to this, Bharara was director of sales and marketing of Le Meridien in Gurgaon and before that he held several positions in companies like The Leela, Oberoi Hotels and Resorts and Accor. A graduate from IHM, Pusa with an MBA in International Marketing Management and Consumer Behaviour, his career spans over 18 years.



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UJWAL WAL IS DIRECTOR OF SALES & MARKETING

Ujwal Wal is the Director of Sales & Marketing at Sheraton Grand Bangalore Hotel at Brigade Gateway. During his 12-year career, he has worked with brands like Taj Group, Marriott International, IHG Hotels & IHHR hospitality group. Prior to joining Sheraton Grand Bangalore Hotel at Brigade Gateway, Wal was the Complex Director of Sales & Marketing for Courtyard & Fairfield by Marriott, Outer Ring Road, Bangalore.



CHEF SUVARANJAN BANERJEE IS EXECUTIVE CHEF

Chef Suvaranjan Banerjee is the new executive Chef at the Crowne Plaza Bengaluru. With experience in the field for more than 11 years, he has worked as Executive chef at The Lalit Ashok-Bangalore, as VP, culinary development and operations - Fresh menu at Alila Hotels and Resorts, Zuri Hotels and Resorts and also at the Taj Group of hotels as well as The Park. He did his hotel management from Kolkata's IHMCTAN.

VISHI OBEROI NAMED F&B DIRECTOR
AccorHotels has appointed Vishi Oberoi as the F&B Director of Novotel Imagica Khopoli. Prior to joining this, he has been associated with hotels like Radisson Blu Hotel, Pune, Ramada Powai Hotel & Convention Centre, etc, which helped him master the nuances of the business.



SHAMSHER AHMED IS CHEF DE CUISINE

Sofitel Mumbai BKC has appointed Shamsher Ahmed as Chef de Cuisine. Originally from Kanpur, he has over 20 years of experience in the hospitality industry. Chef Ahmed has worked with some of the finest hotels in the country including St. Regis Mumbai, Westin Garden City Mumbai, Le Méridien Dhaka, Marriott ICC Convention Center Pune, The Westin Pune Koregaon Park, Grand Hyatt Mumbai, Renaissance Goa and The Gateway Hotel Residency Road Bangalore.



SANKET THAKUR IS ASSISTANT F&B MANAGER

Sanket Thakur has joined The Resort, Madh-Marve, Mumbai as Assistant F&B Manager. With over seven years of experience in hospitality, he was associated with brands like AccorHotels, Hilton Hotels and Resorts, The Lalit Hotels & Resorts and The Orchid Mumbai. At the Resort, Thakur will prepare management, variance, and financial reports on a periodic basis. He will manage daily operations, accounting and financial matters of F&B store.



HIMANSHU DRAWID IS EXECUTIVE HOUSEKEEPER

Novotel Goa Resorts & Spa has appointed Himanshu Drawid as its Executive Housekeeper. Beginning his career in 2005 with Marriott International, he has also worked with Four Points Sheraton. Most recently he was associated with the Renaissance Mumbai Convention Centre Hotel as housekeeping manager. Drawid has also worked with Europa Hotel, Raddison Blu, Royal Orchid, Sun & Sand and Lemon Tree.

TUSHAR NAGAR IS F&B MANAGER
Courtyard by Marriott and Fairfield by Marriott Bengaluru Outer Ring Road has appointed Tushar Nagar as F&B Manager. Prior to this, Tushar was the F&B manager at Crowne Plaza Bengaluru and The Westin Pune. An alumnus of the Varanasi's Hotel Management Institute, he started from his career with The Oberoi Hotels and has worked with JW Marriott Chandigarh, Park Hyatt Chennai and Hyatt Regency Ludhiana.



JANHAVI GURU IS MARKETING MANAGER

Janhavi Guru has joined Novotel, Pune as Marketing and Communication Manager. She started her hospitality stint with Four Points by Sheraton Hotel & Serviced Apartments Pune, Marriott International (erstwhile Starwood Hotels & Resorts). She had a successful career in the IT industry before joining the hospitality sector. She will help increase the brand visibility and drive marketing and PR engagement for the hotel.



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The hotel's mascot is *Shekru*, an giant Indian squirrel found only in Western Ghats and Maharashtra's national animal.



The daylong activities at the *Kids Club* keeps the entire family engaged.



The hotel has undertaken the beautification of *Krishnadevi Temple*, a heritage temple.



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- Tomato Chilli Sauce
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- Schezwan Sauce

Pizza & Pasta Sauces

- Pizza Topping
- Pasta & Pizza Sauce
- White Pasta Sauce
- Authentic Pizza Sauce

Mustards

- English Mustard
- Mustard Sauce
- American Mustard

Salad Dressings & Emulsions

- Chilli Cheese Blend
- Thousand Island Dressing
- Chipotle Dressing
- Ranch Dressing
- Cheese & Jalapeno Dressing
- Caesar Dressing
- White Cheese Dressing
- Honey Mustard Dressing
- Vinaigrette Dressing

Gravies

- Makhani Gravy
- Schezwan Gravy
- Tandoori Gravy

Fruit & Chocolate Toppings

- Chocolate Topping
- Chocolate Fudge
- Strawberry Fruit Syrup
- Mango Fruit Syrup
- Black Currant Fruit Syrup
- Caramel Topping
- Butterscotch Topping

Ganache, Fillings & Icings

- Chocolate Icing
- White Icing
- Caramel Filling
- Chocolate Filling
- Strawberry Filling
- Custard Filling
- Mango Filling
- Choco Bar Dip

Sugar Based Syrups

- Sugar Syrup
- Blue Curacao Flavoured Syrup
- Grenadine Flavoured Syrup
- Mint Flavoured Syrup
- Pinacolada Flavoured Syrup
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