

JULY-AUG '22 VOL.17 No.3 ₹ 100

HAMMER

HOTEL

Business Review

An Exclusive Business Magazine for the Hotel Industry

Business

SPA: The Wellness Sector

Feature

The Heart of Hospitality

F&B

Breaking Fast

Design

Bathroom: Going with the Flow

Technology

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Resorting to Luxury & Entertainment



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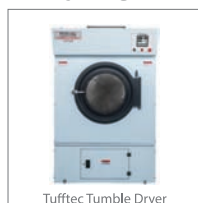
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There is a sudden surge in tourism after the long restrictions imposed during pandemic are over. People are looking for the new destinations to relax for few days. The choice between hotel and resort is sometime confusing, depending on the reason to travel. There are several differences between a hotel and a resort. Cover story elaborates on the differences between hotels and resorts on various fronts like location, amenities, entertainment etc.

The increasing hectic lifestyle has increased the need for body and mind wellness irrespective of gender. Wellness has become a new segment of the hospitality industry. The concept that spa is meant only for women who need to beautify themselves is no longer valid. It has become redundant. Business story discusses how most hotels; irrespective of size are now having a spa, and its various aspects of spas in the hospitality sector.

Housekeeping in hotels is now beyond the mundane job of cleaning to the creative chores of styling and being the ears and eyes of the hotel in ensuring security. Feature story tells how the housekeeping staff plays multidimensional roles in presenting a hotel in its best.

F&B section finds that the role of breakfast in our daily routine cannot be overstated. It is perhaps the most important of all meals; a hearty breakfast can greatly facilitate to give a good and cheerful start to the day. Design story discusses the changing role of Bathrooms and how they are getting a makeover. Bathrooms are now emerging as the ultimate comfort zone. And in a high profile hotel, they are now an extension of the bedrooms. Technology section tells how the WiFi has become a basic need for the guests till the point they arrive at the hotel and leave. Most hotels are providing WiFi services to the guests, which technically require a lot of networking design and operations.

Other sections provide latest news & reports along with movements in the hotel industry.

HAMMER HOTEL Business Review

An Exclusive Business Magazine for the Hotel Industry

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EVENT CALENDAR

International Foodtech 2022

26-28 August 2022

Bishwa Bangla Mela Complex, Kolkata

www.foodtechkolkata.com**FHA Food & Beverage Asia 2022**

5-8 September 2022

Singapore Expo, Singapore

www.foodnhotelasia.com**India Bakery Expo 22**

9-11 September 2022

Chennai Trade Centre, Chennai

www.indiabakeryexpo.com**Drinktec Munich 2022**

12-16 September 2022

Trade Fair Centre, Messe Munich

Munich, Germany

www.drinktec.com**Annapoorna – Anufood India**

14-16 September 2022

Hall No. 4, Bombay Exhibition Centre,

Mumbai, India

www.anufoodindia.com**Sial 2022**

15-19 October 2022

Paris Nord Villepinte, Paris, France

www.sialparis.fr**FHA HoReCa Asia 2022**

25-28 October 2022

Singapore Expo, Singapore

www.foodnhotelasia.com**EquipHotel 2022**

6-10 November 2022

Paris Nord Villepinte, Paris, France

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Feature Areas**Key Events and Competitions****Alternative Protein Asia****Satisfying Asia's demand for protein-rich products**

Occupying over 1,300sqm of Hall 1 at FHA-Food & Beverage, Alternative Protein Asia is a new feature area for the showcase of tasty new products through culinary demonstrations, innovative start-ups, novel companies that seek to break into the Asian markets. Exhibiting companies include Impossible Foods, Tindle, First Pride, Harvest Gourmet, Oatside, Big Idea Ventures, Finnebrogue, GrowthWell, Shiok Meats and others.

Besides the large exhibition area, Alternative Protein Asia will also feature an exciting four-day conference program highlighting the now and next for the industry with over 30 thought leaders and experts from Good Food Institute (GFI), Nestle, Tyson Foods, Accor, AgFunder VC, Global Data, Aleph Farms, Euromonitor, NTUC Fairprice, SaladStop!, Singapore Management University (SMU), Nanyang Technological University (NTU), Nanyang Polytechnic (NYP), Innovate360, The Trendlines Group, Green Rebel Foods and many more.

The inaugural Big Idea Food Competition (BIFC) organised by Big Idea Ventures will also be hosted at Alternative Protein Asia. The competition will shine a spotlight on the best entrepreneurs in this exciting space in Asia with the winner clinching an investment prize of US\$200,000 at the finals.



For more information, please visit: <https://bit.ly/FHFB-Web-SP-FBRR>

To register, please visit: <https://bit.ly/FHFB-Reg-SP-FBRR>



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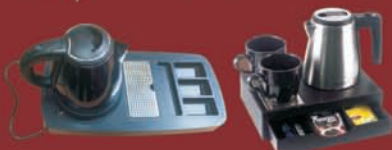
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Novotel Visakhapatnam Varun Beach Launches the Calm - Salon and Spa

Novotel Visakhapatnam Varun Beach successfully launched its new, Calm - Salon and Spa, a thoughtfully crafted, holistic hub of wellness treatments and salon experiences. With a glorious view of the Bay of Bengal perfectly perched to calm your senses, the spa is designed for exquisite rejuvenation and self-care.

Overlooking the surrounding scenic avenues, Calm - Salon and Spa offers signature body treatments such as Vinyotherapy, Aromatherapy, Balinese, Thai massage, and more for a tranquil state of your mind, body and soul. The spa packages also offer a combination of massages, traditional body scrubs and facials with enriching products to soothe and refresh. Calm - Salon and Spa have a dedicated reception and retail area along with 5 treatment rooms consisting of 4 single rooms and a dedicated room for couples with a delightful view of the Bay of Bengal.

On the occasion of its announcement, Ravi Rai, Cluster General Manager Novotel Visakhapatnam Varun Beach said, "We are delighted to open our doors for the Calm-Salon and Spa at Novotel Visakhapatnam Varun Beach, designed to offer an exclusive and invigorating experience. We look forward to welcoming our guests to unwind with its refreshing spa and wellness treatments."



The Leela Bhartiya City Bengaluru Launches its Own Label of Wine

The Leela Bhartiya City Bengaluru announces the launch of their own eminent signature label, Falak, an epitome of passion, research and success. The inspiration of this beautiful blend comes from Falak, an immersive Indian fine dine experience on the 17th Floor of The Leela Bhartiya City Bengaluru, overlooking the panoramic view of the Nandi Hills. The thought process for our very own label of wine is in continuation to our recently launched restaurant, Falak.

Legacy is something that symbolises Falak and hence, its association with Grover Zampa Vineyards, an Indian pioneer in crafting wines for three generations located in the foothill of the Nandi Hills, ideates the birth of Falak Wine. The ethereal existence of Nandi Hills and Falak's skyline views is exactly where the idea came to existence for initiating a process towards the evolution of Falak Wine.

A meticulously crafted blend, this wine is complex, well balanced and magical with pronounced aromas of red berries and cherries perfumed with floral notes of violets and potpourri roses.

"Falak Reserve is a distinguished label that pairs perfectly and complements the Indian cuisine, making it the best expression of Falak, our fine Indian restaurant specialising in North- West frontier exclusives", says Rohit Pandey, Hotel Manager.

Falak Reserve comes in an exquisite, well thought Bordeaux style bottling that is depictive of royalty and legacy. The bottle differentiates the Falak reserve immaculately from other labels.

The distinguished label of the Falak Wine is a hand sketched caricature that was well researched and thought through to portray the finest essence of all elements in conjunction. The young Chardonnay and the Cabernet Shiraz have been aged in oak wood barrels for over a year to give them a perfect structure and well-balanced tasting notes.



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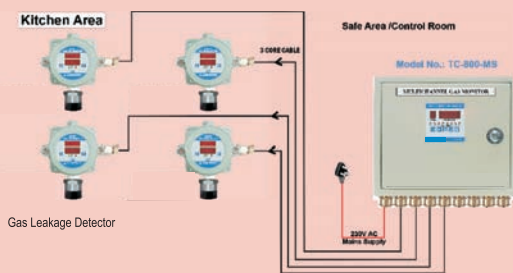
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Choice Hotels Signs Franchise Agreement with Suba Hotels

Choice Hotels Asia Pacific has signed a 15-year Master Franchise Agreement with Suba Group of Hotels in India. With effect from 1 July 2022, Choice Hotels in India will transition from a direct franchise market to a master franchise model. Under this arrangement, Suba Group of Hotels will assume responsibility as master franchise holder for the 58 Choice Hotels properties open and under development in India, and hold the exclusive rights to develop the Clarion™, Quality™ and Comfort™ brands in market.



All franchised hotels will remain within the Choice Hotels network under brand, and will continue to benefit from the extensive marketing, distribution, and franchisee performance services currently in place.

Choice Hotels Asia-Pacific CEO Trent Fraser said: "We're incredibly excited to work with Suba Group of Hotels as we look to the next 15 years of portfolio growth for Choice Hotels in India. Suba has an almost 30-year history in the region and has built a strong local offering in the midscale and upscale markets. Bringing the Clarion, Quality and Comfort brands to their portfolio is a natural fit, and we are delighted to welcome them to the Choice Hotels global network as a master franchisee."

Suba Group of Hotels Managing Director, Mansur Mehta said: "We are delighted to acquire the exclusive master franchise rights to Choice Hotels' Clarion, Quality and Comfort brands in India. "Our dedicated team are excited by the opportunity to service and further develop these trusted and well-recognised brands as we look to aggressively expand within the region".

Chalet Hotel Foray into Delhi

Chalet Hotels Limited (CHL), owner, developer, and asset manager of high-end hotels in key metro cities of India, has been awarded the contract by Delhi International Airport Limited (DIAL) to develop a Hotel at the T3 Terminal of Indira Gandhi International Airport (IGIA). With this, CHL will enter the northern India market and the most important gateway city into India, Delhi. This is in line with the planned business expansion strategy and geographical diversification of the Company.

The upcoming terminal hotel will be Company's 9th hospitality property in the country and first in northern India. The hotel will have 350-400 rooms positioned in the 5-star deluxe space. The cold shell is to be delivered by DIAL, the governing body for this project. CHL will complete interiors and other fit outs. JLL was the Transaction advisor to DIAL for the Bid Process. The hotel is expected to be commissioned in FY26 or earlier.

Following the announcement, Sanjay Sethi, MD & CEO, Chalet Hotels Limited, said, "We are excited about our entry into the NCR and north India as a part of our stated strategy. We look forward to working with DIAL and best of the hotel brands to create a marquee asset in the airport district of New Delhi."

Speaking on the occasion, Aman Kapoor, CEO ALD, GMR Group, said, "The development of a terminal hotel at New Delhi's T3 will bring hospitality to the travellers at the gates of the International Terminal. It will provide a significant benefit to transit passengers, both Domestic and International. We welcome the partnership with Chalet Hotels in the development of this world-class hotel at India's busiest Airport, which has also been a pioneer of outstanding customer experience in the Indian aviation landscape."

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IHCL Opens Vivanta Katra

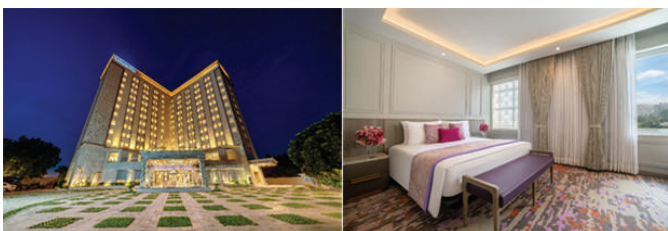
Indian Hotels Company (IHCL), announced the opening of Vivanta Katra, Vaishno Devi in Jammu and Kashmir. Nestled along the foothills of the Trikuta mountains, the hotel is located in the picturesque Himalayan range with easy access to the holy shrine of Vaishno Devi. Strategically located on the Jammu-Katra highway, the 77-room Vivanta Katra offers travellers views of the mighty Himalayas.



The hotel features stylishly designed rooms and suites including a Vivanta Suite, which spread across 176 square metres, is one of the largest in the city of Katra. Guests can indulge in eclectic culinary offerings at Mynt, the all-day diner, or enjoy a comforting cup of hot brew at The Tea Lounge. With multiple meeting rooms and outdoor spaces, this hotel is ideal for social gatherings. Guests can embark on holistic wellbeing at the Tattava Spa or rejuvenate at the hotel's fitness centre and swimming pool.

Vivanta Debuts in Ahmedabad

IHCL has announced the debut of its first Vivanta hotel in Ahmedabad, Gujarat. The hotel boasts of a contemporary design that pays tribute to the city's vibrant spirit. Vivanta Ahmedabad SG Highway is strategically located at a short driving distance from the airport, the state capital Gandhinagar and key city landmarks.



