

HOTEL

Business Review

An Exclusive Business Magazine for the Hotel Industry

Business
Effect of COVID-19 on Hospitality Industry

Feature
The Need to Foster Responsible Tourism

F&B
Interactive Kitchens

Industry
Hospitality Resumes with Added Safety

Design
Incorporating Greenery in Hotels

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1 Drawer Cabinet

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The COVID-19 outbreak has had an unprecedented impact on industry and the economy. Consumer behaviours have shifted remarkably due to the corona virus in the past ten months. This has also affected sectors which require physical interaction with the consumer, such as foodservice, tourism and hotels. The effective anti-epidemic measures have laid a foundation for economic recovery in the coming months. Sectors like holidays and foodservice, which require consumers to leave the home and potentially gather in small or large groups, saw reduced spending.

The consumer spending within their reduced means and with enhanced cautious attitude resulted in pushing brands to consider new strategies to cope with the 'new normal'. This will be mainly reflected in helping people find a balance in life and enjoy the quality and pleasure of life through small indulgence and embracing simple moments.

The six month of pandemic outbreak has affected hospitality industry in an unprecedented manner. It has brought the industry to its knees, which now needs a serious support from all possible stake holders involved in the business. Many properties have been permanently shut down and thousands of jobs are lost. The industry was desperately waiting for government to announce re-opening of the hospitality and foodservice segment, which suffered the most. The hotel industry is seeing some movement now with customers coming back, offering some ray of hope to those struggling to hold on. But its impact is far from over, and it is pivotal that the industry addresses key pain points and builds a system that ensure better future for the industry.

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inside



COVER STORY

16

Lounging in the Hotel Lounge

BUSINESS

20

Effect of COVID-19 on Hospitality Industry

FEATURE

26

The Need to Foster Responsible Tourism

INDUSTRY

28

Hospitality Resumes with Added Safety

F&B

32

Interactive Kitchens

DESIGN

34

Incorporating Greenery in Hotels

OPERATIONS

36

Facilitating a Hygienic Kitchen

DEPARTMENTS

Event 04

News 06

Appointment 12

Product Preview 38

IAQ 40



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 Lazy Lagoon, Baga - Lemon Tree Resort

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India International Hospitality Expo (IHE 2020) A Complete Virtual Show



India International Hospitality Expo (IHE2020), India's largest hospitality sector B2B show, is now in its third year. As organizers of the show, India Expo Mart and Centre (IEMLC) have decided that IHE2020 which was scheduled during the period 2 -5 December, 2020, will now be a 100 per cent virtual show.

The event will have participation from the food production, kitchen and bar equipment, laundry, furniture and furnishings, tableware and wellness industries and various allied hospitality industries. The online delegates/visitors are expected to come not only from all over India, but also from different countries around the world.

Explaining how the virtual showcase will work, IEMLC Chairman Rakesh Kumar had earlier mentioned that anyone anywhere in the world interested in accessing the show would have to log in and click on the appropriate button to go to the exhibition zone, or to the masterclasses, or attend the virtual food and hospitality conclave, or even watch the IHE Excellence Awards live from the convenience of their homes or offices.

The online platform for the show is supported by a user-friendly navigation system, visitors to the virtual IHE2020 can access the product catalogues of exhibitors, watch their corporate films, exchange virtual calling cards and even conduct follow-up conversations on WhatsApp – all without stepping out of their workplaces, or flying out of their cities.

To engage the industry, IHE conducted a series of IHE knowledge sessions in the form of webinars on multiple topics with prominent industry speakers discussing the effects and opportunities in these hard times. With the complete support from the industry for the main event, which is just a few days away, IHE is confident to work towards the revival of the hospitality sector.

Additionally, as last year, this year Peru is on board as country partner along with international participation from Spain, Germany and Belgium. IHE is also organising culinary and cocktail masterclasses, curate a conference dedicated to the rejuvenation of the hospitality sector and give away all-India hospitality awards to recognise the best and the brightest of the industry.

IHE promises to be a four-day knowledge intensive and elevating experience, and a great opportunity network with people you know, make new friends, and discover new products, virtually.

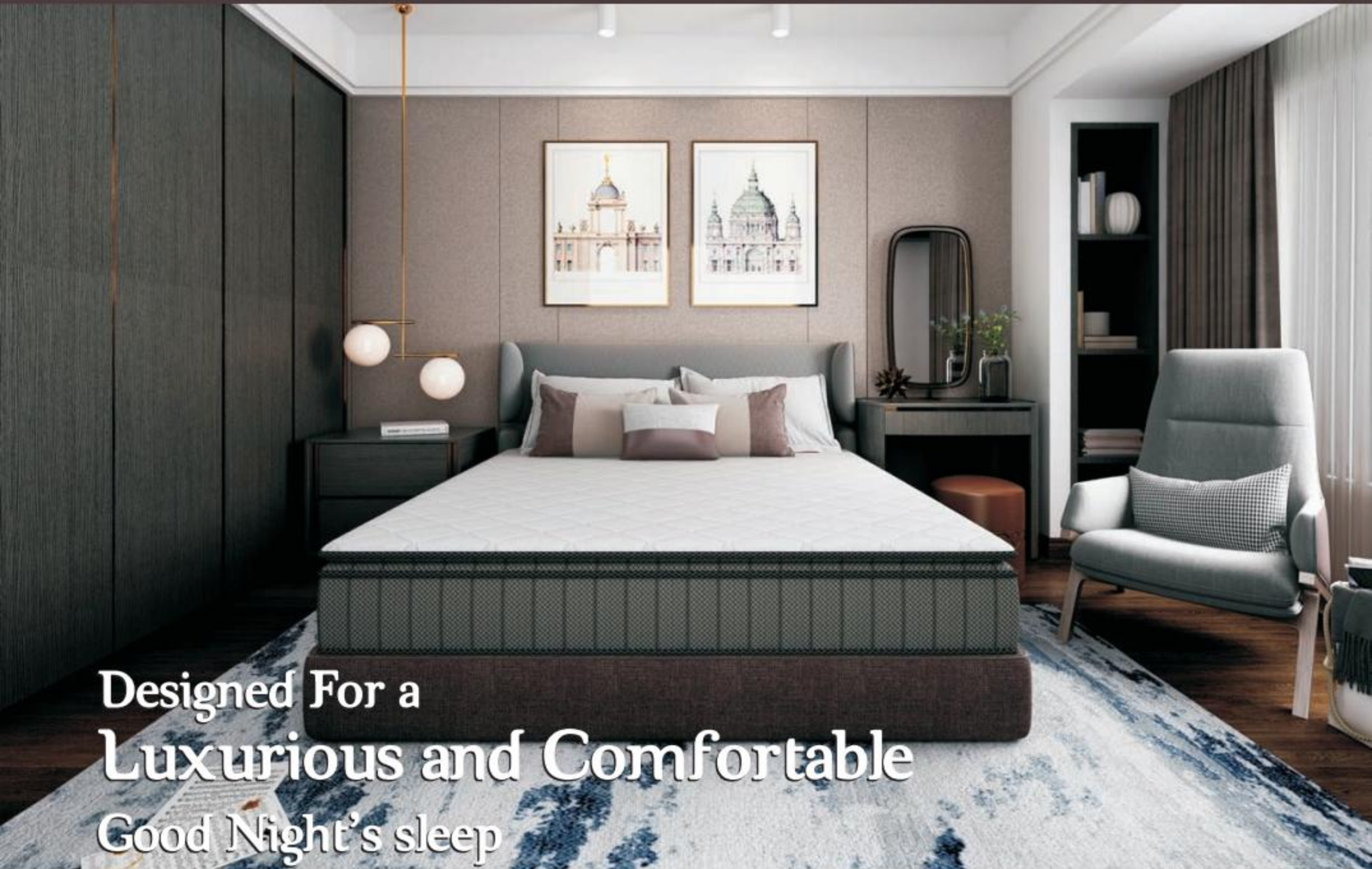
For updated information on IHE2020, log on to <https://www.ihexpo.com>



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Maharashtra Cabinet Approves Ease of doing Business Policy for Hospitality Sector

The Maharashtra State Cabinet has approved ease of doing business policy for the hospitality sector. The new policy reduces the number of licences, for starting new business in the State. State Tourism Minister Aaditya Thackeray said the "move was being long-discussed and overdue. However, the Maha Vikas Aghadi Cabinet put it into motion for approval".

Previously 70 permissions were required for doing business, sources in the Tourism department said, now only 10 licenses will be required, and instead of obtaining 15 no objections certificates (NOCs) from seven departments, now only nine self-certifications will be required for the hospitality sector. The new policy will also bring down the number of application forms from 70 to eight, sources said.

Under the policy, the validity of all licenses, with no fixed time limit by law, will be five years from the date of issuance. The tourism department will also handle the single window system to issue licences for the hospitality sector to facilitate business.

Commenting on this, Sherry Bhatia, President, Hotel and Restaurant Association of Western India (HRAWI), said, "The new Ease of Doing Business policy for the Hospitality sector is a landmark move by the Maharashtra Government and HRAWI welcomes the move wholeheartedly. We are thankful to the CM Uddhav Thackeray and the State Govt. We especially would like to thank Minister of State for Environment, Tourism & Protocol, Aaditya Thackeray for leading this change in policy. HRAWI's efforts in spearheading this initiative and diligently following it up with the authorities for over two decades have finally borne fruit. Immediate implementation of the policy will not only help bring back many businesses that have quit, but also it'll help make up for the casualties or permanent closures caused by the COVID-19 pandemic. All in all, the new policy is a big step towards encouraging enterprise and is a progressive step towards boosting tourism in the State."

Adamo Hospitality Collaborates with Barots

Adamo Hospitality, the hospitality arm of Ajmera group, has inducted Kamlesh Barot, Pankaj Barot, & Rajnik Barot as Directors of Adamo Hospitality to integrate the workings at the group's owned Adamo hotels in Mumbai, Goa, Matheran and Rajasthan and their future owned locations, as well as the upcoming asset-light model fraternizations.

This strategic association will see experts and decision-makers of the group to ameliorate the efficacy of the overall business operations of Adamo Hospitality and its endorers. Taking this association, a notch higher, this move will see Adamo Hospitality collaborate with various other hotels and hospitality chains for outsourcing their complete management control. This is a key step for the Adamo Hospitality group's expansion strategy.

Poona Hoteliers Association Elects



Standing L-R - Suju Krishnan, Rishi Chopra, Prapti Deshpande, Vikramraj Shetty, Sumit Sharma, Akhil Agarwal. Sitting L-R - Amit Sharma, Arun Nayar, MPS Anand, Aditya Shamsheer Malla, Sharan Shetty, Neerav Panchamia, Shrinivas Chaphalkar, Sanjay Singh.

Poona Hoteliers Association, a body representing 68+ Star Hotels of Pune, convened last week to elect the committee members and office bearers for the year 2020-21. The newly elected committee under the president Sharan Shetty who was re-elected for a second term renewed their resolve to continue the impactful representation of the industry's cause, particularly in these unprecedented times.

The Poona Hoteliers Association (PHA) is working towards contributing to the community and upholding the interest of the hospitality stakeholders in Pune. Its contribution was evident in recent times during the pandemic when PHA was seen leading relief efforts through its member Hotels and working with the authorities in their efforts.

The Executive Committee (Office Bearers) of the Poona Hoteliers Association, 2020-21 include Suresh Talera - President of Honour, Neerav Panchamia - Immediate Past President, Aditya Malla - Vice President, Shrinivas Chaphalkar - Hon. Secretary, Amit Sharma - Jt. Hon. Secretary, Vineet Mishra - Hon. Treasurer, and Ms Prapti Deshpande - Secretary-General.

Brigade Hospitality Best Workplaces for Women

Brigade Hospitality, a leading hospitality group in the country, is recognized by the prestigious Great Place To Work Institute, among the 100 Best Workplaces for Women - 2020, decided from a pool of over 800 organizations who applied for this assessment.

The assessment criteria included, women must form at least 10% of the workforce on the organization's payroll and a minimum of 70% positive feedback on the Trust Index© employee survey from women employees in the organization. Organizations were then studied on Gender Parity & Representation of women across levels to arrive at India's Best.

Expressing his views on the recognition, Vineet Verma, CEO & Executive Director, Brigade Hospitality said, "Our women colleagues are our strength and their dedication & commitment is indeed commendable. They have shown time and again that it is not the gender but the passion & drive to excel is what really matters. I salute our women in office and assure them that we will continue to add to their numbers. Brigade Hospitality stands committed in this direction and we are honored to be recognized among India's 100 Best Workplaces for Women".

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Sayaji Group Unveils 'Enrise by Sayaji' in Pune

Sayaji Group of Hotels launches 'Enrise by Sayaji'. Expediently



located at Hinjawadi - the industrial and IT hub of Pune, this luxury hotel infuses tranquility with sophistication and functionality. The hotel is conveniently situated within the triangle formed by Pune-Mumbai Express Highway, Rajeev Gandhi IT Park, Hinjewadi & Pune- Bangalore Highway. Well-connected through railways, road and air to all major cities, the hotel offers ease of travel to both corporate and leisure travelers.

Announcing the launch, Saba Dhanani, Director of Operations, Sayaji Hotels Ltd. says, "We are buoyant on the industry's growth in Pune, particularly the IT/ITeS segment that has fuelled the demand of upscale mid-market luxury hotels in this region. The city has seen steady growth in the inflow of travelers but there is still an acute shortage of upscale hotel rooms. We are extremely delighted to launch Enrise by Sayaji at Pune. With its strategic location, imposing décor, banqueting and hospitality the new property will appeal to the discerning business travelers."

Enrise by Sayaji Pune encompasses 29 luxurious rooms and suites that fit seamlessly into the traveler's scheme of things. It offers an array of facilities that include 24 hours room service, Fitness Centre, Lounge bar, Restaurants, Conference room, Meeting room, Banquet halls and Travel desk. All the guest rooms are fully air-conditioned and replete with contemporary elements, High speed Wi-Fi connectivity, LED TV, Wardrobes, Tea- coffee maker, minibar and safety lockers.

The hotel offers state-of-the-art conference and banquet halls. The two Banquet Halls Solitaire 1 and Solitaire 2 are designed to host private parties and other huge gatherings. The banquets are comfortably suited for boardroom, cluster, round table, classroom and theatrical settings.

Accor Announces Novotel Chandigarh Tribune Chowk

Accor, with the introduction of Novotel in a new market like Chandigarh, affirms the growing popularity of Accor's acclaimed international, modern-easy living, elegant, and full-service Novotel brand in India.

Novotel brand in India has a tremendous growth trajectory spanning just over a decade since its first opening of Novotel Hyderabad Convention Centre. In 2018, Novotel celebrated the milestone of 20 properties in India with the launch of Novotel Vijayawada Varun.

Novotel Chandigarh Tribune Chowk is being developed in the city centre, approximately 30 minutes by road from Chandigarh International Airport and close to government offices, shopping areas and high-end residences. The hotel will offer 120 rooms, two food and beverage outlets, function rooms of various sizes, a swimming pool, and a gymnasium. This 21st Novotel is scheduled to open by early 2021.

Commenting on the partnership, Akshay Grover, Director, KLG Hotels, said, "We are delighted to partner with the Accor Group to bring the Novotel brand to Chandigarh. Our philosophies are in harmony, towards providing seamless guest experience and a brand like Novotel has great potential in Chandigarh. The hotel is being developed keeping in mind the contemporary, yet traditional outlook of the city and we are certain it will suit the needs of well-travelled guests. We are confident that with its unique design and world-class hospitality that we will offer, we will be successful in providing a 'home away from home' to our guests."

Speaking on the announcement, Lokesh Sabharwal, Vice President, Development and Special Projects, Accor India and South Asia, said, "The Indian market has always been opportune for Accor and, we are noticing some very interesting opportunities for growing our midscale and midscale-lifestyle brands. As part of our densification strategy, we continue to have meaningful conversations with existing partners and hotel investors keen to work with Accor who see long-term value in the business. For a market like Chandigarh, which attracts both leisure and corporate, Novotel is the ideal debut brand and we are certain of its success in the city"

Lazy Lagoon, Baga, Opens

Lemon Tree Hotels Limited, through its management subsidiary Carnation Hotels Pvt. Ltd., announced the opening of the 44 key resort- Lazy Lagoon, Baga- A Lemon Tree Resort. This marks the launch of the company's fifth hotel in Goa, with existing hotels in Candolim, Calangute and Morjim.

Located on Baga Creek, Lazy Lagoon, Baga is an expansive and aesthetically designed Lemon Tree Resort. This charming retreat, located in the heart of the vibrant

North Goa area, offers alluring views of the Baga River and Creek. The resort features 44 well-appointed rooms and suites, which combine understated elegance with modern amenities and facilities. Designed for the comfort of every traveller, most of the plush and comfortable rooms and suites offer a panoramic view of the Baga River and Creek.

Complementing the stay are Citrus Café - the multi-cuisine coffee shop and Slounge - the thriving bar and grill. The banquet hall - Tangerine Grand, conference room - Tangerine, and outdoor lawn provide the perfect venues for corporate and social events alike. Recreational facilities at the resort include a well-equipped fitness center, Verandah - a relaxed Sheesha lounge and a stunning swimming pool, where guests can easily spend a few languid hours in a truly susegad state of mind. In addition, adjacent to the poolside is Tavern - the picturesque pool bar, which opens onto a beautiful promenade that leads to an inviting fishing deck.

For the water lovers and thrill seekers, the famous Baga Beach is in close proximity, and features a variety of activities, from snorkeling and boat rides, to jet skiing and paragliding. The resort is also strategically situated to provide access to some of the best nightclubs and hot spots, as well as the other popular beaches in North Goa, including Vagator, Anjuna, Calangute and Candolim. The Saturday Night Market is five minutes away from the resort, and promises to keep your weekend busy with the best that Goa has to offer in one place..





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Holiday Inn Gurugram Opens



InterContinental Hotels Group (IHG) has opened its doors in Gurugram



"The Millennium City Of India" with the brand new Holiday Inn Gurugram Sector 90, allowing smart travellers convenient access to the city.

Combining business and comfort, the new hotel is equipped with 263 rooms & suites. The hotel will be the first Holiday Inn in Gurugram & its prime location offers easy accessibility to Manesar, Southern Periphery Road, Dwarka Express Highway and the city centre.

The hotel is located approximately 45 minutes from Indira Gandhi International Airport, 30 mins from Gurugram's railway station & 30 mins from Huda City Centre Metro station. It favours proximity to the industrial hub Manesar and extends towards Binola, Bhiwadi, Bawal & Pataudi. The hotel is an ideal weekend getaway destination for Delhi NCR residents and offers a convenient stop over for tourists covering the 'Golden Triangle' of Delhi, Agra and Jaipur.

"Holiday Inn Gurugram is the perfect place to create memories," said Nitinn Sharma, General Manager of the hotel. "We are excited to welcome our guests and bring them closer to experiencing the world class facilities. Business and leisure travellers alike can expect their work and comfort needs to be met with all the essentials available at their fingertips."

Viva- All Day Dining, also featuring a Bar & Lounge, serves Asian, Indian and Western cuisine during all three meal periods with both buffet and à la carte offerings. Located on the 16th floor, The Restaurant is contemporary and modern style with an open kitchen to provide the guest with an interactive dining experience with a unique urban & rejuvenating Aravali landscape view.

DoubleTree by Hilton Pune's GM Featured in the Forbes India list of Top 100 Great People Managers

Forbes India and Great Manager Institute recently announced the list of the Top 100 Great People Managers in India for 2020. The largest study of its kind by the Great Manager Institute in partnership with Forbes India, assessing over 6344 Managers, culminated in the recognition of top 100 managers who show exemplary leadership of their teams. Aditya Shamsher Malla, General Manager, DoubleTree by Hilton Pune Chinchwad, a unit of Panchshil Hotels Pvt. Ltd., has been listed as one of the top 100 Great People Managers of 2020 by Forbes India.



This year, the study witnessed participation from 1,158 organizations spread across 24 industries and 6,344 managers that focused on assessing the effectiveness of people managers across levels, age bands and experience.

Commenting on his inclusion in the Forbes India list of Top 100, Aditya Shamsher Malla exclaimed, "I am honoured by this recognition and credit my Team to build on the vision of the Organisation and the brand, putting people at the core of what we do. Thrive at Hilton provides us direction in our people initiatives. I am proud of my Team who demonstrated an uncompromising commitment to the values even during such challenging times. I am grateful to my employers Panchshil Hotels for providing us with the platform and a supportive environment."

Aditya Shamsher Malla has been associated with DoubleTree by Hilton Pune, for over 3 years and has been actively taking responsibilities for curating strategic initiatives that lead the hotel to continue its guest and people-focused approach towards retaining its leadership position.

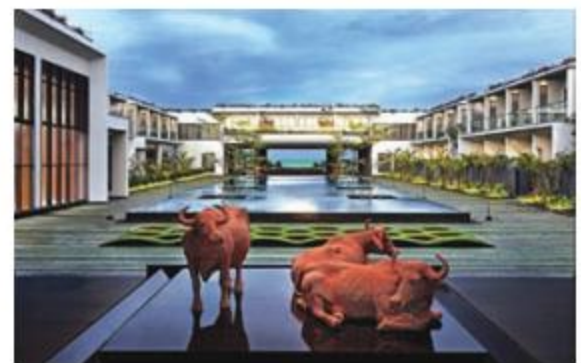
Staycation Package at Sheraton Grand Chennai Resort and Spa

Sheraton Grand Chennai Resort and Spa has introduced "Stay More, Earn More", exclusive Staycation packages which offer endless experience for their travelers with a chance to earn bonus Marriott Bonvoy points.

Staycations have become one of the trendiest holidays currently and the true meaning of staycation is best experienced with family. Staycations include taking day trips to local attractions and exploring the local area and this is exactly what Sheraton Grand Chennai Resort and Spa has in store for you with their diverse packages so you can avail some of the best deals.

"The Family Leisure Package" offers endless experience with exclusive inclusions to rejuvenate. Their specialty restaurants Pelican Deck, C Salt, The Reef and Pintail Lounge, at the resort, have scrumptious delicacies and exotic beverages.

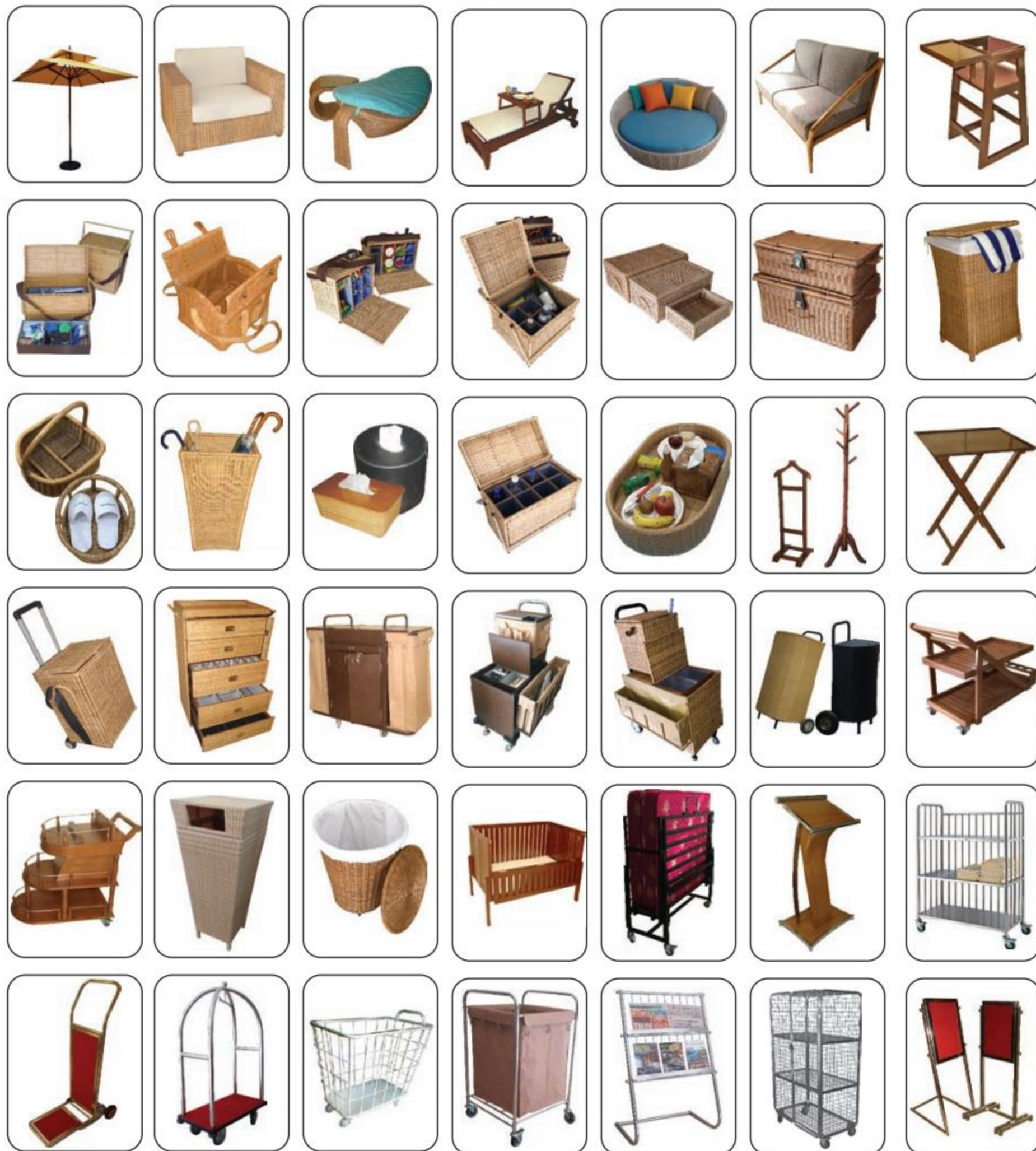
"Romantic Package", which includes customized breakfast, chef's special candle light dinner at Upper Deck, bottle of wine, special welcome amenity, complimentary cake, is one of the best gifts one can give to partner. An engaging activity of the day to firm the bond of love creates a memorable experience.



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HRAWI Elects Sherry Bhatia as New President

Hotel and Restaurant Association of Western India (HRAWI) elects Sherry Bhatia, Managing Director of Golden Swan Group as the President for the new term starting September 2020. Prior to becoming the President, Bhatia served as the Association's Sr. Vice President and has been an active member for over 20 years. Over



the years, Bhatia has helped implement several reforms in the Association and strengthened its representation across the Western region.

"The HRAWI has been at the forefront in representing the voice of hotels and restaurants for the Western region. Over the last six months of the pandemic, the Association has played a pivotal role in liaising with the Government and its authorities to expedite decision making for the hotels and restaurants industry. HRAWI was successful at convincing the Government to allow hotels to re-open in July. Gurbaxish Singh Kohli as the President with his team made compelling arguments, submitted several recommendations and relentlessly pursued the authorities to allow re-opening of restaurants in the region.

The Association is simultaneously following up on several other matters affecting the industry including the excise license fees, electricity duty, the property tax and the compensation owed by the BMC to requisitioned hotels during the lockdown, among other important issues," says Sherry Bhatia, President, HRAWI.

For the new term, Pradeep Shetty will serve in the HRAWI committee as its Sr. Vice President, and Chetan Mehta as its Vice President. Jimmy Shaw has been appointed as its Hon. Secretary, Paramjit Singh Ghai, the Jt. Hon. Secretary and Dilip Kothari will hold the post of Hon. Treasurer.

"I am glad to be inducted as the President of the HRAWI, to be its torchbearer. I trust that with the support of my fellow committee members and the fraternity, I will be able to carry out the Association's duties to the best of my ability," mentioned Bhatia.

The HRAWI is the hospitality industry's voice for hotels and restaurants across the Western region including the States of Gujarat, Goa, Madhya Pradesh, Chhattisgarh and Maharashtra, and the Union Territories of Diu Daman and Silvassa.

Rajat Tuli

DoubleTree by Hilton Gurgaon announces the appointment of Rajat Tuli as new General Manager. Prior to joining, Rajat was the General Manager at the Taj Hotel & Convention Centre, Agra. Rajat brings with him over two decades of industry experience having worked in several well-known brands such as Hilton, Taj, Marriott, ITC, and Radisson amongst others. From 2008 to 2015 he worked with Hilton India, across a number of our hotels. During this period with Hilton, a few notable positions he served were as the Commercial Director, F&B Director and as an Executive Chef. He

was also instrumental in assisting with the opening of several Hilton hotels such as Hilton Chennai, Hilton Shillim & Hampton Vadodara through task force assignments.

With his enduring 21 years of experience in the hospitality industry and considerable knowledge, he will be a great asset to DoubleTree by Hilton Gurgaon.



Shatabdi Dutta

Sarovar Hotels and Resorts has promoted Shatabdi Dutta as the New General Manager – Marketing. The elevation is in line with the company's efforts to strengthen its marketing department and bring urgently needed edge for the brand.

In her new role, Ms. Dutta will be responsible for Databases –Quality, Quantity and Targeting; Digital thrust- Search Engine Optimisation, Campaigns, Lead generation, Viral content reach, Social Media traction, Website hits; Alliances, Partner programmes and Guest recognition. Her focus area would now also be on Sales vertical.

Shatabdi's ongoing journey since 2013 within the organisation is illustrative of a team member who has continued to display positivity, ability to learn, and passion as exemplified in her work for communicating the values of brand Sarovar. She has active contribute in Sarovar's major Marketing Campaign- "Happiness @ Sarovar". She was awarded the coveted "Marketing Person of the Year" Award for her marketing genius in increasing Sarovar's brand visibility.

Her prior experience includes stints with Make My Trip and has implemented unique and fresh creative ideas of marketing and advertising, delivering profitable solutions to drive sales, attract and maintain customers and build a corporate brand.



Sherin Mathew

Hilton Chennai today announced the joining of Sherin Mathew as it's Commercial Director. Sherin comes with more than 14 years of rich and formidable experience in Hospitality Sales & Marketing. He shall be responsible for developing a commercial strategy covering all segments and channels to maximize revenue and profit performance of the hotel. Also he will lead execution of the commercial strategy with an integrated revenue management, pro-active sales and marketing communications team.