Featuring a striking lobby skylight, the hotel has 176 stylishly designed rooms and suites.

Ms. Deepika Rao, Executive Vice President, IHCL, said, "The opening of this hotel is in line with IHCL's strategy of strengthening its presence in India's key cities. Ahmedabad has emerged as an important economic and industrial centre and we believe that it has tremendous business and tourism potential. We are delighted to launch Vivanta Ahmedabad SG Highway, making it a part of the city's rapid evolution in partnership with Leela Group of Companies."

The hotel offers a range of eclectic culinary offerings. Mynt, the all-day diner offers international and Gujarati favourites. At Indus, the menu features fine specialties from the northwest frontier region, and Swirl, the delicatessen, satiates sweet cravings with desserts, as well as coffees and teas from around the world. The 540 sq. mt. of versatile banqueting space is ideal for meetings and social celebrations. The fitness centre and outdoor pool are perfect for relaxing after an invigorating day.

Chalet Hotels Ranks 4th on India's Great Mid-Sized Workplaces 2022

Chalet Hotels Limited, has made it to the Great Place to Work® Institute's prestigious list of India's 50 Great Mid-Sized Workplaces 2022, across industries, for the third time consecutively. It is the only hospitality company from the sector making it in the top 10. Despite unprecedented challenges for the industry, the company moved up from 16th place in 2020 and 6th place in 2021 to 4th place in 2022.

People are Chalet Hotels' top priority, and with policies rated amongst the best in the world, employee happiness and well-being are essential for business success. In addition to its commitment to its people, the company cultivates an enabling culture at work.

Chalet Hotels has incorporated some forward-looking and people-friendly employee policies. For young professionals, Chalet Hotels Limited's LEAP (Leadership Execution Accelerated Program) is a one-year intensive leadership program designed to upgrade professional skills and ensure successful day-to-day performance.

In addition to this, the company hosts a Rendezvous with the CEO, which serves as a direct channel for employees to present ideas and concerns or just have a conversation in a small group. Employees can relaunch their careers after taking a work break due to maternity leave, health issues, or caring for a family member through an initiative called Relaunch Your Career.

Furthermore, the company ensures a non-discriminatory atmosphere at the workplace through a policy called The Pride Side, which ensures transparency from employment to appraisals of employees. The company also has a policy called Anchal for expecting mothers, which supports them during pregnancy, under which extensive facilities are provided such as cab services, reduced working hours, 'My Saheli' - an initiative that helps them to stay connected with office while they are away from office, tie ups with day care centres, and other services while at work.

Sharing his thoughts, Sanjay Sethi, MD & CEO, Chalet Hotels Limited, said, "Hospitality Industry thrives on their employees as they are the face of an organization. Our goal is to foster an environment in which employees excel and set high-performance standards, so it is a great honour to be recognized with this award. We strive to create a 'place of choice and pride', a workplace benchmarked to global standards. It is a testament to the hard work, resilience, agility, and team spirit of our colleagues that is being recognized by GPTW."

Renest Hotels Now in Haridwar

Renest Hotels & Resorts have announced the opening of Renest Haridwar. This is the group's third property in the spiritual tourism sector, others being in Shirdi and Tirupati, and the hospitality chain's tenth hotel in the country.

The property is spread over 60,000 square feet of the holy land and is within comfortable driving distance to popular tourist attractions such as the Rajaji National Park, Chilla Tiger Reserve.

Talking about the future vision for Renest Hotels & Resorts, Rahul Rai, Executive Director, UMIL Hotels (Parent company) said, "The company's vision is to operate 100 hotels in the next five years and we as boutique hotels & resorts chain plan to offer experiential stays to the guests with our miscellaneous, layered portfolio, wherein we will have something exceptional for contemporary, prudent travellers who seek adventure, serenity and a holistic experience."

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Pride Group of Hotels Launches 'Pride Divine Resort Somnath'

Pride Group of Hotels has launched 'Pride Divine Resort' in the pilgrim town of Somnath. The hotel is centrally located on Junagadh-Somnath Highway, near Dari Toll Plaza, easily assessable by road, rail and air. It is well-connected to prominent places of interest namely Somnath Mahadeo Temple, Somnath Beach, Mall and theater which



are in close proximity. Pride Divine Resort Somnath will be Pride group's 14th property in the State of Gujarat.

Announcing the launch, Atul Upadhyay, Senior

Vice President, Pride Group of Hotels says, "The pilgrim town of Somnath, famous for the Somnath Jyotirling Temple attracts lakhs of devotees every year. Somnath is firmly entrenched in history, heritage, culture, and spirituality, making it one of the most renowned pilgrimage destinations in India. We are extremely delighted to launch the Pride Divine Resort Somnath that will

offer contemporary amenities, impeccable hospitality, and all the devotional settings for travelers to this region".

Pride Divine Resort Somnath boasts of 65 aesthetically designed rooms and cottages. All the rooms are fully air-conditioned and filled with contemporary amenities like LED television, intercom facility, a tea/ coffee maker, high-speed internet connectivity and much more. The facilities include 2 multi-cuisine restaurants serving authentic delicacies, an outdoor swimming pool, gym with latest fitness equipment's and a kid's play area. The 25,000 sq ft size lush green spawning lawn with a capacity of 2,500 people is ideal to host weddings, social gatherings and other memorable events.

The Leela Bhartiya City Bengaluru Launches Amaris, the Spa

The Leela Bhartiya City Bengaluru has launched – Amaris The Spa. The word Amaris means 'Promised by God' in Hebrew and so the spa seeks to deliver luxurious rejuvenating experiences. Overlooking the Central Park of Bhartiya City, Amaris The Spa has a calm and a soothing aura that instantly makes one feel relaxed and at ease.

It has five spacious treatment rooms including a couple treatment room, steam and sauna. Besides its rich interiors, what makes Amaris The Spa distinctive is the range of services it offers. A wide range of exclusive massage therapies like The Swedish Spirit and Balinese Massage, to traditional techniques of Aromatherapy and Abhyanga have all been deftly curated to select from. The spa menu has been thoughtfully curated keeping changing lifestyles' and needs of the present audience.

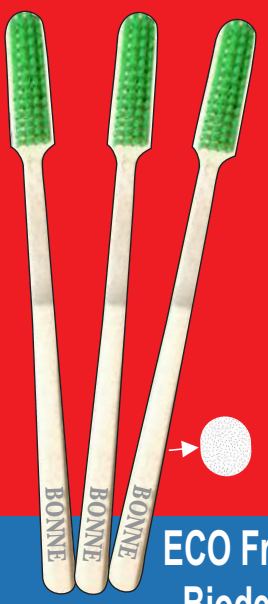


What makes it exclusive is the signature treatments that are deep-rooted in Indian rituals and cultures. These purifying therapies from the practices of ancient India embedded in authenticity and royalty, offers signature treatments namely The Royal Leela Treatment, Essence of Leela, and The Amaris Rejuvenating Getaway which are meticulously planned and skillfully executed by the experienced therapists with natural oils and herbs extracted from Saffron, Sandalwood, almond, vetiver, and rose to name a few.

The therapists at Amaris have an unmatched skill set that prioritizes the comfort and relaxation experience for each guest. After availing the services at the spa, the guest is taken to the beautiful lounging area of Amaris The Spa where hanging couches lift your feet off the ground in a mini foot dipping pool.

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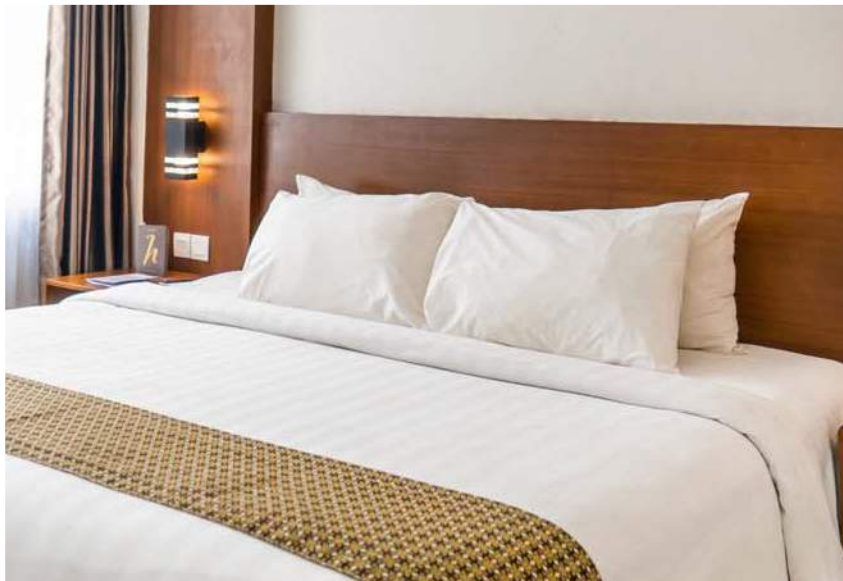
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HVS ANAROCK to Organize Hospitality Conference & Awards in March 2023

HVS ANAROCK has announced India's premier hospitality conference and awards event to be held on 2nd & 3rd March 2023 at the Taj Resort & Convention Centre, Goa. To showcase India's global stature as a hospitality industry powerhouse, H.O.P.E (Hospitality Overview Presentation & Exchange) will bring Indian and international hospitality players together for an evening of high-octane knowledge exchange, networking, and celebration.

HVS ANAROCK, a partnership between international hospitality consulting leader HVS and India's leading independent, full-stack real estate services group ANAROCK, has included the HASHTAG (HVS ANAROCK Showcase Hotel & Travel Awards Gala) Hotel & Travel Awards ceremony in the evening's agenda.

To be organized annually at unprecedented scale and the highest production values, the event will simultaneously provide the Indian hospitality industry with a peerless knowledge exchange forum and a platform to highlight exemplary achievements in the post-pandemic world.

Mandeep Lamba, President (South Asia) HVS ANAROCK, says, "At H.O.P.E., industry leaders participating in the conference sessions will discuss and dissect the current status of the global and domestic hospitality sector. Two of the event's primary focus points will be future trends and opportunities and assessing the true potential of the sector. Over the last three years, the industry had an incredibly valuable learning curve, and it is time to share this knowledge for the collective edification of the entire sector."

The Conference

Stephen Rushmore Jr, Global CEO - HVS, confirms that the H.O.P.E. conference and HASHTAG awards will be India's annual marquee hospitality event. "This annual showcase event, resolutely geared to the highest global standards, will feature the Who's Who of national and international



Mandeep Lamba

hospitality luminaries as speakers and panellists," he says. "Leveraging HVS' industry-defining sectoral knowledge and relationships, the H.O.P.E. Conference and HASHTAG Awards will truly showcase how hospitality shares its expertise and celebrates successes in delivering services that the whole world relies on."

The exclusive audience will comprise 300-350 hospitality and travel luminaries and the C-Suite of domestic and international hotel chain operators, owners, investors, influencers, travel gurus and thought leaders from across the globe.

HASHTAG Awards

HASHTAG Awards will go to the best-performing hotel general managers from across the entire value chain - Economy, Midscale, Upscale, and Upper Upscale/Luxury - and to hotels in each of these who have delivered outstanding performance. HVS ANAROCK will also award one travel company and an Industry Leader of The Year.

The award nominations will go through a stringent quantitative and qualitative rating matrix by a jury of highly eminent industry representatives outside the Hotel and Hospitality fraternity. Additionally, an independent agency will validate each nomination and award. HASHTAG will establish the gold standard for hotel awards.

"We have given much thought in

conceiving this event," says Anuj Puri, Chairman - ANAROCK Group. "Leveraging HVS' over four decades of hospitality thought leadership and global network, and ANAROCK's deep understanding and coverage of the Indian real estate sector, HOPE will be the culmination of the strengths of both partners to create unparalleled exchange of knowledge and networking in the stunning locale of Goa."

Hotel occupancy for the current calendar year have grown by over 11 percentage points, and room rates by over 35% over the same period last year. HVS ANAROCK expects to see the sector recover fully to pre-pandemic occupancy and rates by early next year.

In fact, after two decades, the hospitality industry will breach past performances and attain a nationwide occupancy of 70% in 2024. Hotel performances are all set to witness a bull-run over the next 4 to 5 years, fuelled by high demand and deaccelerated supply growth.

About HVS:

Thousands of hotel owners, developers, investors, lenders, management companies, and public agencies around the world rely on HVS to support confident, informed business decisions. Since literally writing the book on how to value a hotel in 1980, HVS has evolved into the global hospitality sector professional services leader by continually providing its clients with unrivalled hospitality intelligence.