In his earlier assignment, he worked as Assistant Vice President -Customer Acquisition -Tamil Nadu & Kerala with Sterling Holiday Resorts Limited. Prior to this, he has had very successful stints with Accor, Hyatt and the Taj group. Sherin completed his Hotel Management degree from Welcomgroup Graduate School of Hotel Administration, Manipal, Karnataka.



Radisson Blu Mumbai International Airport Opens



Radisson Blu Mumbai International Airport opened its doors to the iconic city of Mumbai. The 206-room hotel is the latest addition to the growing portfolio of Radisson Blu brand in India. The contemporary upper-upscale brand that delivers personalized service and stylish living spaces is present in 36 locations including all major metros and gateway centers across India.

Strategically located within two kilometers from Chhatrapati Shivaji Maharaj International Airport – one of the busiest airports in the country, the hotel is strongly positioned to be the first choice among business and leisure travelers. The hotel's central location and convenient access to business centers such as the Bandra Kurla Complex and Bombay Exhibition Center Goregaon makes it an ideal

hotspot for staycations as well as business related stays.

"Radisson Blu Mumbai International Airport is a great addition to our growing portfolio. The opening reaffirms our signing momentum and strategic positioning plans for the brand's expansion in metro and gateway cities and brand-defining locations," said Zubin Saxena, Managing Director and Vice President Operations, South Asia, Radisson Hotel Group.

Spread over 1.25 lakh square feet, the hotel's architecture exuberates contemporary upscale lifestyle. It features 206 uniquely designed rooms across Superior, Deluxe, Business Class, and one-room Suites categories, and includes a full spectrum of amenities such as an infinity pool with a panoramic view of the city, state-of-the-art fitness center with modern equipment and personal trainers, and full-service spa, Rejuve.

Delightful dining options that suit all tastes and appetites include Fiona, the hotel's lively and casual all day dining restaurant serving global cuisines; Roasted, a coffee and crêpe lounge offering a welcome space for casual light bites; and Living Room, the exquisite bar and business lounge. The hotel's culinary delights can also be enjoyed with a 24-hour in-room dining service. The hotel boasts spacious venues for 50 to 500 guests, ideal for hosting stylish social gatherings and corporate events.

"We are delighted to open the doors of Radisson Blu Mumbai International Airport to guests. We are happy and honoured to be associated with Radisson Hotel Group, and are looking forward to leveraging the brand's expertise and equity in the market," said Rishab Mehra, Promoter, Radisson Blu Mumbai International Airport. Pankaj Saxena, General Manager, Radisson Blu Mumbai International Airport said, "The hotel's central location and easy access to tourist attractions makes it a compelling choice for domestic and international travelers. All elements of the hotel – style, form, function and service, are curated to make it an upscale experience. We are certain that guests will enjoy our world-class hospitality."

Radisson Blu Mumbai International Airport is implementing the Radisson Hotels Safety Protocol, which was launched earlier this year in collaboration with SGS, the world's leading inspection, verification, testing and certification company. This program is designed to ensure guest safety and peace of mind from check-in to check-out.



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Novotel Pune Nagar Road Introduces Innovative Services for its Guests



With the recent resumption of hotels in India, hotels are set to grow with renewed fervour. As people increasingly seek exclusive, secure and flavour some experiences, Novotel Pune Nagar Road has introduced varied services to entice its guests. The variety of the offering includes the following:

Gourmet Breakfast Box: A delicious full breakfast in a compostable takeaway box

It has made mornings more delicious by introducing gourmet breakfast take away meal boxes. Guests can enjoy breakfast in the comfort of their home without needing to wash up piles. They can indulge in unparalleled morning delights that will completely set their mood and gear them up for the day.

The takeaway collection on the hotel's cooked breakfast showcases a selection of vegetarian and non-vegetarian North Indian, South Indian, English and kiddie menus.

Anil Chabukswar, Executive Chef said, "There is an increase in demand for take away and home deliveries for quality cuisine from dine-in restaurants. We are happy to introduce our gourmet meal boxes which offers guests all our signature dishes from our breakfast offerings at our all-day dining restaurant. We wish to offer a superlative dining experience to all our guests."

The meal box starts from INR 320 + tax

and can be ordered on all days of the week and is also available for takeaway.

Healthy Meal Boxes: Enjoy the taste of eating right

The hotel also has introduced healthy and innovative food choices loaded with nutrition and taste with exclusive healthy meal boxes.

Guests can brighten up their day and stay hydrated with nourishing, healthy and refreshing juices. Give one's body the ingredients it needs and give taste buds the flavour they crave. The meal boxes will make sure that patrons eat for the love of good food.

Awadesh Jha, Food & Beverage Manager said, "There is a significant demand for healthy meal boxes lately as people are more conscious of what they eat. This growth was accelerated during the lockdown phase and continues to sustain momentum. We at the hotel prepare a variety of fresh foods with the taste of our customers in mind".

The meal boxes showcase an array of immunity booster juices to choose from; organic micro green and seeds connexion salads to vegetarian and non-vegetarian high protein and low fat main course or sandwiches. Guests can either choose one from each or just a single portion of a juice, salad or a main course.

The box starts from INR 320 + tax and

is available on all days. It is also available for takeaway.

Ala Carte Offerings:

Hotel also has introduced ala carte offerings which are available for a takeaway. Patrons can take a break from their regular routine and dig into succulent portions of delectable Indian and western cuisines with our à la carte menu offerings.

The menu showcases an array of vegetarian and non-vegetarian appetizers, sandwiches, rolls and wraps. The main course offers a range of vegetarian and non-vegetarian options to choose from, including biryanis, noodles, Indian breads, western mains and special curries. There is literally something for everyone, whether one is a calorie-conscious fitness enthusiast or someone looking for delicious food for family.

Anil Chabukswar, Executive Chef said, "Tasteful temptations from our kitchens delivered to your home in the most hygienic and safe manner."

Laundry Services

The hotel is also providing solutions for every washing need with their laundry services. Whether one is working from home or back to office, the hotel has got them covered with their laundry services. Their services follow the highest level of hygiene and care.

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Lounging in the Hotel Lounge

Be it an investment idea or a high profile deal, business travellers prefer to do it in the hotel lounge. No wonder the hotels are now laying emphasis on the overall décor of this space. In this period of maintaining social distance, lounges are becoming popular not only with business travelers but even with people who are visiting hotels for what has recently come to be known as staycations. Places where they do their office work. Today the connotation WFH has come to mean Work From Hotel instead of Work From Home. The result is that today the hotel lounge offers sleek couches gourmet hors d'oeuvres, etc. The young discerning business heads or entrepreneurs resorting to WFH have an eye for luxury. **Ashok Malkani** finds that lounges are not only limited to business travelers but are also catering to the families and leisure travellers preferring personalized services

The corporate guest in a hotel today does not merely book a hotel room to sleep. He also looks at other amenities that will make his stay a pleasant and memorable experience. And one of the important amenities is a lounge!

Lounges in hotels have, over the years, gained popularity and today have become an essential segment of the property. Globally, lounges play a key role in helping luxury, as well as other category hotels, maintain high room occupancy and strengthen customer loyalty. They serve as the most utilitarian option for business travellers, as all their needs are conveniently met in one location.

A place to relax and work, the lounge also makes for a great change in scenery from stuffy boardrooms and meeting rooms. One can reserve a quiet place to work or simply to refresh, relax and leave the stress behind for a little while. Travellers also prefer lounges for personalized services as well as tailor made food and beverage choices.

Today, lounges are preferred over F&B outlets, which do not provide the kind of privacy a corporate client requires. Discerning guests, particularly corporate travelers, prefer club lounges over other dining options.

Shilpi Khanna, Director of Rooms, JW Marriott Mumbai Sahar, states that a club lounge is essential to make the guest's stay a memorable one. However, she adds that at their hotel only platinum and above guests have access to the lounge.

Chandrakant Shetty, Group Director, The VITS Kamats Group, declares, "Hotels are always trying to find innovative ways to attract new customers. Attracting local



business and day visitors is what we are focusing on which is the new trend. It is a great way of additional revenue generation where in we cater to the guests who look out for comfortable spaces to work on important presentations, meet with business associates/partners or even work on post meeting updates. It is also a great space where people have used it effectively for networking purposes during their stay at our properties."

Abhisek Basu, Executive Assistant Manager, Food & Beverage, The Leela Mumbai, avers, "Club lounge helps in enhancing the guest experience. The quality of a club lounge can be a strong influencer for many high flyers."

The Perfect Lounge

Club lounges are one of the staples for business travellers. There's a fairly standard

format for the perks that the hotel club lounge offers. The list includes access to the lounge from early morning to well into the night, with a buffet breakfast starting early in the morning, free cocktails and soft drinks, an ever-changing food buffet throughout the day, business services and access to a meeting room. An upmarket hotel might offer extra frills.

There are different amenities that different guests may crave for. So what exactly makes for a great hotel lounge?

Shilpi asserts, "A great product combined with an enthusiastic team focused on guests is the winning combination. This team helps in curating personalized experiences for guests. For example, the team makes it a point to remember if the guest likes his/her martini shaken or stirred."

She adds, "It is important to have a good breakfast and evening snacks menu. Free



Shilpi Khanna



Abhisek Basu



Chandrakant Shetty

flowing tea, coffee, cookies, bakeries are pre requisites which enable endless meetings/ concalls to continue without interruptions. Maintenance and upkeep of the lounge should be top notch and a great view is always an icing on the cake."

Abhisek disclosed, "We, at The Leela Mumbai, strongly believe that a good club lounge not only has to be a home away from home but rather an office away from the office."

He adds, "From exclusive check-ins to all-day refreshments and having different spaces for different needs makes the lounge stand out. To put it simply, a lounge needs to be a one stop shop for all personal and business needs."

Chandrakant avers, "Hotel lounge is very popular with guests as it offers various zones for relaxation, working and dining. It offers high speed internet facilities and some even offer desktops to catch up on quick work for those who are travelling without their own tech. Some hotels even offer lounges at higher floors with great views which creates a high rise office atmosphere but in a relaxed environment. It is also a great place for a quick snack which is open throughout the day."

Reasons for Popularity of Lounges

The demand for hotel lounges is on the rise in India – guests are ready to shell out more money to seek exclusive and sophisticated services. This is mainly due to the fact that they appeal to the sensibilities of young business travellers who value their time and have an eye for luxury. The inclusion of health and wellbeing in hotel lounge services, which is the latest trend in the market, is an added incentive for the business travelers.

At the Leela Ambience Gurugram the guests are offered not only happy hours, cocktail evenings and breakfast sessions but also sleek couches, selection of books, gourmet hors d'oeuvres, private concierge services etc.

Today lounges not only cater to business travellers but also to families and leisure travellers as they offer a host of facilities.

Different reasons are offered for the growing popularity of hotel lounges.

According to Abhisek "One of the main reasons for the rising popularity of lounges is the convenience/ easy accessibility and the safety and security that the lounge provides. One can go ahead with their meetings leaving their family and knowing in the back of the mind that they are safe

and taken care of."

Chandrakant disclosed, "Hotel lounges have been relatively successful in the Indian hospitality segment. They are popular especially in top luxury hotels near the airports or 3 & 4* hotels like VITS which cater to the business community as we see a lot of business travelers who are increasingly using these facilities to cater to their business requirements as they suit as an ideal place to catch up with associates, catch up on some quick work before important work presentations.

Shilpi is of the view that "Today, lounges not only have become a status symbol but also a place where guests can work peacefully."

Essentials for Lounges

One may add that the rising popularity of hotel lounges is due to the added facilities and services provided by them. According to the stalwarts of the industry, a hotel lounge should offer the following facilities:

Buffet style breakfast: It is advantageous when one has to take an early morning flight and has to depart from the hotel at an ungodly hour.

Ample seating space: Besides the plushy furniture, the hall mark of a good lounge is sufficient seating space to help people maintain social distancing.

Different zones: There must be dedicated areas for dining, working, etc.

Fast wi-fi: The hotels need to provide not only free internet access in the lounge but also recharge outlets at convenient places and fast download speeds.

Printing facilities: If a person comes to the lounge to work, it goes without saying that he would need printing facilities. A good lounge must cater to this need.

Scenic view: Normally the lounge has a good scenic view.

All day snacks and refreshments: A person may visit the lounge at any time of the day and he may need a bite to eat. It is, therefore, necessary to have snacks and refreshments available throughout the day.

Separate family area: Several hotels catering to families now offer a separate room, in the lounge, which has books, toys and TV and videos to occupy kids. This enables the adults to have a drink or work on the computer undisturbed.

Separate room for business centre: Lounges should have separate room as a business centre instead of having computers and printers right next to the tables.

Rising Popularity of Lounges

Hotels today, are deviating from the traditional concept of "home away from home" by adding lifestyle components to create a trendy and exclusive entourage. Introduction of hotel lounges is on the rise as more and more guests are desirous of these spaces.

In the past, many hotels have had standardized amenities, so that people know exactly what to expect when staying with a particular hotel brand. Today, however, consumers are more interested in having diverse options to choose from when selecting where they will stay. Hotels, globally, are thus undergoing drastic changes to satisfy the demands of their guests. An example is the Marriott at Los Angeles Airport which embarked on full property transformation wherein they not only renovated guest rooms, meeting spaces and dining concepts but also introduced a new, state-of-the-art M Club Lounge.

In India too lounges are becoming one of the important factors for the guests.

Abhisek avers, "Club lounges in India are getting their due share as the norm is catching up not only with the business travellers but with families as well. These lounges become a great place to relax as well to do their work."

Shilpi claims, "Lounges have become extremely popular as business travel has considerably increased over the years. Guests use the lounge for their meetings with business associates and also sometimes as office space, as it provides them a tranquil place to clear their emails."

Chandrakant states, "Club lounges were always a part of the hotels as guests have varied requirements be it business or personal. With the millennial crowd travelling for business and leisure purposes it has proved a great success, also as these lounges offer different zones for guests they can now use these facilities. The lounge proves as office away from office or home away from home."

Facilities Offered at Lounges

Hotel club lounges serve as the most utilitarian option for business travellers, as all their needs are conveniently met in one location. Lounges offer a place where the travellers can relax and work. One can reserve a quiet place to work or simply to refresh, relax and leave the stress behind for a while.

There are several hotels, catering to families, which offer a separate room filled with books, toys and the quintessential TV/video set to occupy the kids.

Different hotels offer diverse range of facilities.

Abhisek says, "In almost all lounges you have free access to meeting rooms, free pressing, airport pick up and drop, exclusive check-in counter for club guests and all-day refreshments. But in addition to this, we, at The Leela Mumbai, also provide 24 Hour Butler service to our esteemed club guests."

Shilpi disclosed, "Our club lounge, at J.W. Marriott Mumbai Sahar, offers breakfast, tea coffee throughout the day. We also have three exclusive meeting rooms which can be booked complimentary for two hours each, subject to availability. Our lounge also has breath taking views of the airport and the city. We also offer express check in and checkout facility to our guests from the lounge. A senior loyalty manager stationed in the lounge ensures the guests a seamless stay, right from the booking phase to their departure."

Chandrakant states, "Club lounges offers a host of benefits for their privileged guest: from express check-in and check-out facilities, guests also enjoy complimentary internet access, round the clock butler service



and exclusive access to the Club Lounge. Some hotels even offer to arrange transfer to or from the airport.

"Club lounge facilities vary at different property of VITS as some of our properties which cater to the business fraternity or MICE verticals have a host of features like transfer facilities to and from airports, specially designed zones and furniture for relaxation, desktop facility for travelling guests."

"Some of our lounges have direct access facility where the visiting guest need not visit the hotel lobby for registrations."

Lounges only in Luxury Hotels?

People believe that lounges are the prerogative of luxury hotels. This is not true. Hotels of almost all categories are now opting for lounges.

Chandrakant is of the opinion that lounges are popular with hotels catering to the business guests. He add, "We have

experienced a lot of international guests accessing our facility regularly. A number of expats and frequent business travelers have requested for memberships as they can cater to their business needs with comfort and ease."

Shilpi declares, "As somebody who works in a luxury hotel, I can safely say that lounges are definitely popular with guests everywhere."

Abhisek avers, "The Club lounges are popular with all segments. We, at the Leela Mumbai, started upselling its access which has got a very positive response instilling the fact that now these lounges are not only limited to business travellers but leisure travellers as well."

Lounges or F&B Outlets?

According to Technomic, the hotel revenue is not just growing from F&B outlets but also from lounges. Hotels are now reinventing themselves to focus on spaces like lounges.

Hotels are now pampering their guests by having guest-only lounges.

So, are the guests preferring lounges over F&B outlets?

Abhisek maintains, "The personal space and recognition that guests get in the lounge cannot be compared with the other F&B outlets. It is definitely a better place to entertain colleagues or friends."

Shilpi too is of a similar view as far as guests' preference for lounges is concerned. She claims, "Guests clearly prefer club lounges over the F&B outlets."

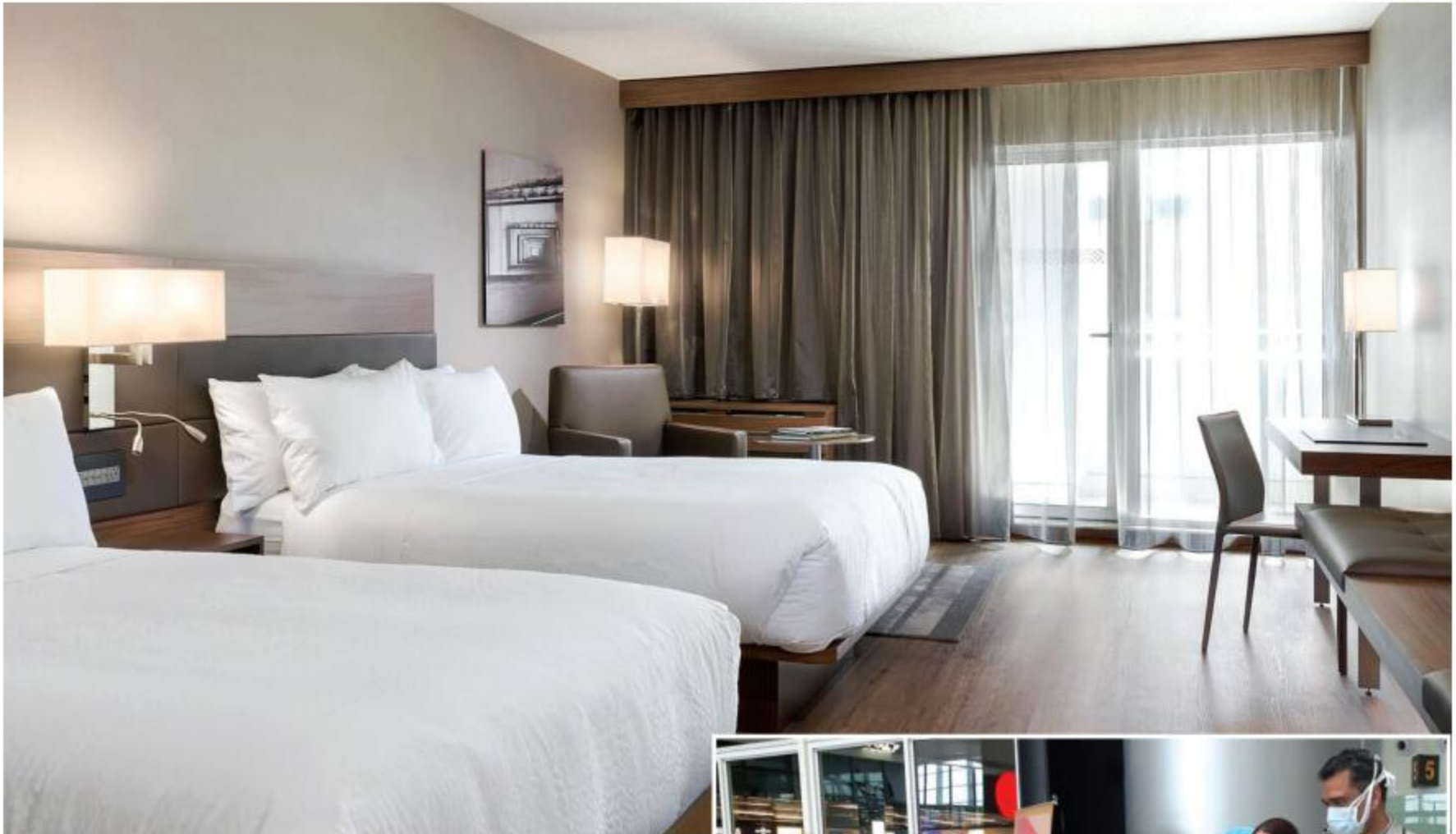
Chandrakant avers, "The VITS Kamats Group club lounges and f&b outlets have their own set of guests and patrons."

He adds, "The primary idea behind VITS hotels opening lounges and its success in the recent years can be attributed to the fact that we offer a business traveler as well as family crowd a quick pit stop of catch up on some unfinished business or just prep up before a big meeting or presentation or a place to relax and all this at a private lounge environment with sleek couches, cocktails and selection of books. We have various options through which a guest can avail of these facilities. We offer complimentary lounge access to a few select VITS Hotel guests who have been loyal with the brand or have a corporate tie up."

Conclusion

So, one can safely say, that lounging around in the lounge has become a trend not only for the business/leisure travelers but also for the families. ■

Effect of COVID-19 on Hospitality Industry



The economic damage caused by COVID-19 novel corona virus pandemic is difficult to predict. However, there is widespread agreement among economists that it will have severe negative impacts on global economy. The hospitality and leisure clients were the first ones that experienced bad weather conditions but



they are moving quickly and remain focused to understand and quantify the operational and financial impact for their business. The hospitality industry showing maturity, by working together, is showing true hospitality commitments by helping the society, where it can. With the Mission Begin again and the subsequent unlocks, the hotels were allowed to open, with SOPs. **Ashok Malkani** tries to gauge the impact of the lockdown on the hotel industry and how it is meeting the challenge of keeping the properties' environment safe for the clients.



The cascading effect of corona virus pandemic has hit the hospitality industry and both, the hotel chains as well as the stand alone hotels are facing a difficult time. According to Hotelivate, a hospitality consultancy firm founded by the erstwhile team of HVS India, the Indian hospitality industry is staring at losses of over Rs.130-155 crore, whereas the alternate accommodation segment is likely to make losses of over Rs. 420-470 crore. According to the report, "March has borne the brunt of many large-scale cancellations across the corporate, MICE and leisure segments. Notably, the extent of this lost business has primarily been seen across the top eight markets. Various Tier Two and Tier Three hotel markets in India continue to witness a small erosion in business and occupancies, in at least the first half of March, were only partially lower despite the spread of the virus in some states."

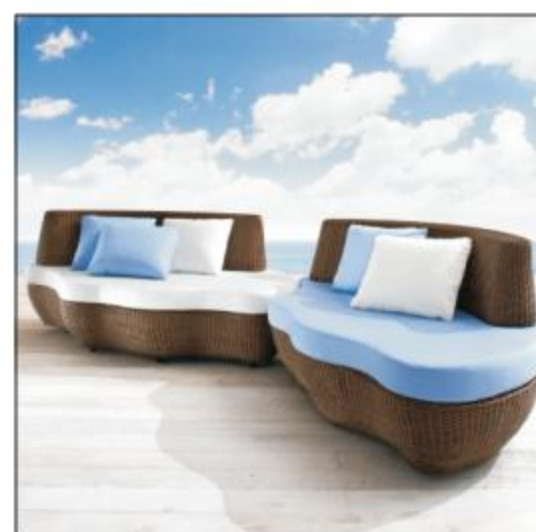
Vineet Verma, Executive Director & CEO, Brigade Hospitality Services Limited says, "COVID 19 has literally crippled economies worldwide and there are no signs of an early recovery. The hospitality sector has been the worst hit, with occupancies since March having crashed to near Zero in many cases. Several hotels have been compelled to shut down and we fear many more will follow if the situation is not brought under control soon. The owners are beset with problems. There are bank loans to discharge, statutory payments to make whereas our revenues are literally non-existent. We are anxiously

waiting for some relief packages to be announced by the Government that can help the hospitality sector somehow tide over the crisis."

Gurbaxish Singh Kohli, Vice President, Federation of Hotel & Restaurant Associations of India (FHRAI), disclosed, "According to the World Travel & Tourism Council (WTTC), the hospitality industry was estimated to be worth INR 16.9 lakh crores in 2019 contributing about 9.2 per cent of the country's GDP. It employs over 4.2 crore people, which is about 8.1 per cent of the total employment in the country. In the wake of the Corona disaster, the industry will see losses of around 70 to 80 per cent lasting for at least 6 to 8 months. This could mean a potential revenue loss of around INR 7 to 8 lakh crores. In such an eventuality there will be massive job losses in the industry potentially jeopardizing the livelihood of around 20 to 30 lakh employees. The social and economic costs of such a mass scale disruption cannot even be estimated."

Girish Krishnan, Hotel Manager, Four Points by Sheraton Mahabalipuram Resort & Convention Center, states, "With the emergence of COVID-19 spreading rapidly around the world, the primary focus of every individual, along with the government and businesses, is to ensure everyone's safety and security."

"Due to the unprecedented travel advisories, self quarantines and subsequent nation-wide lockdowns, the hospitality industry has experienced a complete sudden standstill. The impact of the crisis



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has reached every corner of the world. The industry at large is trying its best to handle the crisis by communicating to its audience with an assurance for their safe future travel."

Making Ends Meet

With the industry having to bear huge losses it is at a loss to know on how to tackle this issue.

Grappling with the issue is tough, says Gurbaxish Singh. He continues, "Right now we are all in uncharted territory and there is no historical reference point to fall back on. So everything we estimate at the moment will only be conjecture. Some people are equating the effect of COVID-19 to the world economy similar to World War II. So there is no doubt it is going to wreak massive global meltdown on many economies across the globe. By some estimates USA, Japan and most European countries will see negative GDP growth in 2020, knocking off 3-4 percentage points off their GDP. Though India is expected to grow at a positive 3 per cent GDP, this is still significantly lower than the earlier estimates of around 6 per cent GDP growth rate.

"In such a scenario, Government intervention is the only option to help maintain our balance sheet. Also digging into contingency reserves or looking at external funding can be the other sources to help tide the crisis."

Girish declared, "The brand (Four Points by Sheraton) is currently working towards structuring right revenue model with efficient management in consideration with price model. This is to ensure that the hotel and its associates can adapt to post-crisis situation with all their zeal and efforts. We are also working towards a few areas where we could minimize the expenses such as minimizing non-compulsory operational expenses, reconsidering maintenance expenses. To bring back the enthusiasm, we are also ideating on new concepts, new approach towards travellers, managing the payment and suppliers etc."

Vineet revealed, "Almost all hotels have initiated cost-cutting measures to keep expenses to barest minimum. Despite this, there are fixed costs to take care of and this has taken most hotels into a GOL situation. Beyond this is the Owner's burden of clearing Bank EMLs, property taxes etc. So, unless the situation improves in the immediate future, we are looking at a rather

grim scenario in coming days."

Reducing Manpower

The Federation of Associations in Indian Tourism & Hospitality (FAITH) has, in a letter to the PM, Mr Narendra Modi, stated, "As a result of this pandemic, Indian tourism industry is looking at pan India bankruptcies, closure of businesses and mass unemployment."

According to FAITH, The corona virus impact could render 3.8 crore people jobless, which is around 70 per cent of the total workforce in the tourism and hospitality sector.

However, Vineet avers, "Reducing workforce may be the last option one wants to exercise unless compelled. However, considering that revenues have dropped to near Zeroes while the fixed overheads have remained the same, it has become necessary to look at an all-round "tightening of belts" so that we are able to collectively tide over the crisis. This may include temporary 'grade-wise' rationalisation of salaries and perks, reduction in contractual staff and internal adoption of some work being so far done by outsourced agencies."

Gurbaxish Singh states, "To the contrary, as an Association of hotels and restaurants, Federation of Hotel & Restaurant Associations of India (FHRAI) is urging its members to adopt a very humane approach and try to retain maximum staff with the best available compensation package. Similarly vendors and suppliers must be brought to the negotiating table and a payment schedule should be worked out.

"We can possibly take heart from China bouncing back from the disaster, with 90 per cent hotels resuming operations in 3 to 4 months since the outbreak. Hotels should plan for such an optimistic scenario and retrain their staff in the interim to plan for the future. The management think tank should look at increasing ancillary revenues and start engaging in social media marketing tools to maintain mind share with the clientele."

Girish believes, "Reducing workforce to cut down expenses will not be the solution, as our business works on the line of understanding and dependency. This crisis has given a new edge to the hospitality industry where we have seen that the sector is working together and showing the truest hospitality commitments. We will continue to render such services together



Gurbaxish Singh Kohli



Girish Krishnan



Vineet Verma

while maintaining and taking care of all the safety measures."

Government Assistance

With the HVS India and South Asia in its report, "Covid-19: Impact on the Indian Hotel sector", predicting that the latter half of 2020 will be the worst hit the industry would expect the government to come to its aid.

Girish concedes, "We expect assistance from the government for us to deal with the crisis."

He adds, "Some of the assistances requested by the Federation of Association in Indian Tourism and Hospitality (FAITH) are deferment of GST and advance tax payments, doubling the overdraft facility for the industry and provision of low interest loans."

Vineet states, "We do believe that our sector deserves special attention and support from both the Centre and State Governments. A number of representations have already been made by Industry bodies like FAITH and FHRAI and we do hope to receive a favourable response to at least some of our requests. Contrary to opinion of some, Hospitality sector does

not cater to just the elite, but has today become an essential component of our country's economy and provides livelihood to millions. It is an industry and deserves to be recognised as such."