About ANAROCK:

ANAROCK is India's leading independent real estate services company with a presence across India and the Middle East. ANAROCK's services include Residential Broking & Technology, Retail (in partnership with Vindico), Commercial, Investment Banking, Hospitality (via HVS ANAROCK), Land Services, Industrial and Logistics, Investment Management, Research, Strategic Advisory & Valuations and Project Management Services (in partnership with Mace).

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Four Points by Sheraton, Vashi, Recognized as the Sustainable Hotel

Four Points by Sheraton, Vashi, has won the 'Sustainable Hotel of the Year' award along with 'Best Corporate Friendly Hotel of the year' by Navi Mumbai Chamber of Business & Industries (NMCBI). The General Manager of the hotel, Stephen D'Souza was recognised as the 'General Manager for 5-star Hotel of the Year' by NMCBI. India Hotelier & Hospitality Award 2022 by Navi Mumbai Chamber



of Business & Industries (NMCBI) in association with India Coaching Federation (ICF) and Great Human University was organised by their hospitality partner, Four Points by Sheraton, Vashi.

Some initiatives taken by Four Points by Sheraton Vashi towards becoming a more sustainable property include installing Building Management System (BMS) for low-side HVAC, which resulted in the energy savings of 6,622KWH. The property has also focussed on water conservation with a well-placed rainwater harvesting system that stores water in a 20KL tank, which can be used for flushing and gardening purposes.

They have also installed dual flushing systems along with low-flow showers and aerators. In order to sustainably manage waste, the hotel transports its dry waste, used DG engine oil and DG filters for recycling through authorised vendors. Additionally, batteries and other e-waste are discarded through authorised e-waste vendors.

IHG Signs Management Agreement for New Properties

Crowne Plaza Resort Pushkar

IHG Hotels & Resorts, has signed a management agreement with SRDF Ventures Private Limited to develop a new Crowne Plaza Resort in the city of Pushkar – a key tourism destination in Rajasthan. Crowne Plaza Resort Pushkar will be a new-built property featuring 125 rooms and is expected to be operational by early 2026.

With currently two operating hotels and two under development in Rajasthan, Crowne Plaza Resort Pushkar will be the fifth hotel from IHG to open in the state, along the NH8 highway.

Along with rooms designed to offer premium guest experiences, the hotel will feature an array of facilities including an all-day dining, specialty restaurant & bar, an outdoor pool, a gym and a spa. Additionally, the hotel will feature approximately 7500 sqft of meeting and banqueting facilities to accommodate large gatherings and cater to MICE requirements. The property will also feature a resort centre for indoor activities and games, including a dedicated kids' area.

Renu Nathawat, Director, SRDF Ventures Private Limited, added, "We are pleased to partner with a trusted hospitality company like IHG. Crowne Plaza is an established premium brand, globally and in India as well, and with its best-in-class offerings, excellent location and proximity to key source markets like Jaipur and Delhi NCR, we are confident that the hotel will become a preferred choice for travelers. Together with IHG, we are

looking forward to elevating the hospitality experience in the city of Pushkar, as well as becoming a destination for travelers visiting Rajasthan."

Holiday Inn Express Dahej

IHG® Hotels & Resorts has also signed a management agreement with Dahej Hotels & Hospitality Pvt. Ltd a subsidiary of Karmvir Group, for a new hotel – Holiday Inn Express Dahej Bharuch Road in Gujarat. The new-built hotel featuring 120 keys is expected to be operational by the first quarter of 2025. The hotel will not only solidify IHG's presence in the state of Gujarat, but also strengthen the company's growth in secondary markets, in line with growing demand for quality branded accommodation in the country.

Holiday Inn Express Dahej Bharuch Road will offer an array of facilities including a 'Great Room', a lounge, a gymnasium for guests to relax and unwind. The hotel will also feature an equipped business centre, meeting rooms along with signature amenities reflecting the brand's promise of providing a comfortable and efficient stay for business guests.

Parin Nadola, Director, Dahej Hotels & Hospitality Pvt Ltd, added, "We are thrilled to partner with an internationally and locally trusted hospitality brand like IHG to venture into our first hotel project. Holiday Inn Express is a well-established brand in India and is a great fit to cater to demands of guest visiting Dahej and Bharuch. We look forward to a strong partnership with IHG and are confident that the hotel will be a great success when it opens its door to guests."

Holiday Inn Gurgaon

IHG® Hotels & Resorts, has signed a management agreement with Oriental Structural Engineers Pvt. Ltd. to develop a new Holiday Inn hotel - Holiday Inn Gurgaon NH 8 in the NCR region. The new-build property featuring 139 keys is expected to be operational by the first quarter of 2025.

Strategically located on the NH8 highway, which connects Delhi Airport to Gurgaon, the hotel is expected to benefit from excellent visibility and accessibility. Given close proximity to established commercial development located within a 3-5 km radius, the hotel will be well positioned to cater to the corporate demand.

With the new signing, Gurgaon will now have three IHG hotels across brands, including Crowne Plaza and Holiday Inn and Holiday Inn Express. Along with well-equipped modern rooms and state-of-the-art facilities for a comfortable stay experience. The hotel will offer an all-day dining & bar, a lobby lounge, a swimming pool and a gymnasium. Additionally, the hotel will have approximately 400 sq.mts of meeting and banqueting space.

Ms. Noor Bakshi, Director, Oriental Structural Engineers Pvt. Ltd. added, "We are thrilled to partner with a renowned and trusted hospitality company such as IHG. Holiday Inn has established a strong presence and has become one of the most popular mainstream brands both internationally as well as in India with a strong base of loyal customers across all markets. With an excellent location, efficient design and supported by IHG's loyalty programme, we are certain that Holiday Inn NH-8 will be a great success. We hope that this will be the first of many future partnerships between IHG and OSE."

IHCL Signs New Hotels SeleQtions in Manali

Indian Hotels Company (IHCL) has signed a new SeleQtions hotel in Manali located on Kullu-Manali Marg. The current Baragarh Resort & Spa will be converted to an IHCL SeleQtions resort post upgradation. The resort is a management contract with the Khullar's.

The 33-room SeleQtions resort will feature an all-day diner, open air restaurant and bar. It will also have banqueting and outdoor spaces, perfect for meetings and events. Fitness facilities will include a gym, spa and swimming pool. The resort is slated to open in 2023.

Nakul Khullar, said, "We are delighted to

partner with IHCL to bring the SeleQtions brand to Manali. We believe that this resort will leverage the untapped potential of the hospitality landscape in the city and further boost Manali's popularity as a traveller's paradise."

SeleQtions in Tirupati

Indian Hotels Company (IHCL) has also signed a SeleQtions hotel in Tirupati, Andhra Pradesh. The hotel is a management contract with Bliss Hotels Limited. The 114-room hotel is strategically located at Ramanuja Circle, a short driving distance from the Venkateswara Temple, airport and railway station. It will feature an all-day diner, a specialty vegetarian restaurant and bar. The hotel will also have banquet space and meeting rooms as well as recreation facilities including a swimming pool and gym. It is slated to open in 2023.

Balakrishna Reddy, Director, Bliss Hotels Ltd, said, "We are delighted to partner with IHCL for this SeleQtions hotel. This is our second hotel with the company after Taj Tirupati."

Ginger in Ahmedabad

Indian Hotels Company (IHCL) signs a Ginger hotel in Ahmedabad. Located in the heart of the city, the existing hotel will be upgraded to the Ginger brand post renovation. This hotel is an operating lease with Himalaya Elanza Private Limited. The hotel, which is a part of a mixed-use development, is strategically located at RTO Circle, an important residential and business locality in Ahmedabad. The hotel, which overlooks the cityscape, will have over 110 rooms. It will also feature an all-day diner and fitness centre, making it an ideal location for business travellers. The hotel is slated to open in 2022.

The company has also signed its fifth Ginger hotel in Ahmedabad. Located at Changodar, the hotel will be part of a mixed-use development project. This hotel is an operating lease with the Thakur Group of Companies. Strategically located on the Ahmedabad-Rajkot national highway, the hotel will be within easy driving distance from the Sardar Vallabhbhai Patel International Airport. With over 95 rooms, the hotel will also feature an all-day diner and fitness centre. The hotel will have multiple conference rooms and a banqueting hall, making this the ideal location to host business meetings and events. This Brownfield project is slated to open in 2024.

Seventh Taj Hotel in Bengaluru

Indian Hotels Company (IHCL) announced the signing of a new Taj resort in Bengaluru. This development project, under management contract with Sattva Homes Private Limited from the Sattva Group, will also feature branded villas as part of the complex in the second phase.

The resort, spread over 45 acres, is located at Rajanukunte in North Bengaluru, within driving distance from both the city centre as well as the airport. The greenfield project will have 254 keys and 50 Taj branded villas. It will feature multiple restaurants and bars and a selection of adaptable meeting spaces with outdoor areas, ideal for hosting both business and social events, making it the perfect getaway from the city. Guests will also be able to enjoy recreational facilities such as a pool, fitness center and the award-winning Jiva spa.

Adrija Agarwal, Director, Sattva, said, "The proposed Taj urban resort will be a great new address in the city and it would appeal to all kinds of guests. It is the group's formal foray into hospitality and we are pleased to collaborate with IHCL's iconic brand Taj as a first step in our partnership."

Announces two Hotels In Kevadia

The group has also announced two upcoming hotels in close proximity to the famed Statue of Unity in Kevadia, Gujarat. The greenfield project, in agreement with Sardar Sarovar Narmada Nigam Ltd. (SSNNL), is slated to open in 2025.

Puneet Chhatwal, Managing Director and Chief Executive Officer, IHCL, said, "IHCL, with its pioneering spirit in developing destinations in India, is honoured to set foot in Kevadia. The Statue of Unity is a symbol of India's evolving experiential travel landscape in recent times. We are delighted to partner with the Sardar Sarovar Narmada Nigam Ltd. (SSNNL) for this project."

The 125-room Vivanta and the 150-room Ginger hotels, located at a short drive from the Statue of Unity, will offer a variety of dining and wellness facilities across both hotels. In addition, the Vivanta hotel will feature conference facilities to cater to business travellers. Sardar Sarovar Narmada project under the Sardar Sarovar Narmada Nigam Ltd. of Gujarat Government has been instrumental in the development of the Statue of Unity.



Ajay Sampige

Ajay Sampige has been promoted as the Assistant Vice President for Operations, Royal Orchid and Regenta Hotels. He has 27 years of experience, been associated with Hotel Royal Orchid over a year as the Area General Manager for Bangalore. He started his career with Taj West End hotel and has worked in Australian and New Zealand. He worked with Taj Luxury Hotels, Accor Hotels, IHG Hotels and now with the Royal Orchid and Regenta Hotel. He held many prestigious positions in international chains across the globe.



Aabhas Mehrotra

Chef Aabhas Mehrotra has been appointed as the new Culinary Director at W Goa. With over 12 years of experience, his last assignment was at Sorrentina by Foodhall, Mumbai. He has worked with Taj Group of Hotels and The Oberoi Group of Hotels and also trained with some of the most renowned Michelin chefs like Chef Adriano Baldassarre, Chef Francesco Aprea, Chef Cristian Borci, Chef Jitin Joshi, to name a few. Chef Aabhas finished his culinary training at the reputed Oberoi School of Learning and Development.



Amar Albuquerque

DoubleTree by Hilton Goa – Panaji, has appointed Amar Albuquerque as Director of Operations. With an experience of over 12 years, he has been associated with some of the biggest names in the hospitality industry. His primary role will be to develop and execute a strategic plan to ensure that the operations of the hotels are as per the brand standards and guests' expectations. Amar graduated from the Institute of Hotel Management Catering Technology & Applied Nutrition, Goa with a B.Sc. degree in Hospitality & Hotel Administration.



Shyamkrishnan A

Hyatt Centric MG Road Bangalore has appointed Shyamkrishnan A, as the new Cluster Revenue Manager. Shyamkrishnan will be responsible - Hyatt Centric MG Road Bangalore and Hyatt Palace Hampi. In his 14 year career, Shyamkrishnan has worked with Babylon Rotana, Gevora Hotels Dubai, Grand Excelsior Hotel Dubai, Hilton Garden Inn Trivandrum, Hyatt Regency Ahmedabad and Vivanta by Taj Trivandrum. He graduated in Hotel management from Munnar Catering College and Masters in Tourism Management from Tourism Management Institute of Singapore.



Gaurav Sinha

Gaurav Sinha, has been elevated as Hotel Manager of JW Marriott Hotel Bengaluru. With over two decades of experience in the hospitality industry, he exhibits a vast knowledge of management systems, guest service and overall support functions. Starting his career at Trident Udaipur, he has worked at various managerial roles with some of the most prominent hospitality brands in India. Gaurav has been part of the Marriott family ever since he joined as the Director of Rooms at JW Marriott Aerocity New Delhi.