Gurbaxish Singh disclosed, "In a representation submitted to the Prime Minister's Office, FHRAI has outlined the challenges posed by the crises, its impact to the industry and the support hoped from the Government. The submission includes pleading for:

- All statutory liabilities be deferred for a minimum period of 6-12 months, including repayment of loans, interest and bank EMIs
- Reduction of bank interest rate by almost 200 basis points with immediate full transmission for working capital
- Complete GST holiday for 6 months
- Lease, rentals, property taxes and licenses such as Excise fees be suspended until the end of the pandemic
- Utility costs like electricity and water to be charged on actuals along with waiver of duties for 6 months
- Post COVID - 19, revival soft loans to be made available to re-start hotels and restaurants
- Employment to be subsidized by at

least 3 months through Govt. contribution through the ESIC reserves

"The Government has already made a few announcements and this will be an ongoing process with various Government bodies including the RBI being involved. Over the next few months we will have to keep re-evaluating our needs vis-à-vis the Government's policy decisions. This will be the most crucial 6 months for all hotel associations to come together and represent their interests to ensure the survival of tourism and hospitality."

Disinfection of hotels

With the worldwide Covid-19 pandemic, tourists are hesitant to travel and book hotel rooms as they are not sure about the measures being taken by hotels to maintain elaborate hygiene standards.

Keeping this anxiety of the people in mind hotel groups around the world are announcing new cleaning programmes for corona virus pandemic.

The French hotel group, Accor, is said to be following official guidelines and closely monitoring the advice of medical and government authorities to limit the spread of this virus.

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Hilton has gone on record claiming that the group has increased the frequency of cleaning the public areas using hospital-grade disinfectant.

IHG, on its website, claims that all its hotels have supplemented their resources with additional COVID-19 cleanliness specific guidance, training and information consistent with their own high standards.

One can say that the most common measures being adopted by hotel groups around the world include increasing the frequency of cleaning public areas, increasing the number of hand sanitizers available, using specialised products for wipedowns and training teams in protective protocols.

Vineet claims the staff at Brigade Hospitality Services Limited has been sensitized on hand hygiene and are encouraged to frequently wash hands.

He adds "All areas like lifts, washrooms, telephones and lobby are cleaned with a disinfectant every six hours. We have also trained the staff on how to handle/disinfect cleaning equipment and how to discard those where applicable. All guest facing associates are wearing masks and gloves while carrying out their work."

Girish disclosed, "As per Marriott International policy, we are following appropriate hygiene standards and guidance given by the Centers for Disease Control and Prevention, the WHO and local health authorities.

"Apart from this we, at Four Points

by Sheraton Mahabalipuram Resort & Convention Center, have been following the essential measures such as providing alcohol based sanitizers to guests in public areas (reception, lobby, restaurants, conference areas, business centers, gyms etc.), pamphlets that inform the guests about COVID-19 and handing masks. The premises are cleaned at regular intervals using products containing antimicrobial agents, disinfectant products and detergents."

Gurbaxish Singh states, "We have advised our members to take all precautionary measures and maintain the highest levels of cleanliness and hygiene. We have also been sharing all the updated advisories as received from the Ministry of Health and Family Welfare to members. We must add that the local, state and central ministries have been guiding us at every stage and helping us deal with this overwhelming situation."

The Fearsome Period

The negative impact of corona virus on the hospitality and travel industry is immense. But the hotel industry has had to deal with different crises and viruses earlier. For example, the SARS virus which impacted the industry in 2003, saw a 50% decline in hotel bookings. The global losses to the hotel and tourist industry were believed to be between \$ 30-50 billion. But by 2006 it had managed to register a growth.

However, the industry is cautious at the moment.

Vineet remarks, "We expect the pickup to be moderate if not slow for the coming few months. It is natural for people to continue exercising caution until the crisis is truly behind us. F&B sales may also continue to be impacted should the restrictions on MICE and Banquet events continue for some more time. If things get better, we still expect the Industry to get back on its feet not until Q2 of 2021."

Gurbaxish Singh states, "It will require massive Government intervention to help settle the ripples caused by this worldwide outbreak. If everyone works on the relief and rehabilitation with foresight and dedication things should be back to normal by mid of 2021. With Japan putting off the Tokyo Olympics to mid of 2021, hopefully the sector will be back to running with full steam by that time frame.

"We do estimate local tourism to revive earlier than international tourism. So there has to be a recalibration from the industry to woo local tourists and cater to them. But India should also look to woo foreign tourists in the long run and try and establish itself as a tourism haven in the sub-continent. With China receiving serious flak for having unleashed the mayhem and not being transparent about it, India could become the natural tourist hot spot. It should leverage its strengths of being a democracy and having the ideal weather and natural beauty to attract international tourists. India's superior health care facilities are also a huge attraction worldwide. The value of medical tourism itself is estimated at US \$ 8 Billion attracting over 5 lakh patients globally. The Government policies should aim at reviving this sector at the earliest."

Girish avers, "Looking at the current scenario, it will take some time for the planet to recover. Even if everyone takes strict preventive measures suggested by the Government; it is expected that the impact might be stretched to the first quarter of next year."

He adds, "Given that COVID-19 is a global pandemic, it is the duty of every individual to do every bit to help each other. There is a need to be practical and also empathetic towards fellow citizens in order to recover from this crisis hence, we should stay alert and be prompt to adapt to the changes in our surroundings to overcome this pandemic."

Gurbaxish Singh informs that the hotel industry, in order to tackle the Corona crisis has taken several humanitarian steps. ■



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The Need to Foster Responsible Tourism

By Jhuma Biswas

With the hospitality and tourism industry in India resuming their operations after months of Covid-19 induced lockdowns, it is also the time to rethink on what kind of tourism we as a society or rather our blue planet needs for its future.

Tourism contributes towards making our life beautiful and meaningful. It enriches our experience and broadens our horizons. Tourism is an essential and crucial dimension of global economy. Without tourism hospitality industry cannot survive, and without tourism our life would lose its essence. But at the same time we have to add that irresponsible tourism with only concern for enjoyment (from the side of consumers) and profits (from the side of suppliers), and without any care for the environment has the potential to irreparably harm our future.

The Role of Tourists

The common occurrence of tourists carelessly throwing plastic packets here, there and everywhere on nature is an apt reflection of irresponsible tourism, which can harm our environment.

Most plastics are neither biodegradable nor digestible. Deposition of plastic waste on water bodies like river and sea can not only cause water pollution but also harm the aquatic animals who inadvertently consume such plastics. This in turn also indirectly harms humans who consume many of such aquatic species for their food. Plastic pollution on large water bodies can also contribute to floods, endangering invaluable lives and highly valuable properties in the process.

Tourists can also further the cause of responsible tourism by preferring cycling, hiking, and walking wherever possible over opting for car drives. This would facilitate in keeping their favourite tourist destinations (especially if it is a hill station) pristine and green.

Eco-friendly Hospitality

From the supply side, constructing hotels and resorts by cutting forests and endangering wildlife in the forests or constructing hotels and resorts on the river banks can be examples of irresponsible tourism. However, here such hotel and resort owners are to be blamed and not the consumers who avail their services. During the Uttarakhand flood in 2013, many small hospitality properties

constructed on river banks were swept by floods.

Similarly, hospitality properties which employ environmental-friendly measures like use of solar energy, LED lighting and waste recycling process, etc. can be said to be contributing to the cause of responsible tourism. A hospitality property, which has comprehensive measures to save water, and electricity can also be said to be furthering the cause of environmentally-friendly tourism. Ideally, five-star hotels and classy resorts should also have at least one restaurant serving organic food.

The Broad Definition

However, these are only examples of responsible tourism. The broad ambit of responsible tourism does run deeper than addressing these obvious adverse environmental actions. For example, using local materials and local manpower for the construction of a hotel is an apt example of responsible tourism practices, which are often overlooked. Using local materials would entail much lesser carbon footprint on our planet than using of far away exotic materials.

The purview of responsible tourism is fairly holistic in nature. According to Cape Town Declaration, 2002, responsible tourism is a tourism which minimises negative social, economic and environmental impacts; generates greater economic benefits for local people and enhances the well-being of host communities; improves working conditions and access to the industry; involves local people in decisions that affect their lives and life chances; makes positive contributions to the



Latika Nath

conservation of natural and cultural heritage, embracing diversity; provides more enjoyable experiences for tourists through more meaningful connections with local people, and a greater understanding of local, cultural, social and environmental issues; provides access for physically challenged people. According to the declaration, responsible tourism is also culturally sensitive, encourages respect between tourists and hosts, and builds local pride and confidence.

"The thought behind responsible tourism has been that it should encompass all types of tourism, and not just nature-based ones and that it should deliver 'better places to live in and to visit' – with the emphasis firstly on creating better places for local people, and secondly for tourists," explained Latika Nath, the internationally renowned wildlife biologist and the Ambassador, Responsible Tourism Society of India.

Here it deserves a mention that Responsible Tourism Society of India (RTSOI), which was formerly known as the Ecotourism Society of India, is a non-profit organisation with the aim to promote and ensure environmentally responsible and sustainable practices for India's tourism industry. According to the RTSOI website, RTSOI/ESOI works closely with the central and state government bodies responsible for sustainable tourism and a network of like-minded regional / state players across the country to facilitate and support synergy of policies, initiatives and activities at the national and state level.

In these Covid-19 inflicted times, the role of responsible tourism has gained more importance. Rakesh Mathur, Co-Founder and President, Responsible Tourism Society of India, hopes that after the Covid-19 outbreak, responsible tourism as a practice would gain momentum. He thinks bodies like National Green Tribunal and The Pollution Control Board of India will be more empowered and Responsible Tourism Society of India too will get an impetus.

In India, unfortunately, both the concept and practice of responsible tourism is still at its nascent stage. Kerala, which has several eco-friendly lodges and resorts, is the first state of India to have an official 'responsible tourism policy.' Ecotourism Society, and Ecosphere in Himachal Pradesh are among the handful of organisations which are contributing towards the cause of responsible tourism in India. But the need of the hour to build a culture of responsible tourism in India and for this is a much more concerted endeavour of people, state and corporates



Rakesh Mathur

is required.

In India the awareness about responsible tourism is low, both among the tourists and as well as among the companies engaged in the tourism and hospitality industry, though in the same breath it needs to be said that this awareness is increasing. RTSOI has released Responsible Traveller guidelines on the World Tourism Day that is on 27th September 2020, which can help increase awareness among tourists and travellers about responsible tourism practices.

Some Effective Guidelines

"On World Tourism Day 2020, RTSOI was proud to announce the Responsible Traveller campaign supported by the Ministry of Tourism, GOI. The campaign aims to establish India as a 'Sustainable Tourism Destination' where the traveller, the tourism industry and the government will need to join hands for responsible action. The Responsible Traveller Campaign by RTSOI is also supported by the Confederation of Indian Industries (CII), International Union for Conservation of Nature (IUCN) and Wildlife SOS. It calls out to everyone to take a pledge and follow the Responsible Traveller Guidelines," affirmed Rakesh Mathur.

One of such guidelines to travellers is to give preference to a responsible travel company. "Many travel companies conduct their businesses responsibly and sustainably. Book with them to support their practices and encourage others to do the same," notes one of these Responsible Traveller guidelines.

The gist of another of RTSOI's Responsible Traveller guidelines is giving preference to hotels which adhere to responsible tourism practices. "Many hospitality chains and independent hotels operate in-house green

programs. Check their websites to see what kind of 'green' practices they follow. Choose a hospitality property that has a positive impact on the community and destination. Ask them how they dispose of their greywater and if they compost. Inquire about bathroom fixtures and toiletries, in-room recycling bins, and the origin of the restaurant food," advises the guideline.

According to RTSOI, "Ideally, a 'green' hotel should support the three pillars of sustainable tourism: environmental, social, and economic."

"While travelling by road, do not throw your plastic or paper waste anywhere. Plastic will not degrade and both plastic and paper may be consumed by grazing animals. Carry your waste back where it can be segregated and disposed of responsibly," is another of the advice given in the Responsible Traveller guideline of RTSOI.

The guidelines also urge tourists for supporting a local entrepreneur/business and trying local dishes to appreciate the local culture and for supporting the local economy.

The States' Role

The Union and the state governments of India can also play a crucial role in fostering responsible tourism practices in India. One measure for the states is to have a huge team comprising dedicated personnel with requisite expertise to check tourists from damaging environment. If some states have such a team already in place, they can always improve the quality and strength of those teams. Another measure can be giving tax incentive to environmentally-friendly hospitality properties and placing harsh penalties to those hospitality properties which have been caught practicing measures, which are or could be seriously harmful for the environment.

Wildlife conservation is also an important element of responsible tourism. Latika called for wildlife conservation orientation programmes for our policy makers and legislators so that they know how to address issues pertaining to human-wildlife conflicts, and prevent forest fragmentation and habitat loss, in a better, more holistic manner. "This orientation will also help them to understand that every development project needs to have a component for environmental care and protection," she reasoned pragmatically.

It is about time our hospitality industry, our tourists and our authorities realise the simple fact that responsible tourism is now not only an option but a compulsion, not only for the industry but also for the planet. ■



Hospitality Resumes with Added Safety

By Jhuma Biswas

With hospitality properties being allowed to resume operations across India, it seems that the pitch dark period for India's hospitality industry which began in the end March of this year, is showing signs of erasing to a new dawn. However, the dawn is still far and the night is still long enough, though the darkness is showing signs of thinning a bit...

One can say that a good impact of these otherwise Covid inflicted trying times is that hygiene and safety have emerged as the pillars of the organised segment of India's hospitality industry. They are no longer the supporting factors in India's hospitality industry but the edifice on which the hospitality sector of India is standing in these Covid inflicted times, and

possibly would stand in the post Covid times. Hygiene and safety have eventually gained the recognition and importance that they always deserve.

In these taxing times, adhering to the Covid-19 protocols is of paramount importance for operations of hotels in India. In these times, the management of hotels should not only follow the state directed protocols for preventing the threat of Covid-19 from affecting their staff and guests, but should also introduce some additional measures to rev up the hygiene quotient of their hotel's/s' in-vironment, which would in turn enhance the safety of their staff and guests. And people will be emboldened to travel more frequently when they would feel secure in the belief that

their well-being is in the safe hands in these pandemic inflicted times.

A Slew of Measures

Take the case of The Leela Mumbai. The hotel, in partnership with Bureau Veritas India has elevated its sanitisation, hygiene and safety procedures with SURAKSHA – a comprehensive program to ensure the well-being of its guests and associates. SURAKSHA is grounded in genuine care and is backed by unobtrusive technology.

The Leela Mumbai has taken a holistic approach to develop and validate additional protocols and sanitisation procedures, which have been redefined as per international norms. These protocols will be reviewed

regularly and certified by a team of hygiene experts from Bureau Veritas India.

At The Leela Mumbai there is frequent cleaning and sanitisation of all public and personal spaces as well as high touch surfaces with hospital grade EPA approved chemicals and disinfectants. This includes thorough sanitisation of hotel cars before and after every transfer.

Additional protective gear for all associates and frequent temperature checks for all associates and guests is also being implemented. Adequate measures are being undertaken to rearrange furniture and restaurant seating to ensure social distancing protocols are being adhered to at all times.

Moreover, at The Leela Mumbai, the associates are being trained to maintain impeccable standards in food hygiene and safety. Additional measures such as washing of all dishes at 80 degrees Celsius, preparation of fresh food in smaller quantities and immunity boosters on the menu are being introduced.