K L Ramakrishnan

Courtyard and Fairfield by Marriott Bengaluru ORR has appointed K L Ramakrishnan as the new Chief Engineer. With fourteen years of experience, he started his career as Assistant Project Engineer and later joined The Leela Kempinski Goa. He had worked with The Lalit New Delhi, Zone by The Park Hotels Coimbatore and Airways Hotels and Apartments Ltd Papua New Guinea. In his last stint as a Chief Engineer, he has been responsible for the renovation of ibis Navi Mumbai and ibis Styles Goa.



Deepak Menezes

ITC Hotels has appointed Deepak Menezes as the new General Manager at ITC Windsor, Bengaluru. With over two decades of experience in hospitality, he has been associated with ITC Hotels for over 7 years and his previous assignments include ITC Grand Bharat, Gurgaon and ITC Royal Bengal, Kolkata. In his role as the General Manager at ITC Windsor, he will be responsible for day to day operations and management of the hotel. He brings with him the perfect skill set and experience required to carry forward the legacy of ITC Windsor.



Sumit Kumar

Pullman & Novotel New Delhi Aerocity has appointed Sumit Kumar as the Front Office Manager. Sumit held the position of Front Office Manager at Shangri-La Hotel, Bengaluru. He began his career with Hilton Chennai followed by Hilton Bangalore in a Duty Manager role after which he moved on to DoubleTree Suites by Hilton, Bengaluru in 2017 as an Assistant Front Office Manager. He did his bachelor's degree in hospitality from SRM IHM Chennai and holds a specialized diploma in tourism from IGNOU.



Sandeep Panwar

DoubleTree by Hilton Gurugram Baani Square has appointed Sandeep Panwar as the Executive Chef. With over 2 decades of experience, he specializes in western cuisine. Chef Panwar has been associated with many luxury hotels & brands. An alumnus of GIHM Dehradun, Chef Panwar hails from Uttarakhand.



Resha Naik

DoubleTree by Hilton Goa - Panaji has appointed Resha Naik as Marketing and Communications Manager. She has over 19 years of relevant experience starting with Fairmont Dubai. Her last assignment was a cluster role as the Marketing Manager with Novotel Goa Candolim and Novotel Goa Resort & Spa.



Tushar Joshi

Novotel Pune has appointed Tushar Joshi as the Rooms Division Manager. With over 15 years of experience in Front Office he has been a part of 7 pre-opening teams. He has a degree in Hotel Management & Catering Technology. He started his career with Oberoi Group and worked with J.W. Marriott Juhu - Mumbai, Courtyard by Marriott Gurugram, Pune Marriott Hotel and Convention Centre,

Renaissance Mumbai Hotel & Convention Centre. His last assignment was with Courtyard by Marriott Nashik as the Rooms Division Manager.



Ayan Halder

Ayan Halder has been appointed as Rooms Division Manager at Courtyard by Marriott Bengaluru Hebbal. He has over 12 years of experience, starting his career at The Oberoi Hotels and Resorts, Kolkata and moved to Taj Bengal Kolkata and Novotel Hotel & Residences, Kolkata. He also worked with Four Points by Sheraton, Marriott International, Vizag, Courtyard By Marriott Bengaluru Hebbal. He holds a

Bachelor's degree in Hotel Management from the IHM Kolkata. He did his MBA from the International School of Business & Media in Kolkata



Amir Raza

Amir Raza has joined as Food and Beverage Manager at Radisson Blu Greater Noida. He will be responsible for planning and executing external and internal communications regarding F&B service in the hotel. He will also be responsible in creating a great guest experience. Prior to accepting this position, he has worked in different cities in India and abroad with brands

like Marriott, Hyatt, IHG, Starwood, Radisson and Lemon Tree Hotels.



Himanshu Drawid

Novotel Pune has appointed Himanshu Drawid as the Executive House Keeper. With over 19 years of experience, he did his formal degree in hotel management and catering technology from Pune University. He has worked with Marriott International, Accor, Starwood, Europa Hotels, Radisson BLU, Royal Orchid, Sun & Sand and Lemon Tree Hotels.



Barun Gupta

Hyatt Regency Delhi has appointed Barun Gupta as the Director of Sales and Marketing. He has more than a decade of experience with Taj Group, Novotel Hyderabad, Starwood Hotels, Hyatt Regency Delhi and Crowne Plaza Greater Noida. He has also been a part of Marriott International as the Market Director. He obtained his Bachelor of Hospitality Management from Institute

of Hotel Management, Catering Technology & Applied Nutrition, Bhubaneswar.



Puneet Sharma

Angsana Oasis Spa & Resort Bangalore has appointed Yoga and wellness expert Puneet Sharma as the new Wellness Manager. Puneet has worked with world renowned hotels and started his journey as a wellness specialist two decades ago. He did his Bachelors in Science in Yoga from Svyasa University, Bangalore. As a part of this graduation program, he completed a six months

internship programme from Soneva Fushi by Six Senses Spa Maldives in 2012.



Resorting to Luxury & Entertainment

Ready for a vacation after the relaxation in long restrictions imposed due to pandemic? As you pack your luggage you contemplate on where to stay: a snazzy downtown hotel or a beach resort? The choice between hotels and resorts can be confusing. There are several differences between a hotel and a resort. **Ashok Malkani** examines not only the dissimilarities between hotels and resorts on various fronts like location, amenities, entertainment, et al. but also the trends of all-inclusive resorts and the future of this hospitality segment.

Mention resort and one has visions of grandeur and luxury. Resort, according to the general concept opens up the mind to diversity. Resorts are considered as unforgettable getaways normally in hill stations or by the seaside.

Globally, resorts have been rising by leaps and bounds. This, according to Ms Kalia Konstantinidou, Co-Owner of Kanava Hotels & Resorts, Greece, is "because resorts believe in creating authentic, timeless experiences for the guests, encouraging deeper connections between themselves and the destination, by embracing the culture, rituals and traditions as well as evoking a sense of calm."

However, according to seasoned tourists and travellers the main difference between resorts and hotels is in the amenities. Hotels cater to travellers who need a place to spend the night at a certain destination, whereas resorts tend to be destinations in themselves. Resorts often have a more spacious layout, offering their guests everything they need in one place.

The popularity of resorts has been on the rise even with the millennials. Online tour operators like MakeMyTrip as well as Thomas Cook India say hill stations in the north are outperforming their southern counterparts with Kashmir, Leh, Ladakh, Himachal Pradesh and Uttarakhand recording 45-50% more occupancy than in 2019. The ones in the south are growing at 25-30%. This is aided by the fact that the pandemic-induced lockdown and travel restrictions over the last two years have fuelled people's appetite not only for travel and also for non-standard stays.

Resorts are thus reporting favourable



response not only from beaches and hill stations but even in metropolitan cities.

Priti Jha, Hotel Manager at The Resort Madh-Marve, Mumbai, says, "Resorts have always been more popular as compared to hotels when it comes to vacationers, since hotels facilitate travellers with a place where they need to spend the night at a certain destination, while resorts are destinations in themselves. Resorts often have an extensive layout, offering various amenities to the guests in one place along with leisure, as well as space for various events such as honeymoon, family getaways, corporate conferences, and team-building activities."

Effect of Covid-19

During the pandemic, the last two years acted as a dampener on the travel and tourism industry. This decrease in travel

adversely affected the hospitality industry. The onset of the pandemic witnessed a change in the tourism industry with fewer international tourists. This shifted the focus of the hospitality industry to catering to domestic visitors.

Another major change brought by the pandemic in the hospitality industry was the inclination towards sustainable and environmentally-conscious practices.

With the ebbing of the pandemic, however, international tourism has recorded a better performance in January 2022 as compared to the weak start to 2021. Data shows that global international tourist arrivals more than doubled (+130%) in January 2022 compared to 2021. There were 18 million more visitors recorded worldwide in the first month of this year. This equals the total increase for the whole of 2021.

After an unprecedented drop during the Covid-19 hit first two years – 2020 and 2021 – international tourism has recovered – and is expected to continue its gradual recovery – in 2022. As of March this year, 12 destinations had no COVID-19 related restrictions in place and an increasing number of destinations were easing or lifting travel restrictions, which contributes to unleashing pent-up demand.

Priti asserts, "After the COVID-19 pandemic, stays at domestic resort properties and staycations have gained popularity and are preferred rather than long-distance travel. Since November last year as the country is back to normal, it has been observed that the percentage of bookings made for weekends has increased.



Comparison Chart

Hotel	Resort
A hotel provides its guests meals and accommodation only.	Apart from lodgings and meals, a resort has spaces for relaxation and recreation too.
Hotels are for short-term stays. However, this can depend on the purpose of your stay.	Resorts are for long-term stays such as during your family vacation.
Hotels are situated in popular areas such as close to an airport or downtown.	Resorts are located in mesmerizing surroundings.

We currently see trends of shorter breaks being more common than longer durations.”

However, as data shows, after relaxations in restrictions due toCovid-19, there has been a surge in vacationers.

But the question arises: Do guests prefer to go to hotels or resorts?

Priti states, “Globally, the future of hospitality continues to look bright with the drop in cases and return of traveller confidence. Strangely enough, it has been the pandemic and the push from social media that has created a renewed interest amongst travellers in hotels and resorts. Trending videos showcasing unseen destinations and quick getaways are the preferred locations. In the due course, staycations have gained popularity.”

Difference between Resorts And Hotels

For the tourists there is, often, the question of: why resort? Often, for the layman, there is the question of what is the difference between a hotel and a resort? Why are resorts, often, more expensive than hotels?

Resorts and hotels are sometimes confused since they both offer lodging options and dining options. Resorts, however, commonly offer more activities on a larger scale than hotels.

The answer to difference boils down to what each one has to offer. Hotels’ primary purpose is to provide comfortable lodging. A resort is more like a self-contained development that can be a destination in its own right. Most travel needs such as dining, entertainment, shopping, local transportation, and more can be found within the resort’s establishment. A hotel may offer some of these options to an extent, but rarely on the same scale as a resort.

Often hotels are located near major transportation corridors like highways, airports, city centres or main streets or business hubs. Thus hotel lobbies would

usually have on display brochures for nearby and local activities, shopping centres and tourist attractions

Since resorts require more space for their numerous amenities, they are often near ocean shores, mountains, forests, desserts, historical places etc. They provide a wide variety of activities within walking distance of your room. Resorts also often have luxurious pools, hot tubs, fitness centres that are often larger with higher-end equipment than most hotels.

Resorts normally tend to have larger-scale activities. Whether it’s special tours of the local area, adjacent theme parks, or even shopping centers, most resorts will have at least two or three great options for guests.

Priti declares, “A wide range of activities is usually offered by resorts such as water games (water aerobics, aerobics, soccer, volleyball, basketball, darts or other sports games), salsa or other dance classes, yoga, stretch classes, ping pong, chess and trivia and other engaging games. In addition to this, guest relations teams on resorts are always there to help keep your stay pleasant and fun!”

Besides the activities even dining options

differ. In small or medium sized hotels one may have the option of a nearby or internal restaurant. A bar and lounge will sometimes be part of this restaurant. A large hotel would have a separate bar and lounge. A resort, however, more often than not, has multiple restaurants serving up a variety of flavours and experiences. Whether you’re searching for an upscale atmosphere or a casual bite, there’s something for everyone.

As far as services like spa are concerned, some of the medium or small size hotels don’t have spas. Hotels which have spas often provide limited services. Resorts offer a full range of spa and salon services, including Swedish massages, lash extensions, hair colour, skin treatments, and so much more.

As far as entertainment is concerned, while most of the hotels don’t have live entertainment, resorts almost always have some sort of entertainment going on.

In most cases, hotels just don’t have everything you’ll need for a vacation all in one place as would be seen in a resort,

Priti aptly puts it thus: “The main difference between a hotel and a resort is that hotels are usually a place for lodging, while a resort allows for more privacy, entertainment, and experiences during your stay. While some hotels will have extra rooms for conferences and special events, you will often need to leave the property to find everything you are looking for while on a vacation. Some hotels may claim they are a resort because of the entertainment and recreational amenities, but most of these locations do not offer the same privacy and isolated luxury available with a resort.”

She adds, “A resort is a self-contained destination that can provide for all your travel needs in one location. You can find food, drinks, entertainment and other activities, all without any need to leave the property.

“Our property, ‘The Resort’ at Madh-Marve, Mumbai, is not only nestled along the beach with breathtaking sea view



Priti Jha

rooms (with balcony), luxury suites, and private villas; but also has great recreational facilities like swimming pools, badminton courts, adventure outdoor activities like Rock Climbing, Rappelling, Air Rifle Shooting, Archery, String Balance, Commando Bridge and much more. Our spa with couple massage rooms is an added facility that one can explore once at the property."

All-inclusive Resorts

With leisure demand driving the recovery of the hotel industry, and travel costs rising, the all-inclusive resorts are in high demand globally. According to a Wyndham Hotels & Resorts-commissioned study 77% of travellers believed that all-inclusive trips were the least stressful.

But what is an all-inclusive resort, one may ask.

An all-inclusive resort includes lodging as well as meals, drinks, gratuities, activities, and other services. Many all-inclusive resorts include sports, non-motorized water sports, walking tours, Trekking and a host of other things guests can get up to.

In short one may say that an all-inclusive resort means that for the most part



everything is included with one set price. This means that once you book and pay for your trip you won't have to pull out cash or credit cards to foot the bill for things along the way.

Mandeep S. Lamba, President (South Asia) HVS, discloses that the all-inclusive resorts segment has evolved significantly since its humble beginnings in the 1950s when Club Med launched its first straw-hut

villages catering to budget adult travellers. Today there are approximately 1,500 all-inclusive properties worldwide.

He states that these resorts which had begun to lose their allure because of guests venturing off the property to explore local cuisine and tourist hotspots have regained popularity following the pandemic and are recovering at a much faster rate than expected due to a shift in traveller



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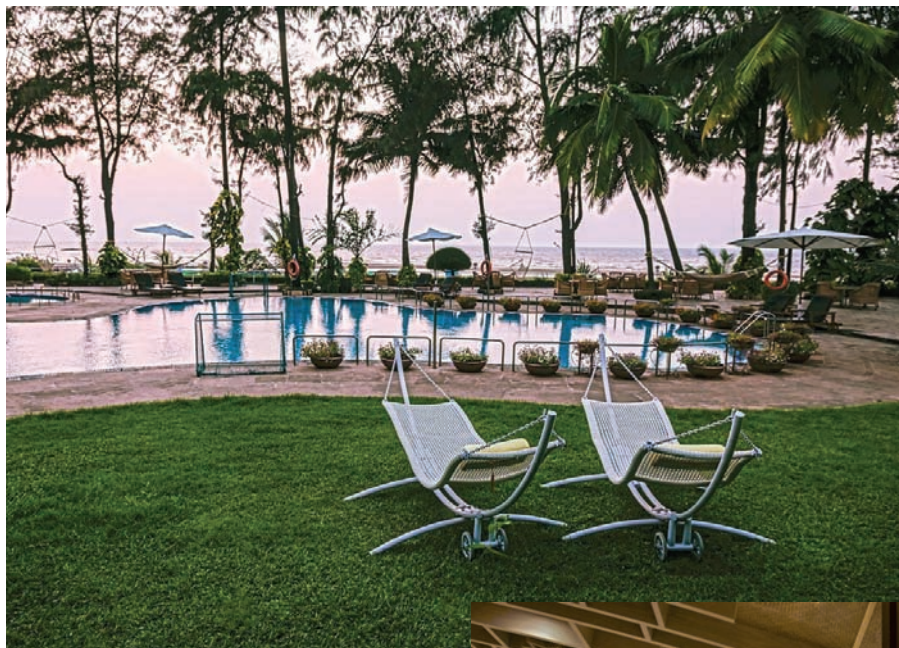


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preferences in the last two years.

Moreover, to meet the changing traveller demand for authentic local experiences, resorts have revamped their offerings by creating higher-quality packages that include activities encouraging guests to leave the resort and explore the local culture.

Priti says, "An all-inclusive resort is like a holiday destination that includes a minimum lodging, three meals daily, soft drinks, most alcoholic drinks, gratuities, and possibly other services in the price. Many also offer sports, non-motorized watersports and other such activities that are included in the price as well. Not all resorts are all-inclusive."

The best part about all-inclusive resorts is that once you arrive, you won't even need to carry around a wallet as your vacation is paid for in advance.

Future Trends

The rising popularity of resorts could, in part, be attributed to the increasing number of millennials now forming the majority of travel and tourism sector.

Priti states, "The age group that is increasingly seeking resorts are between 28-35 years. Travellers in this age group are dominating the Indian travel scene with almost 66 percent of the overall trips being undertaken by this young tech-savvy generation."

This year has seen a new start to rise in tourism and travel industry which, in turn, has seen rising demand in the hospitality segment, particularly in resorts.



Travellers today are looking for new experiences, whether through activities, gastronomy, sporting activities, or specific interests like music, etc.

While resorts are reopening, travel will look different than how it was pre-pandemic. Face masks, quarantines, physical distancing are a part of the new normal. Still, it's not stopping people from booking their upcoming trips and travel accommodations.

More and more people are doing everything on their mobile phones. A majority of Facebook users only use Facebook through the mobile app and almost half of all customers say they are comfortable researching, booking, and planning their whole travel on their phones.

Online bookings make up almost 60% of all bookings and 85% of travellers book travel activities through mobile devices

as well. The numbers tell all. Optimizing mobile above all else is the best thing for you to be successful when marketing your resort.

The hospitality industry, particularly the resorts are now resorting to promoting long stay guests and business travellers. It is found that many people have converted to remote work.

Though digital nomads have existed for quite some time, today, more and more people are working remotely away from their offices. Quite often, tired of the restrictions due to the pandemic they are seen packing their bags and going to the pristine beaches for a year with the latest digital nomad visa or travelling to the rugged mountains. Juggling travel and work is becoming more

attainable for many of the resort guests, particularly the younger generation.

Today, 'Working from Home' doesn't really mean you have to be home. With advanced technology, remote workers can now work from a multitude of places – and that includes a resort!

Having amenities and promotions for long-staying guests and business travellers, such as high-speed WiFi connections, an in-room workspace, and easily accessible charging ports could be the game-changer in keeping a resort's rooms booked all-year-round.

As Priti sums up, "The 'Take a Break Culture' is the future and may gain more popularity than ever before. With increasing focus on health amongst all age groups, taking a break only to relax and spend time with loved ones is not an indulgence anymore."

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SPA: The Wellness Sector

The concept that spa is meant only for women who need to beautify themselves is no longer valid. It has become redundant. The increasing hectic lifestyle has increased the need for body and mind wellness irrespective of gender. Wellness has become a new segment of the hospitality industry. Wellness tourism is growing at 50 per cent faster rate than the global conventional tourism. A report by Global Wellness Institute reveals that the global wellness tourism economy generated \$ 4.4 trillion during 2020. The wellness tourism sector accounted for \$ 436 billion. No wonder the spa segment in the hotel industry is on the rise. In fact almost all hotels, irrespective of size are now having a spa. **Ashok Malkani** takes a look at the various aspects of spas in the hospitality sector.

Feeling tired after heavy work schedule over the past several weeks? One way of tackling this is by stepping into a spa for aroma therapy, soothing massages, easy yoga or maybe even some fat reduction. Wellness spas have become popular not only with Indians but also with international tourists. In India the ancient holistic system of Ayurveda goes back 5,000 years. However, its unique blend of science and philosophy that balances the physical, mental, emotional and spiritual well being have made this relevant even today and one finds several Ayurvedic spas in India which continue to attract clients from across the globe. But it is not just Ayurveda which has made spas popular healing centers.

According to Fortune Business Insights the global spa services market size was valued at \$ 105.18 Bn in 2019 and is

projected to reach \$133.28 Bn by 2027, exhibiting a CAGR of 4.1% during the forecast period.

Spa, which is derived from the Latin, 'Solus Per Aqua', literally meaning 'treatment through the use of water', is still considered as a luxury. But it is gradually expanding its roots towards the middle class.

Spa service originated in ancient Europe with a belief that water could curate any disease. In olden times the treatment used to be offered by taking a bath in thermal springs. In the present times the willingness to experience the convergence of the body, mind and spirit has led to availing various therapies from the proven aromatherapy to the novel cryotherapy, LED therapy, hydrotherapy and sound therapy, etc. The change in the consumer mindset is likely to bolster the demand further.

Today, with the global spa industry being a multi-billion dollar business and with customers willing to spend their money on treatments in hotel spas, hotels find that spas could create a competitive advantage. Spa has, today, become an indispensable part of an upscale and luxury hospitality industry.

About 2 decades back, hotel spas were



found only in exclusive resorts. However, today, they are found in hotels of all sizes

Rahul Panwar, General Manager of Grand Mercure Gandhinagar Gift City, disclosed, "Spa in the hotels, in general, and our hotel, in particular, is quite popular with the resident guests. About 8-10% of guests make use of our spa services."

Tilak Raj Gaur, Spa and Wellness Manager at Crowne Plaza New Delhi Rohini, states, "Spas are quite popular in star hotels because it is a leisure service and attracts

guest to spend time for relaxation. The percentage of guests making use of spa majorly depends on two factors, namely place and purpose.

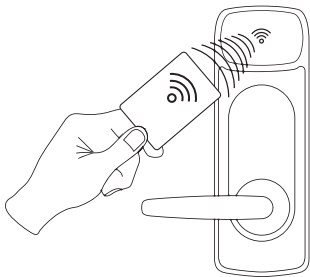
The place plays an important role in determining the interest of guests in opting for spa services. The purpose of visit allows the guests to manage their time and go for spa services. There are generally two kinds of purpose for a visit to hotel - Leisure or Business.

Thus, spas have been quite popular

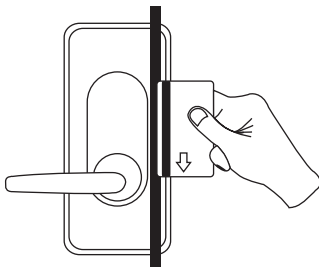
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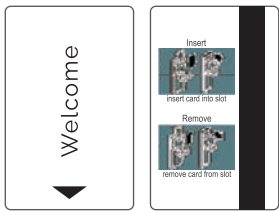
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among guests, and the ongoing trend of self-care further leads to more people undertaking spa services. Since post-pandemic people have started focusing more on work-life balance and spa services have become that 'stress buster' activity for people during their domestic or international travels and stays. The percentage of guests making use of spa services may not be very high, but it is and will rise in great numbers because of the ideological shift among people on the matters of work-life balance and 'me time'."

Thomas Halam, Spa Manager, The Ritz-Carlton, Pune, states, "A spa facility is considered an essential service in a luxury hotel. At The Ritz-Carlton Spa, Pune, eight treatment rooms host signature experiences which inspire tranquility and rejuvenation. We have not only our residents visiting the spa but also outsiders. We have a capture ratio of 5-8% on paid spa services, in addition to non-resident city guests that frequent us for wellness spa therapies."

Effect of Covid-19

The Covid-19 led to complete disarray in economy and also brought tourism to a near halt, affecting the hospitality industry which, in turn, affected the spas located within the hotel premises. Though spa is supposed to promote health it was adversely affected by the Covid-19. The imposition of stringent regulations by the government to curb the spread of the infection impeded the hotels and businesses located within the premises.

Thomas declares, "As part of the Covid-19 prevention procedure and in accordance with government guidelines to maintain physical distancing, all spa services were paused. When we were allowed to operate the spa again, it not only followed the guidelines for our hotel guests but also outsiders. However, our enhanced cleanliness practices allowed guests to settle into the tranquil sanctuary of our spa with a definitive peace of mind."

"The Ritz-Carlton, Pune also took measures to retain the Ladies & Gentlemen and facilitate vaccinations for them."

Tilak states, "Covid-19 was bad news for many businesses and industries. The Hotel industry was one of these. The spas were the first department in the hotels to shut down during the lockdown because of the obvious health reasons and social distancing issues. The guests were quite terrified to use the spa services during the Covid-19. And the spas were the last ones to open in the hotels post lockdown. Thus, spa industry



Thomas Halam

faced many consequences due to Covid-19."

Rahul reveals, "Though COVID-19 raised awareness among people about the importance of health and wellness, at the same time pandemic caused shutdown of spas and wellness centers. The effect of the pandemic on spa revenues was acutely felt in the resort/hotel sector. Total revenue in the resort/hotel sector is estimated to have fallen by 40% in 2021 compared with 2019, but we have been witnessing a strong recovery in 2022."

Revenue Module

Hotels, today, have come a long way from simply offering people accommodation. Hotels are now consistently trying to offer a well-rounded experience where guests can have a relaxing and complete experience without leaving the premises. A hotel no longer calculates its revenue on RevPAR (Revenue Per Available Room) basis. This is now considered as a narrow metric informing the hoteliers only about revenue generated from room sales. However true benefits are from TRevPAR (Total Revenue Per Available Room) which includes earnings from F&B and other sources, including spas.



Tilak Raj Gaur

The F&B segment was considered to be a significant revenue earner. What about the spa segment?