Intelligent application of digital technology can also help greatly in tackling Covid-19. The Leela Mumbai is also leveraging technology to fight the spread of Covid-19. Contactless check-in and check out, full access to digital



Wajeed Bagwan

news and e-papers as well as e-menus across restaurants are initiatives in this regard.

Technology is also being used to ensure highest standards of cleanliness are maintained across the hotel. This includes the use of high bar pressure dry steam cleaners as well as electrostatic sprayers to clean rooms, as well as restaurants and meeting rooms.

Commenting on the re-opening of the hotel, Sameer Sud, General Manager of The Leela Mumbai said, "In keeping with our organisational philosophy of 'Atithi Devo Bhava', we would like to reassure our guests

and associates that their safety is our top priority and while we take stringent measures to enhance our services, we will strive to never lose the 'personal touch' that we are known for."

JW Marriott Mumbai Sahar is also providing a heightened sense of safety and hygiene through a branded program devised by Marriott International. It is termed as Commitment to Clean.

The program includes mandatory body temperature checks, wearing of masks for guests and associates, displaying a safe status on the Aarogya Setu app prior to entering the hotel premises, regular disinfecting of frequent touch points, maintaining social distancing and providing menus digitally by displaying a QR code among other measures.

The food & beverage team of JW Marriott Mumbai Sahar has replaced buffets with freshly prepared high quality pre-plated dishes. Social distancing is maintained between tables and all guests are encouraged to maintain a safe social distance. For facilitating utmost hygiene, all food items are maintained at the appropriate temperature as per international guidelines, and critical food contact materials like chopping board, graters, storage containers, etc. are thoroughly

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cleaned on a frequent basis.

Assured to Safety

Reinforcing its globally acknowledged Responsible Luxury ethos, ITC Hotels did announce the launch of its WeAssure initiative in collaboration with medical professionals and disinfection experts to further enhance the existing hygiene & cleaning protocols across all ITC Hotels. The WeAssure programme is ITC Hotels' commitment towards health, hygiene and safety; designed in collaboration with medical professionals and disinfection experts to further enhance the chain's existing hygiene and cleaning protocols.

All associates of the hotel chain wearing PPE (Personal Protective Equipment) at all times during their working hours, while adhering to stringent safety norms and hygiene protocols; the front desk being equipped with protective screens for safety; requesting mandatory guest details for registration in advance through a digital medium; sanitisation of high-touch surfaces on a frequent basis using hospital-grade disinfectants as recommended by World Health Organisation (WHO) and Ministry of Health and Family Welfare (MoHFW) are some of the several praiseworthy measures of WeAssure programme.

However, safety and hygiene are broad terms and the responsibility of a stand-alone hotel or a hotel chain to adhere to stringent safety and hygiene protocols should not be limited to only within hotels, but should extend to pre check-in and post check out too.

Under the ITC's WeAssure programme, all vehicles should undergo stringent daily deep-cleaning protocols with accredited surface antimicrobials; hand sanitiser and face masks should be offered to guests at the time of pick-up; chauffeurs should undergo regular

temperature checks and wear prescribed PPE (Personal Protective Equipment) at all times during their working hours.

That is not all. Under this programme, chauffeurs and fleet teams are trained with comprehensive sanitisation mandates on pre and post guest usage for safe conduct; guest luggage is sanitised with disinfectant at the airport before placing in the car.

Oakwood Premier Prestige Bangalore is another of the many hospitality properties across India, which has been adhering to exacting hygiene standards to tackle these difficult times.

"We have our very own 'Oakwood Clean360' program in place which emphasises on enhanced cleaning standards. We have ensured that all our touch point areas are frequently sanitised, and we have asked our associates to wear protective gear while cleaning. We have also introduced measures like contactless dining, express check-in & check out, digital newspapers and magazines and more. All our precautionary procedures and protocols are in line with the operational recommendations made by the Ministry of Tourism," elaborated Wajeed Bagwan, GM, Oakwood Premier Prestige Bangalore.

Better Days Ahead?

Bagwan also sounded hopeful of better days for India's hospitality industry in the near future. "We do see a sense of eagerness to travel within the country among millennials, among leisure travellers visiting destinations or relatives, besides among those corporate travellers out on essential work. Hence, my presumption would be that we could reach at least 60 percent of our normal pre Covid-19 demand by Q2 of 2021 as long as hotels stay focussed on their products and their value, and manage to target the right audience,"

he affirmed.

However according to Bagwan, "Oakwood Premier Prestige Bangalore was operational even during the lockdown period and has sustained these months with favourable occupancies considering our model of business, which is primarily targeting extended stay guests."

"Easing out international travel restrictions in due course of time while keeping in mind the health and safety aspects and protocols could definitely be a first step towards providing our travel and hospitality industry a nudge to ramp up," Bagwan observed.

However, he rightly advised that "The authorities must also focus on the infrastructure, health and safety facilities being set up in their jurisdiction to provide in-bound domestic and international travellers the confidence to travel again for business and/or leisure."

Overall, we can assume that if the management of hotels and resorts in India tend to go the extra mile in ensuring impeccable cleanliness, hygiene and safe distancing to minimise the possibility of Covid-19 spread among their guests and employees, slowly but surely the confidence among potential leisure and business travellers would build up in the near future. This positive sentiment can immensely help India's hospitality industry to recover from the huge financial setback.

The Future Trends

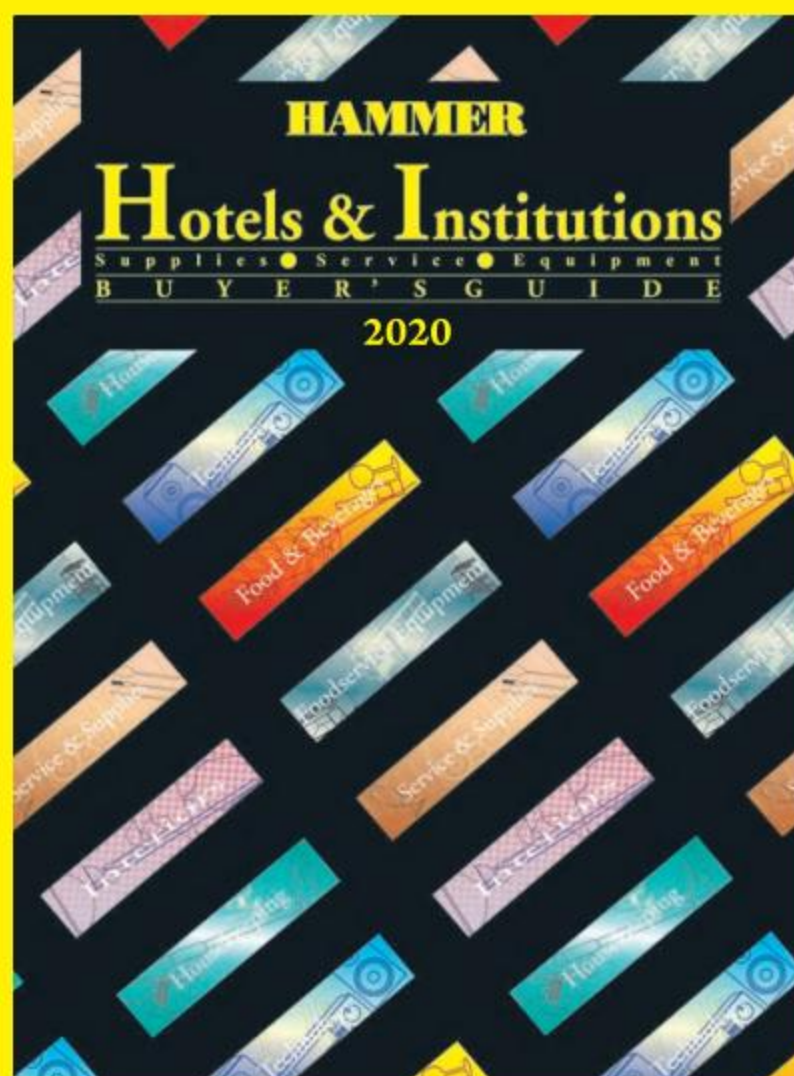
However, in this 'new normal' environment, the hospitality industry of India would need to give more focus on digital menu, and menus of restaurants in hotels and resorts should have greater weightage on healthy products than they did have seven-eight months before. Contactless check-in and check-out would gain currency and extensive use of robots in hotels cannot also be ruled out in the very near future.

The gyms and spas of hotels and resorts operating in India are expected to have dismal footfalls in the next one year down the line, and the management of hospitality properties in India should brace up to this fact. Also the revenues from wedding for hotels and resorts in the country could take a severe beating in the next few months.

To compensate these possible revenue shortfalls, hotels and resorts in India can explore alternative sources of revenues. They can be opting for home delivery service (in case they have not done already) in a big way, or allocate some rooms of their facility as quarantine centers. ■

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JW Marriott Hotel Bengaluru

Interactive Kitchens

Up until the mid 90s the expectations from a restaurant were limited to good food, ambience and at the most a live musician for entertainment. Eating out, particularly in star hotels and expensive restaurants, was an occasional affair treated with much fanfare by the average middle and upper middle class consumers in urban India.

Kitchen Only as Utility

Even for those spending on a company account or accustomed to a more lavish lifestyle, the reasons for going to a restaurant in a hotel were usually restricted to celebrations or business meetings with a focus on interactions with the rest of the dining party and consumption of quality food and beverage. Succinctly, then restaurants were treated as the venue of, and not necessarily the source of, an evening of entertainment.

Consequently, restaurant operators did not need to focus on the aesthetics of the kitchens. The restaurant kitchens were designed to be purely utilitarian and were expected to provide the tools to complete the sole function of food production.

Of course, at premium restaurants adequate care was taken to ensure cleanliness and hygiene standards acceptable at the time were being maintained, while in others this depended on the level of supervision and inherent qualities of the line staff. Guests did not see the restaurant's kitchen or displayed any care to know what was happening within.

Their concern was with the taste, presentation and appeal of the food set before them. If at all the guests desired, the Head Chef would be called to come to their table and interact with them.

The Interactive Edge

Fast forward twenty years and the entire eating out concept in urban India has been spun on its head. With greater disposable incomes, the emergence of a 'flat' world with global exposure available to those on the move, and at the click of a button online to those who are not, along with a faster-paced lifestyle with little room for cooking elaborate meals at homes, the desire to eat out in urban India, particularly in metropolitan India, and particularly among the upper middle class and above segments, has in many a case become a need.

And when eating out of home is a routine activity then the demands and expectations from a restaurant are bound to increase from mere eating out establishments.

As is often the case, it is the more affluent segment of customers and service providers who are leading the trend. In this case it is the star hotel's restaurants who are offering a greater experience to their patrons, who in turn have become ever more demanding and discerning and have become exposed to a wider variety of cuisines and other F&B experiences than they had before.

Of course, this process of transformation in consumer tastes is turning the food & beverage

business in urban India literally inside out, with the restaurant kitchens becoming an integral part of the dining room itself.

The Evolution

In the early days of this transformation, guests were offered a view into the food preparation area by means of a display kitchen, which is typically a small section of the kitchen segregated from the main kitchen by solid partition and with limited function.

Examples of such display kitchen can be a kebab or bread counter, with activities limited to finishing of a pre-prepared product in the line of vision of guests; behind a glass window and in a controlled environment.

In the age when 'display kitchens' were the in thing, the bulk of the menu at restaurants still continued to be prepared out of sight. To patrons of the restaurant, the display kitchen had great novelty value as the showmanship of the cook behind the glass was on display.

The tossing of a roomali roti or the visual of a skewer emerging from a tandoor, laden with juicy kebabs, became a conversation piece, while to the restaurant this was a great way to up-sell profitable menu items through unobtrusive visual merchandising.

Over a period of time, the acceptance of the display kitchen grew to a point where many an up market neighbourhood restaurant across urban India were seen adopting the concept.

To maintain a market edge over these display kitchens, to facilitate guests communicate with

the staff, to improve exhaust emissions and cut down on sound and heat, the show kitchen was born, by taking advantage of newer technologies available.

Changed Guests' Role and Expectations

In this concept, an even greater portion of the food preparation zones were brought out of the kitchen and into the dining room. Guests were able to watch Chefs at work, preparing every dish fresh and hot and made to order, from the comfort of their seats and without experiencing too much discomfort from kitchen activities. The show kitchen concept quickly evolved to the interactive kitchens of the present day.

In the interactive kitchen format, guests are encouraged to participate in the food production process – choosing fresh ingredients from those offered on display, speaking directly to the cook and exchanging recipes, creating an experience while sharing knowledge and ideas.

In these interactive kitchens, almost all kitchen activities are entirely part of the dining hall and the walls have come down with the demarcation of areas of guests and operational staff in these restaurant kitchens all but disappeared.

Only the most basic pre-preparation and ware washing functions in the interactive restaurant kitchens remain out of sight, together with storage areas.

A guest who visits such an establishment does so not just for food but also for entertainment and above all for an experience that is to be shared, with not just those at the table, but with fellow diners at the restaurant, and, increasingly with a wider audience online through uploads and posts on social networking sites and also within the blogosphere!

Suitable for Global Cuisines

Now with increased global experiences, guest expectations from the menu and cuisine choices available has increased manifold. Global cuisine is on offer with a constant desire to explore more tastes and entice the palate, resulting in a need for more flexible dining and cooking environments.

Interactive kitchens are increasingly the solution to feed this demand as they allow for a large restaurant to be broken down creatively by designers into different zones, each equipped with multifunctional equipment; suitable for cooking a wide range of cuisines.

This has all been made possible by improvements in the technology available to designers, which include more efficient cooking equipment that consumes less energy, emits

less heat and produces less sound. Moreover, these equipments are more safe for non-operational persons to be around. They also reduce the demands on the ventilation system and put less pressure on the air-conditioning.

Greater Role for Vendors

The evolution in the way restaurant kitchens are being designed and viewed has also an impact on the producers and suppliers of kitchen equipments.

While earlier contractors could get away with mere supply and installation of individual equipment, usually with disregard for the adjacent equipment and areas if not within their contract, for today's interactive kitchens this is not an option.

The intricacies of putting together a front of house kitchen in a restaurant are much more demanding. Every minute detail must be worked out and attended to and coordination between the kitchen equipment contractor, the interior contractor and various other agencies at the site is imperative.

As a result, the complacency that had set in among the domestic vendors has been disturbed by the invasion of interactive kitchens in restaurants, and international contractors, as well as OEMs, have set up offices in the country. They are offering newer and better design solutions to restaurant designers.

Of course, the expertise brought in by international KECs comes at a price to owners of hotels and restaurants and must be justified with commensurate returns.

Effectively designed restaurants with interactive kitchen counters also should allow for sections of the restaurant to be shut down when there is lower demand without giving a feeling of emptiness within a large dining hall, as the room needs to be demarcated by the different cooking elements. The designers of interactive kitchens need to take care of this factor, while designing the interactive kitchens for restaurants.

Smart Staff, Well-maintained Hardware

A corollary to the evolution of the entire eating out experience and the introduction of interactive kitchens in restaurants is the development of staff working in these areas as well as the change in operating practices being adhered to at these interactive kitchens.

An interactive kitchen is in view of guests and there are no rules to prevent guests' contact with staff. Every member of the team who is in the kitchen or dining room must therefore be able to communicate and interact

suitably with guests.

Moreover, as the kitchen hardware or equipment is on display all the time, it must be maintained and cared for equally well as any piece of furniture or interior décor, at these interactive kitchens.

This means not only does the planning of each maintenance activity have to be more thorough but also the providers of these services need to be more attuned to the changing times.

The Cost Factor

The interactive kitchens have a direct impact on the cost of a restaurant project and its operations too. Not only the equipment at interactive kitchens need to be sophisticated and generally costly, but the demands on the staff are higher too which translates directly to increased wages for better qualified personnel as well as more time and money spent in continual training and up gradation of soft skills of the staff.

A typical interactive kitchen in a restaurant with extensive display counters also results in an inflated food cost as fresh produce needs to adorn the display counters daily, which is an expense borne regardless of the actual income generated.

The Suitability

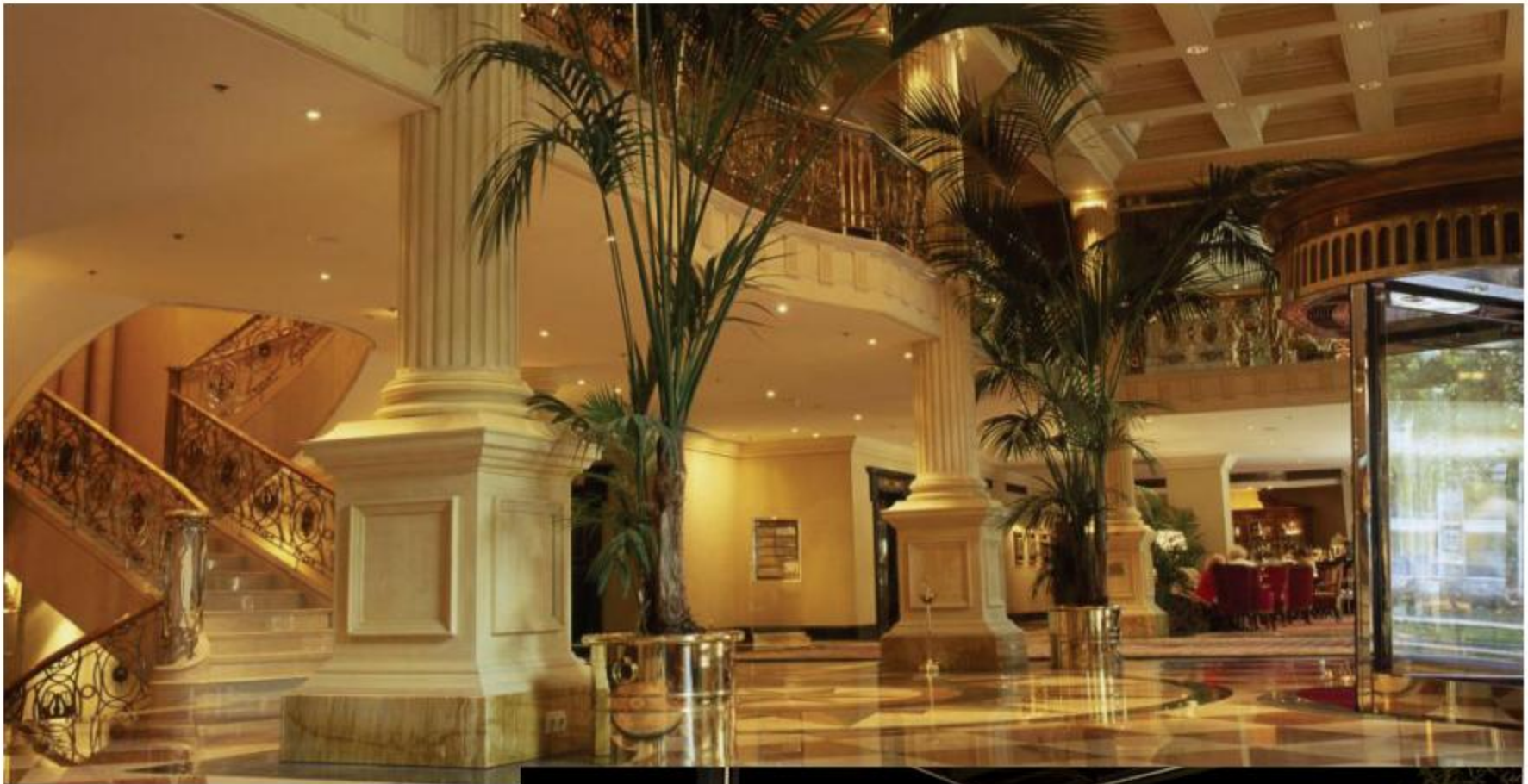
Interactive kitchens are more suitable for establishments which have a large seating capacity while allowing for flexibility, as they are typically designed to produce multiple cuisines. At the same time, in interactive kitchens the counters need to be spread out and interspersed with the dining areas. Interactive kitchen is not a feasible concept if the number of covers required is not much to begin with.

It should be borne in mind that interactive kitchens too require a back area for commissary, stores and ware washing, which results in a total floor space requirement that is often too demanding for a stand-alone restaurant in a mall or a shopping complex.

Hotels however have the advantage of being able to offer the space required for interactive kitchens.

For hotels, restaurants with interactive kitchens are an attractive choice as they allow a single space, if designed right, to offer a choice of dining options, both in terms of décor and menu. This reduces the need to develop two or three separate restaurants, each requiring an independent associated kitchen and a dedicated team. This can be done without compromising on the guest satisfaction. ■

Incorporating Greenery in Hotels



Landscaping is an important component of hotel design and plays a crucial role in enhancing the property's value. Landscaping is no longer limited to just creating green spaces outside the building but latest trends show that the gardens are beginning to move indoors too. Exquisite gardens are now being created within the confines of hotel buildings.

The idea of interiorscaping has come into popularity over the past decade and today this has been gladly embraced by the hospitality industry. Hotels today are being designed with specific areas kept strictly for interior landscaping plants.

The Green Benefits

The most obvious benefit of greenery in hotels is that adding plants and greenery inside hotels adds to the charm and attractiveness of the building and create a welcoming environment.

Besides cosmetic benefits, there are environmental and health benefits too of keeping plants inside hotels. Adding plants



to interior spaces can increase oxygen levels. Plants release roughly 97 percent of the water they take in. Plants release moisture vapour, which increases humidity of the air around them. Thus indoor plants can increase the humidity of a room, which helps keep respiratory distresses at bay. At the same time, plants remove toxins

from air.

Studies suggest that greenery within hotels is known to provide greater job satisfaction to the staff and greater health benefits to the guests and staff alike.

There are other benefits of plants in hotels. Indoor plants help in directing or controlling pedestrian traffic towards



significant landmarks, such as exits, check-in desks, escalators, etc. They can subdivide or enclose a large space into separate areas, reduce glare and reflection from strong lights and act as screens to block out undesirable views or to create privacy.

Plants can also play their roles in softening the hard unappealing features of a building, and the plants' potential can be used by the hospitality sector creatively. Thus it is no wonder that hotels are making efforts to provide their guests with a direct contact and access to the green spaces within their properties.

The Right Places for Plants

A popular method of water display in the hotel is the fountain. Many hotels have indoor fountain to maintain humidity in the air and to provide a soothing and relaxing atmosphere. Hotel lobbies can incorporate indoor fountains surrounded by beautiful plants and flowers, which can not only add to the beauty and aesthetics of the hotel, but also can give the hotel a more welcoming look.

Waterfalls too can be constructed within a hotel, landscaped with beautiful plants and natural rocks. Guests in the hotel will be encouraged to come out of their rooms and relax in the soothing sights and sounds of the waterfall, whose beauty can be spruced by the plants.

Indoor garden is also a wonderful option to creatively use the potential of plants in the hospitality sector. Indoor garden can transform a stale boring hotel lobby into a vibrant living space. Indoor gardens can provide year long greenery and colour and look stunning. However, proper care needs

to be given towards selecting the space for indoor gardens, as light and ventilation are important issues to be kept in mind. Beautiful Zen gardens, rock gardens, water gardens, etc can be easily created while keeping in mind the theme and look of the hotel.

Many hotels have pools. The landscape surrounding the pool is just as important as the design of the pool itself. No matter how well a pool may be constructed, if it is not landscaped nicely, it will only look bare. Whether the pool is indoor or outdoor, plants can play a crucial role in bringing out its beauty. Designers pay a lot of attention to pools and take great care in making the pool area an aesthetically pleasing and relaxing space. Plants that have less aggressive root systems and shed less should ideally be chosen for landscaping near the pool of the hotel.

Hotels can give their guests direct access to green spaces by constructing rooms that open up onto decks and terraces. A mixture of hard surfacing and grass along with potted plants and water features can create an exquisite oasis for hotel guests to relax in.

Roofs of the hotels can also be ideal places for planting greenery. Hotel roofs planted with low-maintenance plants can improve the thermal performance of hotel buildings, helping to keep them cool in warm weather and insulating them in winter. The plants and the thin layer of soil also work like a sound barrier, particularly when they are wet, helping to reduce noise pollution. Hotels can even grow their herbs and vegetables on their roofs, to be subsequently used in the kitchens.

Green walls or vertical planting systems

are an amazing mix of engineering ingenuity and beauty. Placed anywhere in a hotel, these walls can create amazing and striking views. Green walls can provide a stunning backdrop for a reception desk at a hotel lobby.

Open air atriums and courtyards are also ideal platforms to incorporate green spaces in hotels, which can help increase relaxation to guests. Meals served to guests in open, well landscaped spaces add to the charm of outdoor dining.

And plants are absolute must in five-star hotels' dining rooms as they can not only create a beautiful relaxed ambience which is so much essential for a classy dining experience, but can also absorb most of the fumes from the food and kitchens. Designers don't limit themselves to simple potted plants but in fact are coming up with a lot of funky ways to incorporate greenery in hotel's dining rooms.

The Trend of Miniature Gardens

Besides placing plants in these above mentioned spaces, the hotels can also experiment with miniature gardens. Miniature garden is a very new concept in India. Here an entire garden scene, including gazebos, furniture, houses, etc. is scaled down to fit into small containers, some even as small as coffee cups.

They can be placed anywhere in a hotel from guest rooms to lobbies, on reception desks or even on every dining table in the restaurants. The accessories are reusable and these miniature gardens are extremely low on maintenance. Although mini in size, these gardens in most cases can guarantee to pack a major punch to any hotel's décor. ■



Facilitating a Hygienic Kitchen

Hygiene doesn't come on a platter, especially in the commercial kitchens. A number of elements must interact with each other seamlessly to produce the perfect recipe for a hygienic kitchen, which is a must for ensuring food safety in restaurants as well as guest satisfaction. Out of these multiple factors, two players in this process stand out – the importance of clean utensils and pest control. While cross-contamination through utensils is often neglected, pest infestation is a widely acknowledged and yet a difficult-to-control problem.

Clean Utensils to Reduce Contamination

If you want to reduce the risk of contamination in kitchens, keeping the knives or graters clean is absolutely essential as these cutting equipments can act as transmitters of harmful bacteria from one food item to another.

Produce that contain bacteria would contaminate other items through the continued use of knives or graters because the bacteria would latch on to the utensils and spread to the next item, according to a new study.

Unfortunately, many people are unaware that utensils and other surfaces can contribute to the spread of bacteria, said the study's lead author Marilyn Erickson, an

Associate Professor of Food Science and Technology at the University of Georgia in the US.

"Just knowing that utensils may lead to cross-contamination is important," Erickson said. "With that knowledge, consumers are then more likely to make sure they wash them in between uses," she observed.

Erickson has been researching produce for the past 10 years. Her past work has mainly focused on the fate of bacteria on produce when they are introduced to plants in the field during farming.

In 2013, she was the co-author on a study looking at the transfer of norovirus and hepatitis A between produce and common kitchen utensils. In that study, she found that cutting and grating increased the number of contaminated produce items when that utensil had first been used to process a contaminated item.

This study, published in the journal *Food Microbiology*, is similar in that it considers the influence that knives and graters have on the transfer of pathogenic bacteria to and from produce items. It is important to realise that these germs can spread in your kitchens as well.

While it is known that poor hygiene and improper food preparation practices can lead to food-borne illnesses, but considering what practices in the kitchen are more likely to lead to contamination

has not been examined extensively. The study also found that certain fruits and vegetables spread pathogens to knives to different degrees.

"For items like tomatoes, we tended to have a higher contamination of the knives than when we cut strawberries," Erickson said. "We don't have a specific answer as to why there are differences between the different produce groups. But we do know that once a pathogen gets on the food, it's difficult to remove," she pointed out.

However, knives and graters are not the only utensils the commercial kitchen guests should be worried about. Brushes and peelers can also play a very important role on the transfer of dangerous kitchen bacteria, the experts said.

Countering Pest Menace: No Single Strategy

Once you know how utensils can help spread bacteria to the food in your plate, it may not be very difficult to get rid of the problem. But a greater challenge to keeping the kitchen hygienic comes in the form of pests that can infiltrate almost at their will and have the potential to contaminate the edibles; resulting in food-borne illnesses. So ubiquitous are the pests that it is practically impossible to keep the kitchens completely free of some or the other types of pests. Therefore a single strategy to

beat the pest menace may often fail. But a combination of different strategies may at least help control them, if not eliminating them altogether.

And an effective application of multiple pest management strategies requires an understanding of different types of pests on the part of those in charge of the commercial kitchens, be it of bakery, a food processing unit or that of a restaurant. They should also evaluate the economic and safe ways to controlling pests. In fact, controlling pests in commercial kitchens requires the cooperation of all the employees involved as each employee can advance the cause of pest control in kitchens and the associated areas.

Therefore, the new employees should also be adequately educated about the pest management programme in place at the food service outlets or units and it should be ascertained that how they could contribute to that programme. The importance of pest control must also be underlined as food can act as a carrier of diseases caused by pests; who have the unique ability to fit in compact spaces and survive in adverse conditions.

The 'many roads' method is necessary in pest control because the pests vary in their shapes, sizes as well as in their ability to contaminate surroundings. This journey in the kitchen starts with adopting the best hygiene practices and other prevention techniques. But it is not always a straight road and one may have to change course frequently, and eventually opt for mechanical and chemical pest control methods whenever required.

Pests and Their Control

One of the ways that the pests use to enter the kitchen is through the supplies. So it is important to use only reputable suppliers for all deliveries and check them before they enter the kitchen. If you notice signs of pest infestation in the shipments, such as gnaw marks on cardboard containers, it is better to refuse them. To avoid infestation on stored food, it is better to place the supplies after delivery as quickly as possible into storage. Moreover, do not forget to keep powdered milk, sweetened beverages and nuts, etc. in refrigerators immediately after opening the packets or use, as these food items easily attract pests.

Another important way to prevent pest infestation is to refuse pests food, water and a hiding place. For this, quick

repairing of any leakage in water taps, cleaning up spilled food and disposing of garbage quickly and correctly is important. Besides, keeping garbage containers tightly covered, maintaining a regular sanitisation schedule is very important. As for the recyclables, they should be kept in pest-proof containers, away from the building.