Rahul asserts, "Hotel spas not only provide guests with a convenient way to relax, but they also offer hotels an alternative source of income. Spa can contribute upto 6-7% of hotel's total revenue."

Tilak states, "F&B is a significant segment of the hotel's earnings, but the spas has also carved their own share in the hotel's revenue metrics. Spa is that added advantage which brings back customers to hotel and influences their purchasing power. Once spa services help in customer satisfaction, it further exposes the customers to other facilities the hotel provides, thus contributing to earning revenue for the hotel."

"Spa's contribution in revenue generation goes up to 2% of total revenue. This includes three components – Residents, In-house guests and members."

Thomas adds, "On an average the spa contributes to 2% - 5% of the total hotel revenue."

Why Spa?

The business of hotel spa, besides bringing in profit for the brand, provides a comfortable and relaxing experience to visitors and customers. The hectic life schedules hardly provide any time for the individuals to look after the needs of the body and it imposes a negative impact on it. Vacations help you to treat your body in the right manner and visiting a spa, when touring, provides you with a serene environment making up for the negligence provided to the body, unintentionally.

For the hotel owners, besides providing an upgraded look to the property, it also adds to their revenue.

Tilak states, "A Spa hotel is a hotel which provides individual services and treatments for spa seeking clients. The primary purpose is to focus on health by providing customized and personalized services to the members as well as to in-house guests and residents. Giving spa facilities to clients make it a complete package of F&B and leisure which the clients generally look out for. Having spa facility in the hotel helps in providing easy upgrades to clients – as and when required!"

Spa also helps in attracting international clients who travel for both business as well as leisure. Spa plays an added deciding factor for the customers who are traveling internationally and would like to use spa services during their stay. Thus, the hotels

should leverage this add-on status which Spa enjoys currently, especially post pandemic. Also, whether its work or vacation, people want to relax whenever possible to maintain good mental and physical health. And Spa services targets exactly this expectation of the customers."

Rahul, iterates, "The purpose of a spa remains the same—to provide a space where you can go to relax your body and your mind. This is definitely a way to take care of your guests and invite the local community to be a part of your offerings of escape and luxury."

Thomas declares, "A luxury spa facility at the hotel provides a serene oasis to guests to begin their wellness journey with refreshing and restorative treatments. Located on the Wellness Floor, The Ritz-Carlton Spa, Pune, experience signifies something unique for everyone with its multi-faceted offerings. Rediscover inner calm through natural textures, sublime scents and sophisticated facilities, including an outdoor temperature-controlled infinity pool, dry sauna and coral-tiled steam room. Spa guests are invited to enjoy the hotel steam rooms and relaxation lounges prior to and following treatments. Additionally the wellness floor offers an outdoor yoga deck, a 24-hour Fitness Studio with state-of-the-art cardiovascular and weight training equipment and express pods for quick enhancements."

Leasing out Spas

While spa still remains an important segment of the hospitality industry hoteliers across the globe are not sure of reaching the pre-pandemic days in today's vastly different world. One way, some of them believe, could



Rahul Panwar

be by leasing out the spas. It is believed that some hotels had leased out their spas prior to the pandemic.

Is leasing out a good option? Thomas states, "While hotels with limited expertise can always seek reputed brands to partner with, The Ritz-Carlton, Pune, like most luxury brands, manages its own Spa."

Rahul reveals, "A lot of hotels lease out spas. Some the benefits of leasing can be:

- It shifts the risk and operations / working capital are in someone else's hands.
- Hotels/Owners can enjoy a fixed rent, percentage of revenue or both depending on the lease.
- It allows Hotels/Owners to focus on other key revenue generating departments.

"A good spa partner will have a supportive management team, with leaders that attend the hotel's weekly and monthly staff meetings, resulting in a seamless guest experience. A lessee can adopt brand standards and culture so that guests never know the hotel does not operate the

spa. Spa Operator should offer end-to-end consultancy solutions for a spa set-up. The solution comprises of Pre-opening services and Management services which includes conceptualizing, marketing & execution."

Tilak too concedes that some of the hotels lease out spas. He says, "Some hotels do lease out spas because of various reasons which prove advantageous in the longer run. The most common reason is aiming for higher returns involving less risk as the working capital can be utilized in other important operations of the hotel. The staff payroll and maintenance expenses are also undertaken by the leasing agency, thus letting the hotel focus on the key departments to generate maximum revenue. Another benefit is that since the outsourcing agency specializes in Spa, it will provide excellent spa services by utilizing skills and knowledge from industry experts, from therapists to managers, the curation of spa team itself would reflect excellence."

Marketing of Spas

Marketing campaigns in almost all industries are becoming innovative Spa is no different. New ideas are being incorporated, today, in marketing spas. So what are the ideas for marketing spas within the hotels?

Tilak declares, "The marketing of spa services in hotel requires dedicated promotional plans. In today's time marketing spa packages constitutes an important part of hotel's marketing strategy. Few important ideas for marketing include rewarding customers with loyalty programs, utilizing social media marketing and digital marketing, user friendly website and easy bookings facility, promoting accessible and useful content on blogs, using customized merchandise like bags or sample products, attractive promotions using discounts and seasonal offers. The marketing list can go on and on."

Thomas states, "With a niche target clientele, it is important to use the right media complemented by the right communication to market any spa. At The Ritz-Carlton, Pune we have a strong digital presence to spread awareness about signature spa services. In addition, we seek media and advertisement opportunities in luxury and lifestyle publications. We also send out bi-monthly communications to non-resident, city guests who are regular at the spa."

Rahul asserts, "A well-outlined spa marketing strategy is crucial for your business to stand out in the crowd. And





before all that, there are three fundamental things that you should definitely pay attention to:

- Staff attitude and professionalism
- Spa decor and ambiance
- Your Unique Selling Proposition (USP)

"A strong online presence is necessary in today's world. Your spa should have a presence on each and every channel where your potential customers might look for you or would like to find you. And they should be able to do it easily! Paid promotions, giveaways and seasonal offers are a must. Forming exclusive partnerships with local businesses can help in cross-promotion and benefit both parties involved. Create and run customer loyalty programs to retain customers. Hotels can offer spa service bundles, gift cards etc to resident guests. Management should review their spa marketing calendars.

"With a marketing calendar, you can have it all under control:

- Mark down important holidays to host specials
- Schedule when and where you'll be posting on social media
- Events you have planned or would like to plan."

Popular Treatments

So, what are some of the popular treatments?

Thomas disclosed, "Most guests prefer a full body massage when they reserve a spa treatment. At The Ritz-Carlton Spa, Pune, the most popular treatment is The Ritz-Carlton Signature massage. Available for either 60-minute or 90-minute sessions, this beautifully aromatic bespoke massage

is designed to completely relax both the body and mind. The treatment includes Open Chakra Energy, Foot Ritual, Full Body Massage and Scalp Massage for one to completely unwind and de-stress."

Rahul revealed, "Full body massages, especially deep tissue and Swedish ones are most in demand at our hotel, Grand Mercure Gandhinagar Gift City. Shorter spot treatments sell quite well too. They include spa manicures and pedicures; hand and foot treatments; scalp treatments; back treatments and facials."

Rohit states, "Spa facility is a complete package which includes spa, massage, facial treatments, sauna, steam bath, oil treatments, fitness gym, and other facilities. Every spa has its own signature treatments. Crowne Plaza New Delhi Rohini's 'Adya Spa- Pamper Your Senses' offers wide array of services such as facial therapies, organic massage, Asian Holistic Massage Therapies, European Holistic Massage Therapies, Body Therapies, Hands and Feet, and Spa packages. In Adya Spa the Deep Tissue treatment is highly in demand and quite popular."

New Trends and Future of Spas

As times change new trends are being adopted by spas in hotels. What are the new trends and future of spas?

Rahul states, "Health comes first: Healthy and safe environment is the first thing that every spa customer will look for: be it outdoor or indoor spas.

"Other trends are:

Rising demand for bespoke outcome-ensured relaxing and rejuvenating experiences backed by science.

Multi-sensory experiences for mental wellness to find place in spa menus.

Customers will love to book Spas supporting sustainability with innovative space design and use of recyclable materials.

Contactless booking experiences for enhanced convenience and safety."

Thomas declares, "More and more people are looking for their purpose of life through exploring locations, cultures, indigenous healing processes, spiritual knowledge and gourmet food. Spas are adapting to cater to all types of guest by directly engaging and interacting with their needs with their deep-rooted knowledge of conventional treatments.

"Crafted by The Ritz-Carlton Spa, Pune; our collection of experiential treatments are a unique blend of therapies that take the guest on a wellness journey and rejuvenate both body and mind. Indigenous essential oils, plant actives and natural ingredients add a restorative touch and harmony with the surrounding ambience. The treatment rooms overlook a wall of hydraulic greens, allowing for percolation of natural light, while offering privacy at the same time.

"One of the unique features of The Ritz-Carlton Spa is a dedicated zone created to experience the therapeutic benefits of hot and cold and to prepare the body and mind for further treatments. Designed to encourage the guest to energize and relax from a combination of therapeutic hot and cold experiences, these thermal cabins and zoned seating areas include sauna, steam room and ice, air, and rain pods."

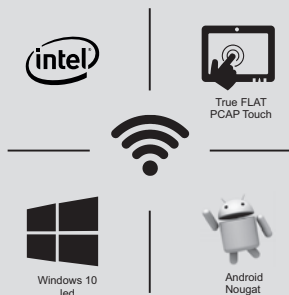
Tilak says, "With the growing interest in healthy lifestyle and wellness, significant number of people is opting for Spa services and treatments. Spa industry and wellness centers are seeing an influx of customers because of this self-care trend which is gaining interest from all age groups and gender. The demographics of customers opting for spa services are quite varied and cross domestic boundaries. As a result, Spas have also started customizing their marketing and promotional strategies to take the leverage of this ongoing trend internationally.

"As for the future of the Spa industry, it will see an upward movement, thanks to people's shifting priority towards their health and wellness. The global spa and wellness market is expected to see a growth of 5 to 10% in the coming years."

The prospects for the spas in hotels are thus bright. ■

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The Heart of Hospitality

From the mundane job of cleaning to the creative chores of styling and being the ears and eyes of the hotel in ensuring security, the housekeeping staff plays multidimensional roles in presenting a hotel in its best.

The hotel industry is fraught with competition, and therefore, keeping the rooms, and the entire hotel clean is necessary if you want to attract guests. This vital task is attended to by the housekeeping department. So crucial is this department that it can actually make or break the reputation of a hotel.

Without even interacting with the guests directly, they play a very important role in enhancing guest experience and ensuring their repeat visits, thereby helping in revenue generation. Moreover, the housekeeping staff today plays a role in increasing the style quotient of the hotel and also in ensuring security of the guests and the staff. So the housekeeping department is not just a basic necessity but a crucial player that can help a property stand out in the crowded market of the hospitality industry.

The department is primarily responsible for the cleanliness, maintenance and aesthetic upkeep of the hotel and takes pride in keeping the hotel clean and comfortable so as to create a 'home away from home' feeling. Housekeeping department also takes care of laundry, pest control and horticulture. The

responsibilities of housekeeping staff also include restocking supplies, delivering items to guests' rooms, and moving cart of cleaning supplies and equipment from room to room in the hotel.

They now are more than a department that takes care of cleanliness and maintenance but they are the one who style the hotel to present the brand in the right way.

The Changing Scenario

With technological advance and increasing importance of hygiene, the role of



housekeeping has evolved over the years. Increased automation, entry of new specialized agencies for various jobs like glass cleaning, façade cleaning, pest control, sanitization, etc. are the new trends in housekeeping.

Eco practices are one of the emerging trends in hotel housekeeping. Reducing costs through energy saving and waste management without affecting guest satisfaction is important. For example, LED's and motion sensors in meeting rooms, conference rooms and public areas is a step in that direction. Ozone treatment is also emerging as a clean and environment friendly technique.

Outsourcing in housekeeping is helping hotels reduce manpower related issues, especially as it is a labour intensive department. The usage of new cleaning tools such as microfiber clothes and increasing use of information technology for day-to-day operations is remarkable.

The role of housekeeping has tremendously changed over the years. The job is not just about cleaning or making beds but concentrating more on styling, visual merchandising, art installations and luxury.

Innovative services provided by housekeeping department gives properties an edge in product and service differentiation where they create exclusive floral ambience, provide high end luxury amenities, beds, linen and terry, fixtures and features, customized and concept services in guest areas.

Housekeeping might be perceived as a monotonous occupation but if planned well it could be fun and creative. A lot of efforts and details are put into action to create experiences that make the guest's stay a memorable one.

The housekeeping scenario has changed over years. It is now more of a skilled manpower and professionals with a new fleet of young housekeepers in the industry consider housekeeping as more than just a cleaning and maintenance job. The name of the position has also changed from a room boy to a more professional version as guest service associate. The equipment and machinery used is in line with advancement in technology, easy to use and time-saving.

Trends keep changing with focus on latest technology and productivity norms. Nowadays, one can see a lot of new developments and innovations such as mechanized beds,

productivity tools, live plants and minimalism inspired set up to increase efficiency.

A Good Housekeeper

With the role of housekeeping changing over the years, mere knowledge of the cleaning solutions or acquiring the skills of mopping or sweeping may not make one a good housekeeper as people generally tend to assume. The housekeepers of today are seen as the creators of the first impression for the guests and the element of creativity in housekeeping staff is much in demand as they are the ones who are responsible for the maintenance and aesthetic upkeep of a hotel.

Regular training of the staff is key factor in building an effective housekeeping team. A lot is being invested to train housekeepers. Training should be an ongoing process. A blend of good service and individual details is the key factor. Trainings should be audited. Training is necessary to achieve consistency in service, maintain quality standards and to maintain SOP (Standard Operating Procedure).

It has been found that top hotels are training employees to assess and identify customers' needs even before they know it

themselves. For example, if a couple is arriving with a toddler in tow, providing a high chair in the hotel room for the child's use is a polite gesture that would speak volumes.

Staff training enhances the capabilities of employees and strengthens their competitive advantage. Effective training will improve the personal characters and professional abilities. Not only employees, management and organization would benefit from staff training, customers and guests benefit as well, because of the received quality products and services.

Housekeeping and Security

Next to the security department, housekeeping plays the most important role in ensuring a safe environment for guests and employees. Housekeepers have access to all areas like guest rooms, meeting and function halls and washrooms. Housekeeping staff are the eyes and ears of the hotel as they are the only staff that enters each and every room of the hotel on a daily basis.

It is imperative that they report anything untoward or suspicious immediately in order to safeguard life and property. They are the first to notice a potential threat or hazard. During emergency situations

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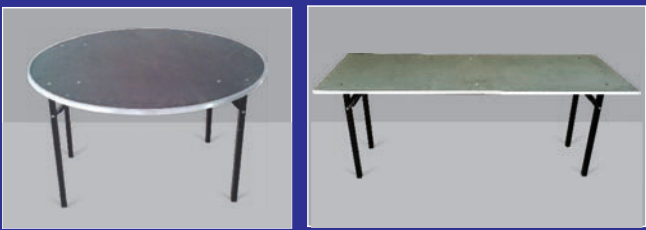
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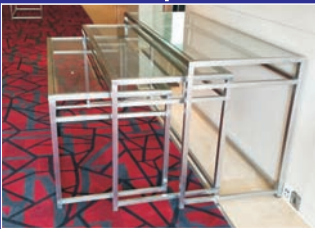
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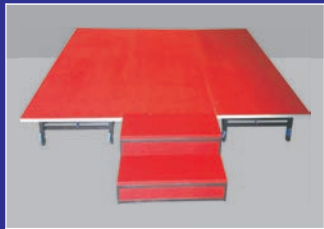
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too housekeeping personnel deployed in various areas can assist in evacuations. Thus housekeeping staff can play huge role in ensuring security as it has direct access to the personal space of guests at all times.

They also work in tandem with the loss prevention / security team to prevent any mishap. All team members are well equipped and trained on all safety, first-aid and security procedures which enable them to handle almost every situation effectively.

Tools of Change

In driving the change in housekeeping both in terms of advancing their roles and easing day-to-day operations, various tools have played major roles.

Microfibre as a cleaning system has greatly eased cleaning functions as it coats the surface, making it highly resistant to dust and dirt. Microfiber is not treated with any chemicals. The capillary effect between the filaments and nylon core creates a high absorbency, which in turn enables the fiber to clean and polish at the same time. Therefore, only water is needed to clean most types of surfaces. Microfiber picks up and traps dust, dirt, grease, and particles inside the "star-shaped" grooves of the fiber.

Vacuum cleaner and carpet shampooing machine are the tools that have reduced the work load in housekeeping, thereby making operations much easier.

The Attitude

The housekeeping department has always been the most important and visible when it comes to hotel cleanliness and now is no different. Housekeeping departments are under a spotlight and hotel management, along with hotel guests have high expectations.

Although the role of housekeeping has tremendously transformed over the years, what has not changed much is the attitude towards the department. Despite its tremendous contribution to keeping a hotel safe, clean, comfortable for guests and increasing profits for hotel owners, the housekeeping department does not always get the appreciation that it deserves.

Many housekeeping professionals are of the view that the department attracts attention only when something goes wrong in the property and it gets blissfully ignored in all other times.

To overlook the importance of housekeeping is a huge mistake since the

Good Housekeeping Practices

Be Smart, Look Smart

While housekeeping department works day and night to make things look nice in a hotel, the managers should take enough care that the staff not only has access to the latest tools and technology to make their work easier but also appear dapper in their uniforms or other apparels. How the housekeeping staff present themselves can go a long way in making the positive impression among the guests.

Cut Attrition

Human management is a huge problem in housekeeping. So managers should focus on taking measures to keep attrition rate at the minimum so that work does not suffer. So motivating the staff and having in place retention policies are significant.

Training

Training helps the housekeeping team to get updated with the latest trends and service skills. It plays a very important role for setting the benchmarks of the technical knowledge, grooming and communication skills. Constant training is helpful to imbibe discipline and the value system in the associate's job which becomes their way of life. It is easier for a well-trained associate to interact and deal with guest issues and ensure prompt service recovery. Some hotels also conduct cross training as it qualifies people to do a variety of jobs outside of their standard job categories. For example, all housekeeping personnel can learn to clean rooms, deliver linen, operate laundry machines and clean public areas. Training on soft skills is also important as there may arise a need anytime to interact with guests directly.

Anticipating Needs

With experience and expertise, it is possible for the housekeeping staff to anticipate the expectation of the guests that generally visit the hotel. Investing some time in anticipating those needs and putting in place a system to meet those needs can help a housekeeping department get an edge over its competitors.

Safety of Staff

The managers should ensure that all the staff members are trained on the all the safety aspects and well equipped to take care of their safety while doing their normal day-to-day job or in cases of emergency.

rooms department generates the most profit for a hotel and the cleanliness and condition of room and public spaces are the most important factors in customer satisfaction ratings.

There is a tendency among people to pass the blame for any flaw, even if the guest is upset about something completely different, to the housekeeping department, probably because it is the easiest to pick on the flaws of this department. This vulnerability experienced by the housekeeping department needs to be changed.

Unavailability of trained manpower and cost management in the constantly changing business environment are some of the formidable challenges that housekeeping managers face today. There are major challenges in managing the staff efficiently, talent retention, lack of updated infrastructure, consistency in performance and productivity.

To Conclude

Housekeeping staff are constantly on their toes, with their defined schedules, and addressing urgent guest's needs and issues. Hotel housekeeping jobs require employees to be agile, flexible, and willing. They need to update themselves with new norms & procedures along with technological advancement. They have to develop the ability to use housekeeping software to manage their workloads and employees.

In post-Covid times housekeeping department has further responsibilities. They have to regularly ensure that they have cleaned and sanitised guest rooms and common areas as per the revised SOP's. They have to be more transparent with the guests regarding the procedures adopted to ensure their safety. In these changing times housekeeping job is becoming more challenging and demanding and thus need to be recognised and rewarded accordingly. ■

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Breaking Fast

The role of breakfast in our daily routine cannot be overstated. It is perhaps the most important of all meals; a hearty breakfast can greatly facilitate to give a good and cheerful start to the day. Today, guests not only expect a hotel to lavish upon them a spread consisting of sweet rolls, breads, fruit and juices, but recent demands call for many hotels to expand their breakfast buffet even more to include hot items and a larger selection. And this is not enough; expectations of 'better service' and an 'eye-catching presentation' lead many hotels to redesign their breakfast buffet entirely.

An increase in meeting for breakfast after a morning jog or on the way to the

office for business travellers is growing in popularity. For lifestyle travellers catching up with friends for the morning newspaper is sometimes easier at this time of the day, rather than over dinner. The appeal of the buffet has always been apparent and with the larger hotel establishments it has come into its own.

Breakfast is the beginning meal of a day and it has to be the best. If one can get the breakfast right, rest of things can fall in line easily. With the change in the consumer preferences among Indians, most properties in the country nowadays are not only offering breakfast menu, but some of them are also bringing in innovations in their breakfast menus almost every

alternate day.

Chefs are putting a lot of thrust on breakfast concepts. They try to impress guests with wide variety of presentation as they believe every single day has to be different from the previous one when it comes to food and beverage offering. Thus there is a cyclic menu which is being designed after carefully watching the guest's preference and consumption pattern.

Health Quotient

Guests staying at hotels these days have become more health conscious on an average; they do exercise, go to gym, and prefer to eat healthy, they prefer food which

has less calories and more fiber. With the health consciousness and beauty consciousness being at an all time high in our society, there is a growing need not only for sumptuous breakfast but also for healthy breakfast options.

The new-age breakfast trends are reflected in the replacement of aloo paratha with dollops of butter, and of chole bhatura from the breakfast tables with wholegrain breads, idlis, sandwiches, and healthy cereals and fruit juices. The healthy breakfast trend has already begun to gather momentum in urban India.

Thus there is a strong 'health conscious' angle attached with breakfast buffets at hotels. Guest prefers to eat healthy meal with whole wheat or multi grain breakfast breads along with organic preferences like home made preserves and honey. Gone are the days where they preferred white breads and sugar drenched jams. The breakfast buffet now includes a lot of dishes based on the sprouts, bran on rice congee, organically grown fresh fruits etc.

An array of homemade yoghurt made with skimmed cow milk and organic soya milk ensures that the guest has enough choice available. A fluffy egg white omelette along with oven roasted potato wedges and whole wheat pancake makes any one feel good and not feeling guilty of eating in excess. Also the potassium rich red tender coconut water gives the day a good start.

Guests spending good amount of time for breakfast does not mean they are eating heavy. They are now increasingly getting health conscious and are seeking filling food but are strictly avoiding oily stuff

Traditional north Indian food like parantha and puri are not being consumed as much these days, in Indian breakfasts, as it used to be in the earlier times. Nowadays we are seeing more and more people in India consuming raw fruits, juices, skimmed milk, sprouts, muesli and cornflakes in breakfast. Also breakfasting crowd in restaurants often ask for nuts, yoghurt and honey. Request for normal tea has gone down and people are seen ordering green tea and coffee without milk in breakfasts.

Besides breakfast cereals like cornflakes, oats and muesli, there are other products which have great potential to become very popular in breakfast trend, in the near future. In this regard, bakery and confectionery area plays an important role.



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The potential towards the growth in popularity of sandwich is also quite high. The latest breakfast trend has seen the inclusion of waffles and pancakes on tables. In fact, few things compare to starting your day with a warm crispy waffle, doused in maple syrup and butter. And if it is supplemented by pancakes it is still better.

Being Innovative

There are lot of restaurants which serve traditional breakfast dishes like croissants, idli, dosa, parantha etc. Now the food is blend with the health factor with the traditional dishes to ensure that the guests are feeling comfortable after having the breakfast - not feeling guilty about it and run to the gym. Creating a high guest satisfaction index is first and foremost. By creating a very strong health menu option, it always has the advantage of being the preferred restaurant in the market.

Spa hotels also offer special ayurvedic dishes, innovated and are an option in all the outlets which are open for breakfast. Healthy options like puttu, appam, variety of fresh vegetable juices, egg white fluffy omelets, and glazed tofu are also a part of the breakfast buffet. Imported sugar free preserves, fat free butter, sugar free syrups and 100% natural honey are there for guests to choose.

A salad bar full of sprouts, organic nuts, crisp leaves and an array of fine cold cuts along with preservative free dressings ensure that you are being offered the best.

The Presentation

Even with a greater selection of high quality foods, 'presentation' of the buffet must be appealing to the most discerning eye. Eye appeal is very important and this tempts you to take a plate. It's very important that the freshness of the buffet be maintained as food if not consumed tends to get dry, will lose its colour and visual appeal.

Appropriate props will add to the overall appearance of the buffet and attract the guests to come and have a closer look at the spread on offer who get tempted to go for the buffet. While doing buffet cooking counters further enhances the look, adds value and opens up an opportunity for guest interaction.

The menu itself has got larger and bigger. Croissants, cereal or a full cooked English breakfast has been extended to incorporate platters of continental ham, cold meats and cheese, croissants and pastries, yoghurts, fruit, hash browns, muffins and pancakes with syrup. Not to forget a wide variety of North and South Indian dishes like stuffed paranthas, idlis and dosas. Catering for the growing diversity of diners, the buffet

line and range has expanded and proven a means to satisfy every palate.