To control pests in kitchens, one must first be able to identify them. Pests found in kitchens can be broadly classified under rodents, cockroaches, flies, microorganisms like bacteria in food stuffs, and spiders. All these pests are different from each other in terms of their habits and therefore one single control treatment for them can hardly be effective.

Rodents or simply the house mouse, are perhaps amongst the deadliest of pests. They not only contaminate food but also disrupt the basic hygiene of a kitchen. Rats very easily reappear once the use of rodenticides is stopped. Therefore complacency must not seep in while checking them.

Rats are not difficult to find because of their restless nature and the damage they cause to stored goods. They are fast and agile with a strong olfactory system and tremendous acrobatic skills. All these factors make it difficult for people to catch them. Moreover, they are generally very suspicious by nature and new rodenticides fail against them after use for few times, as rats do not come near them.

However, by applying a good combination of mechanical and chemical control methods, their population in kitchens can be brought under complete control.

Flies or houseflies develop in warm moist environment. Their growth is faster near fermenting materials. Garbage, rotting vegetables, moistened dust flour or any place where water accumulates provides a good breeding condition for flies.

A kitchen can have all the above-mentioned conditions. Therefore there are many kitchens, which are always under the threat of infiltrating flies. Their rapid rate of reproduction is also a big problem towards their control.

Flies affecting kitchens are of more than one variety. For example, fruit flies are associated with materials that are acidic or sour in taste, whereas the metallic coloured bottle flies are found on meat scraps.

In a bakery, flies can be abundantly found in mixing room, ingredient scaling area, and dishwashing area. Areas where

sugar, eggs, lard, grease, milk, etc. are handled should receive particular scrutiny. In cake and pie bakeries (where fruits are used) the fruit line and peeling rooms tend to offer conditions for flies' breeding.

Electric fly screen (Electrocutor) is one of the easiest ways to keep them away while mechanical measures are also effective.

Cockroaches are perhaps the most resilient of kitchen pests. Their capacity to survive all kinds of chemical and mechanical control is stronger than any other pest. Cockroaches have survived the ice age and they can keep themselves alive in extremely inhospitable environments.

The peculiarity about cockroaches is that unlike any other pest they are shy of light and humans. They rarely come out of their shelter during daytime. They strike after the shutters are down. Cockroaches never make shelters. They easily fit themselves in cracks and crevices in walls and floors.

Chemicals have proven their potential against them but not completely. They maintain their effectiveness only when they are used regularly and are changed before the cockroaches develop resistance against a particular composition or type.

Cockroaches have unmatched resistance power and scientists believe they will be the potential survivors of post nuclear war era. Therefore, when it comes to cockroaches, prevention is possibly the best cure.

Succinctly, for preventing cockroach infestation, it is important to make sure that all food items are sealed along with the cracks, crevices and empty and unused idle gaps in the kitchens.

Spiders are a different kind of pest. They do not infiltrate the kitchen until and unless other pests like flies, cockroaches, etc. are present in the kitchen area. Nevertheless, they create situations, which can make a place suitable for their presence, as they have specialisation in capturing other pests.

Spider's cobwebs can be vacuum-cleaned easily. Spiders such as the Brown Recluse, Black Widow and the Hobo Spider require immediate control efforts. These spiders should be controlled with urgency because their bites could have serious repercussions on us.

Thus it is clear that while a pest infestation can cast a death blow on the hygiene of kitchen, a well sanitised premise can facilitate in keeping the pests away and help prevent food contamination. ■

Adjustable Salamander

Machines for reheating pizzas, grilling continental dishes, sausage rolls & others and defrosting readymade dishes is preferred series and highly desired in the industry. So AKASA has come up with the Adjustable Stainless Steel Electric Salamander, With a choice of cooking heights (adjustable travel distance of 200mm), chefs have precise control over heat intensity and heat distribution. This also brings the added benefits of significant energy saving and a cooler kitchen ambience as heat is far more focused than with a static salamander. The unique features and flexibility of the Akasa's New Adjustable Salamander make it easy to operate, energy efficient and highly functional in any kitchen. Self balancing grill height and temperature control functionality allows for precise cooking of every item, with specially designed ergonomic operator control knobs designed to minimize liquid infiltration. With the capability to cook, grill, hold and reheat its ideal for your banquet, hotel, restaurant, food court or any food outlets



Akasa International
akasaintl@gmail.com

Evolis Launches Edikio

Evolis, the worldwide leader in plastic card personalisation solutions, has developed three new all-in-one solutions for food tags on PVC cards, which meet the diverse needs of the hospitality industry. These solutions are Edikio Access, Edikio Flex and Edikio Duplex.

They would remove hassles of unattractive labeling on paper tags! The Edikio PVC card printing system creates and prints durable, easy-to-clean buffet or food tags within seconds. In addition to saving time and respecting hygiene rules, Edikio solutions also offer the opportunity to perceive buffet tags as true marketing tools; a harmonised display, clearly legible, clean and aesthetic that can reflect the professional image of the hotel.



All Edikio solutions are comprised of card design software, a card printer, blank PVC cards and a print ribbon, enabling cards to be printed quickly and independently onto a PVC card. Buffet tags can thus be created at any time, directly in the hotel premises, individually or in batches.

The printers operate just as easily as an office desktop printer. The PVC cards and the print ribbon included in the Edikio pack are installed in a single format.

Evolis Card Printer India Pvt. Ltd.
pjindam@evolis.com

Guestroom Supplies

Established in the year 1975, "Modern Cosmetic India" is recognized among the noteworthy manufacturer and exporter of a broad assortment of Hair Shampoos, Bathing Gel, Herbal Shower Gel etc. The company also deals in third party manufacturing and contract manufacturing of products. These products are manufactured with modern technologies and skilled workforce. Due to their optimum quality these are highly acknowledged by their clients. To cater the bulk order requirements of the offered products, they have developed a highly efficient infrastructure unit at their premises. All units are operated by experts, who are well-experienced and versed in their respective domains. Furthermore, the sound storage capacity enables them to keep ready stock to meet the bulk and urgent requirements of the clients. As a result of quality assured products and timely delivery schedules, they are able to build a huge client base, sprawling across the market. They also export products in Oman.

Modern Cosmetic India
moderncosmeticsindia12@yahoo.com



Hose Reel

T&S Brass and Bronze Works, a leading global manufacturer of innovative foodservice and commercial plumbing products, has acquired Italian manufacturer Klarco SRL, creating a union of two of the oldest and strongest family-owned plumbing manufacturers in the industry today.



Some of the key products that Klarco manufactures include a 20m Hose Reel as well as a single-lever faucet with a pull-out spray and lever handle.

The 20m hose reel comes with the heavy-duty NITO-2 Combi Spray Gun (connection is 1/2 G) for industrial cleaning, has anti-friction rollers and swivels on the hose to reduce wear and tear of the hose, is suitable for food contact, and comes with a stainless steel external reinforcement spring to protect the hose from excessive band radius, among many other features. The casing and wall bracket are made of polished AISI 304 stainless steel. The spray gun has a trigger with safety lock to prevent accidental spraying and has been designed with ergonomics in mind as well as a heat-insulated handle.

The single-lever faucet is a deck-mount mixing faucet with an adjustable spray-jet pull-out spray and has lightweight nylon lever handles that allow for great precision in its positioning while preventing the accidental closing of the water flow. It's also equipped with a ceramic mixing cartridge for durability and quality.

T&S Brass and Bronze Works, Inc.
rchowdhury@tsbrass.com

6 PCS KNIFE BAG



9 SLOTS KNIFE ROLL



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6 SLOTS KNIFE ROLL



Product Preview

Infusing Natural Fragrance

Gralit is offering unique concept of portable fragrance dispensing. The company provides SDS Tower, which can be placed anywhere in the property to dispense fragrance of choice, according to the theme of the place, to further enhance the ambience.

It provides fragrances of choice for Washrooms, Corridor, Restaurants, Banquets and Lobby. The scent can be delivered through HVAC System also. The company has wide range of Aerocide Herbal and does Customized Scent development. The range of Herbal & non-toxic Scents are made of quality ingredients with unmatched scents diffusion technology.

The SDS Tower adopts the cold air atomization principle, the advanced physical atomized technology to transfer the liquid scented oil into the Aroma. It gives Super efficiency with fragrance oil consumption of only 3 ml per hour. This system is best suited for Office Reception / Hotel Lobby / Hotel Floor Corridors & Restaurants. It can set up 4 group work periods and adjust fragrance intensity by PCB controller.

The leading proprietary technology, the patented technology of micron atomization makes the aroma spread quickly in the interior space, more fresh and lasting. The SDS Tower made with concise style design, beauty, and generosity.

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Tackling Indoor Air Pollution in Restaurants

To prevent indoor air pollution in restaurants successfully, all the products used to design the restaurant need to be of good quality — be it the furniture, carpets, blinds or curtains, or even the paint used for the interiors. Moreover, the restaurants and their kitchen/s should be well ventilated, and air-conditioners should be timely serviced

Talk of pollution and the first thing that comes to one's mind is the smog hanging over cities or the foul smell emanating from garbage dumps littered around the streets. But little attention is often paid to the impact of indoor air pollution (IAP) despite the fact that humans today spend far more time indoors than outdoors.

According to the World Health Organisation (WHO), the combined effects of ambient (outdoor) and household (indoor) air pollution causes about 6.5 million premature deaths every year, largely as a result of increased mortality from stroke, heart disease, chronic obstructive pulmonary disease, lung cancer and acute respiratory infections. And about 4.3 million people a year die from the exposure to indoor air pollution alone.

Now this is a global picture. The problem is actually worse in countries like India which is battling severe pollution.

In low and middle-income countries (LMICs), indoor air pollution is a leading cause of deaths from non communicable diseases, including 25 percent of all deaths from stroke; 15 percent of deaths from heart disease; 17 percent of deaths from lung cancer; and 33 percent of all deaths from chronic obstructive pulmonary disease (COPD), according to the WHO.

Air Pollution Inside Restaurant

In restaurants, many guests and staff can get affected by faulty fabric used in carpets and soft furnishings, and also through smoke, cleaning chemicals, certain air fresheners, etc.



Often restaurants have live counter set ups that cause a lot of smoke, which, when inhaled, can have major implications on the health of guests and staff. The room temperatures inside kitchens are generally high and hence the air around it is often humid, increasing the chance of mold and mildew formation. Such polluted air can cause many breathing problems for anyone who inhales this over a prolonged period.

Restaurant Managers must ensure that mold formation in restaurants' premises, especially in the restaurant kitchens, should not take place. Mold formation, which can also result from water leakage, does not only make a place look bad, it can also be a source of indoor air pollution.

Preventing IAP

To prevent indoor air pollution in restaurants, all the products used to design restaurants should be of good quality — be it the furniture, carpets, blinds or curtains, or even the paint used for the interiors. The restaurant and kitchen should be well ventilated, and air-conditioners should be well maintained and timely serviced.

Room fresheners should also be allergen free and preferably organic in nature, as indoor air pollution can affect the overall hygiene level of the restaurant.

A restaurant with air pollution is more likely to have high pathogen and bacteria levels, which adversely affect the overall quality of the food.

With indoor air pollution, there is always risk of dusts and unwanted toxic particles that carry diseases settling on food items or service plates and eventually transferring to people, which include hotel personnel and guests alike.

To maintain healthy air quality within its premises, restaurants must test air samples from different areas.

Few restaurants have installed UV lamps in their air-conditioning and ventilation routes, as well as ozonation, a process that helps destroy harmful microorganisms through the infusion of ozone. They also ensure that all air-conditioning and ventilation ducts are regularly deep-cleaned, a process that takes place as often as once every three months.

Furthermore, hotels are now non-smoking zones with only designated outdoor public spaces within the premises allowed for smoking. These are few measures that are taken to maintain the air quality indoors.

Succinctly, we can see that maintaining good air quality inside the restaurant is extremely important for reducing the risk of several diseases among restaurant personnel and its guests, and also for improving the overall market image of the restaurant. And with proper planning and adequate monitoring, it is not very difficult to achieve. ■

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PROUDLY MADE IN INDIA

QUARTZ WIZARD FLOOR CLEANER



'QHC's WIZARD' is an international quality floor cleaner. *It instantly cleans and cuts dirt & grease effectively leaving the surface germ-free and fresh.*

FRAGRANCES : Lemon Fresh & Special Mint

PACK SIZES : 01 Ltr. / 05 Ltr. / 10 Ltr. / 35 Ltr. / 50 Ltr.

Multipurpose – can be used on all kinds of surfaces : Floors, Marbles, Tiles, Washrooms, Kitchens, & Work Stations etc.

Economical – As a small quantity cleans more.

QUARTZ WIZARD GD DISINFECTANT SPRAY



Quartz Wizard GD - *Has Germicidal Properties* which is very efficient on 'High Touch Surfaces'. Keeps the surfaces clean and sanitized.

MULTIPLE APPLICATIONS



DOOR HANDLES



HANDRAILS



TABLE TOPS & CHAIRS



WORKSTATIONS



BED SURFACES

FOR HIGH TOUCH SURFACES

FRAGRANCES : Fresh Lime & Special Mint

PACK SIZES : 500 ML With Trigger Spray / 05Ltr.



A TRUSTED NAME IN PROFESSIONAL CLEANING PRODUCTS. SERVING THE HOSPITALITY AND HEALTHCARE SECTOR FOR MORE THAN 25 YEARS.

QUARTZ FUTURE LIQUID HANDWASH



'Quartz FUTURE' is a thick bactericidal liquid hand-wash. *It cleans hands off the Germs, Dirt & Grease in a jiffy.* Just 2-3 drops of this Liquid Handwash gives a rich lather. Eliminates the need of messy bar soap. Saves the skin from infections, bacteria, viruses etc.

AVAILABLE IN : Pearlescent White & Pink Color With Lime & Floral Bouquet Fragrances.

PACK SIZES : 01 Ltr. / 05 Ltr. / 10 Ltr.

Proper hand hygiene, including washing with soap and water, as well as using alcohol-based hand sanitizers, is a proven aid to preventing transmission of infectious agents and widely accepted as one of the most important infection control measures.



QUARTZ INSTANT HAND SANITIZER



It is an alcohol based Sanitizer that kills germs/viruses effectively.

Hand Sanitizers Improve the capacity to promote Hand Hygiene Compliance by making the process faster, more convenient and immediately accessible at all times.

USE OF DYES(Colors) & FRAGRANCES AVOIDED TO RULE OUT ANY TYPE OF ALLERGIES.

PACK SIZES AVAILABLE : 200ML/ 500 ML / 05 Ltr.

SODIUM HYPOCHLORITE- To be used with care



Sodium Hypochlorite in solution is a broad spectrum disinfectant that effectively destroys viruses, bacteria, fungi and mycobacterium. It can be used for cleaning / disinfection of various surfaces.

Ideal for external areas. Recommended Dilution ratio of 1:30 (One part of sodium Hypochlorite with 30 parts of water)

Avoid exposure to skin, causes skin irritation. Wear safety glasses/face shield, waterproof gloves & full covered protective clothing or suits. Do not use on metals.

PACK SIZES : 05 Ltr.

Visit our website for more information : www.qhcindia.com



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STAY CLEAN WITH QUARTZ