Hence for every hotel 'Breakfast Buffet' has indeed become a significant exercise. 'Bigger Is Better' - bountiful choices to show off the culinary talent.

Creating Brand Image

The various F&B teams and executive chefs feel that offering an impressive full buffet breakfast should be the goal. It goes a long way in building up the brand image. Allowing guests to choose from a large selection sets the ball rolling. It not only generates better revenue but also strengthens the image of the hotel and ensures guests loyalty.

Revenue is not the only objective for the property but they also look at adding value to the guest stay. The value offers creates a wonderful impression on guests who would return and probably bring in more guests. Offering breakfast buffets is also a way of strengthening the brand. The current trend in hotel packages contains meals as part of offer. The guests have it in the back of their minds that breakfast would be free.

All major properties now offer packages including breakfast, either continental or full service, a kind of mandatory amenity. The breakfast is a part of offer, designed to promote brand recognition. ■

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Bathroom: Going with the Flow

Many guests compulsively check the bathroom as soon as they walk in the room and nothing delights the heart more than a well proportioned, properly equipped and personalized bathroom that is attached with the room in the hotel. It is the bathroom that qualifies the room from being just functional to a place of luxurious repose.

However busy a day might be, the room of the hotel with its clean and soft bed is the personal haven a guest returns to. And the delights of the bathroom, the comfortable and often spacious bathtub is what marks out an ordinary room of a run of the mill hotel from that exceptional experience of a good soak in the bath, either running the day's events through your head or planning and plotting the next day's schedule.

The modern bathroom is a retreat – throw in a takeaway menu and a bed and

you wouldn't want to leave. Needless to say, bathrooms are getting a makeover. They are now emerging as the ultimate comfort zone. And in a high profile hotel, they are now an extension of the bedrooms with showers, soaking tubs, granite countertops and vanities, makeup lights over the vanities and artwork on the walls, to include the least.

There is new glitzy, digital technology available to jazz up the bathrooms. You can have tropical rain effect showers, waterproof plasma screens and sound systems powered by infrared.

The Looks

Natural stone for bathroom tiles is coming back. Natural is in for countertops, too. Some hotels are using a crystallized glass finish, a hard stone with natural stone chips, rather than granite.

When the natural stone cost is too high, many hotels are choosing high-end porcelain tiles from Europe and Spain. Some have a grey or metallic wash or finish to them, which is going into contemporary products. Contemporary hotels also are trying more glass tiles, behind lavatories and in showers.

Using colour in a bathroom is a simple way to modernize the space. Even a room that is based on designs of the past can have a relevant place in contemporary design when colour is used.

If a property is ready to make a statement, it considers designating the sink area as the focal point of the bath. A brightly patterned under counter sink with a solid colour countertop can look striking, likewise a boldly coloured sink with matching vanity top.

Bathtub is also a preferred product in

some properties. After many years of taking a bashing, the English preference for bathing over a quick shower, is back in fashion and has spread worldwide. For boutique hoteliers this trend panders to their love of luxury and relaxation and comes as no surprise.

The bathtub and shower exchange gives more open space look to the bathroom, since you see more floor space. Once again utilization of the tub was not there in the city hotels for the business traveller.

Few years ago, there was an obsession of providing a bidet even in bathrooms. It first moved out of European hotels which are new. The old ones still have these but the newer ones do not. People prefer not to use bidet because of the hygiene point of view and hence it is totally moved out of the hotels. Also, of course, it used to take lots of space of the bathroom, so it's been more of under utilization of the same.

The newer concept of removing the room and bathroom divide with glass panels seems to be gaining popularity.

It is fair to say, bathrooms are no longer such a cost cutting renovation option. The quality of tiles, vanity units, lighting and products are keeping suppliers specializing



and designers innovating. The needs and expectations of the business visitors, as well as vacation travellers are increasing more towards style and luxury. So the mantra is to offer private bath areas – ‘Designed Treatments’ – that will exceed the expectations of even the most spa-savvy of guests.

A Bathroom with a View!

New alternatives to shared bathing or

sauna areas are open plan bedrooms. In this bathroom model, the toilet is enclosed but the bathtub is a feature within the living and bedroom area. This avoids cramping a large tub in a small space.

Open plan not only avoids small badly lit cramped bathrooms but allows for a separate toilet and the TV and music can be heard/ watched at the same time. Alternatively, baths are placed within the bathroom but with a window that opens into

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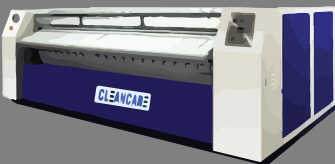
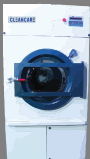
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the bedroom and then a view beyond. The peak-a-boo window has the advantage of being the half way house between separate or central.

The view from the big tub has become equally important to guests in some sectors. Hotels who have the privacy, place their tubs in the centre of the bedroom with an open clear view to see beyond the balcony into the nature or onto the beach.

Ratio of the two Rooms

A bathroom attached with your bedroom is a guest's private domain. Most hotels eke out the ratio of bedroom to bathroom depending on the floor space available. As such there are no restrictions from DOT to have any specific ratio between the room and the bathroom. They do specify the minimum size of room and bathroom in the required star categories though.

However these standards are practically invalid since their specifications are much lower than the minimum standards provided. Virtually there is no such thing called ratio between bathroom and room. However, these days for most of the new hotels it would seem that the size of the bathrooms is increasing with the amenities there in. People want to put in independent sauna and steams in the newer hotels rather than putting a big bath tub. Or they may want to use a double rain shower rather than one single small head shower.

Comforts of a Bathroom

Elegant or ostentatious; simple and utilitarian or opulent and over the top with Plasma screen TV. Most hotel properties in a segment of 'luxury and class' make statements of pampering with their 'extras'; it is up to the customer to use it as best.

To begin with the WC should not be visible when one opens the door of the bathroom. A front mirror gives a much broader look to the bathroom. A big basin these days is preferred and design wise most of the hotels are going in for counter top basins rather than old and traditional recessed counter.

The WC too, which used to be a wall hung smaller one earlier is now moving towards a single piece big size. It is increasingly more comfortable one too. Properties are more moving towards double shower which gives more feeling of rain etc and having steam and mist in the cubicle, mostly in newer hotels. Hotels have largely moved away from bathtub in the business

Weighing Pros and Cons

When choosing bathroom finishes, consider the pros and cons.

- While natural stone tiles are popular, they can be scratched or spotted easier than some other tiles.
- While glass in showers and walls provides a more open feel, it requires more housekeeping time.
- The biggest issue for glass is designing a glass that can be easily cleaned. Glass tends to streak.
- Other options provide an open feel and sunlight.
- Personal care items should have a more updated look and feel. Their packaging and display is equally important.
- A top irritation is the impossibility to have a shower without flooding the bathroom and tiles that are slippery when wet. Take care.
- There is also a strong preference by many customers to have the toilet separate to the main bathroom.
- A further practical issue is whether there is sufficient water pressure to fill the tub efficiently or have a high pressure shower if preferred.
- Heated or chilled? That is the temperature of the towels. The absence of adequate towels (the size, quality and number are noted alongside the quality of the robe provided) are a concern as is the way they are presented.
- Other extra facilities that are frequently requested on satisfaction questionnaires are a TV and telephone visible or within the bathroom and a high power hair dryers.
- Marble bathroom finishing, warm wooden edging or slate, the key elements are long lasting classy quality that won't date, that can be cleaned easily and that ensure the bathroom a long life.
- Classic rather than trendy means sustainability.

hotels and even luxury hotels. It is in resorts where guests still look for a big tub; and that too is often a Jacuzzi.

Other things we take so for granted in the bathroom of a hotel include electrical points, a shaving mirror, a hair-dryer and shaving and a spare socket. Some ambient lighting is also provided and more international standard properties might provide a light dimmer for that extra soothing experience.

Provision of Amenities

Quality and size of bath towels, face towels and the foot mat; the quality and number of toilet rolls, face tissues, balls of cotton wool, a small space to keep cup or glass of beverage, everything adds up to make a hotel bathroom a place that is more than just a 'loo and shower' space.

A more caring and facility conscious housekeeping department will ensure that there are other things like a few ear buds, maybe an ashtray though smoking is declining generally and some hotels believe that if there is an absence of an ashtray there might be no smoking in the room/bathrooms.

Increasingly hotels provide a shaving kit and sometimes a set of disposable toothbrush and a small tube of toothpaste for often these might be left out by an

absentminded packer. Even if these are not on the offer, most housekeeping departments might have something available on request.

Quality of Consumables

The bath salts, bath foam, soap cakes, shampoo, after shower conditioner for the body – who can deny the lure of those small compact packaged goodies. While some hotels might scrimp on the number of bottles they put in the bathroom, most properties are fairly generous. And of course one can always call up housekeeping and request for more.

Many a brands have been launched this way. Low quality product in fancy bottles does not entice or fool any guest but the most gullible. It is not about the shape of the bottle, it is what is inside the bottle that matters the most. Some hotels insist on using sachets which can be a bit inconvenient if you try to open them with wet hands in humid steam filled bathrooms. Most hotels would offer more elegant items of consumables in their suites as compared to their ordinary rooms.

Whatever be the decisions by an individual property, the bathroom certainly is getting more priority in the hotels. ■




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Wireless Site Survey

By Umer Farooq Mohammed



WiFi has become a basic need for the guests till the point they arrive at the hotel and leave. Most hotels are providing WiFi services to the guests, which technically require a lot of networking design and operations. Hotels with strong and stable WiFi are preferred over hotels with just WiFi.

A stable and high-performing WiFi network is today a basic requirement for any Hotel, which is serious about maintaining high occupancy rate and repeat customers. Hotels just cannot afford to have a non-effective WiFi network in the growing hi-tech world. Hotels today are no longer chosen based only on food,

comfort, room services and amenities, but also how advanced, modern, and modern IT infrastructure they have to operate the modern gadgets like laptop, kindle, smartphone, etc.

Hotels are also major venue to host various events, weddings, fundraisers, business meetings, workshops, and banquets. MICE is an important source of revenue, so it is crucial that a hotel has adequate WiFi reliability and strength to provide uninterrupted communication link.

Here are few questions which are answered to clarify the steps to be taken before installing WiFi in a property.

WiFi Technology

WiFi technology used for transmitting a signal using the 802.11 specifications works a lot like it does with a basic Ethernet hub. WLAN used radio frequencies (RFs) that are radiated into the air from an antenna creates radio waves. These waves can be absorbed, refracted, or reflected by walls, windows, and metal platforms, resulting in low signal strength. So, because of this vulnerability to surrounding environmental factors, a proper survey along with a proper system is necessary.

At a basic level, hotel internet is like any other commercial systems. It relies on internet cables and business-grade equipment that supports wireless users, and office operations. A typical WiFi setup includes:

- Routers connect to your internet service provider's network.
- Access points extend WiFi to guest rooms and public spaces.
- Switches join access points for a flawless internet connection.

How a Wireless Site Survey in a Hotel helps?

A wireless site surveys can help hotel

to design from scratch or upgrade the existing WiFi network. It can map out a hotel's infrastructure to evaluate how WiFi signals will travel through the building, thus testing their strength and coverage. The survey helps Hotels in longer run to provide a stable and high performing WiFi network.

According to KloudWiFi, who have extensive experience of doing a wireless site survey of various hotels including Hilton, Marriott, ITC, etc. in India and the Southeast Asia, while doing the WiFi design for a hotel, the following things need to keep in mind:

Aesthetics - Hotels are known for their spectacular ambience and providing comfort. The WiFi Access points chosen should not be intruding and disturb the overall settings. Hence normally the location of access points is behind the TV or below the study table in the guestroom. Sometimes, it can also be placed in the trap door.

Full Coverage - WiFi installed should ensure complete coverage offering good signal to noise ratio. Ideally no area of the hotel should be excluded from WiFi coverage. Even inside the lift and washroom, good WiFi signals are required. It is also important to cover the outdoor areas like swimming pool and lawns.

Full Wireless Survey Kit - A survey team should carry the battery, a tripod, extension cable, and a couple of spare Access Points in addition to the industry leading design tool like Ekahau and AirMagnet.

Challenges in Hotels

Hotel structures present unique challenges, like concrete walls and room amenities. Multiple barriers cause connectivity issues and affect total hotel WiFi network. Fortunately, a variety of solutions are available to extend wireless services to guest rooms, public spaces, and outside amenities.

For guest-pleasing speeds, Hotel WiFi includes various wireless and wired equipment, custom network design, and initial setup. According to KloudWiFi site survey team, they consider the following:

Hotel Property Size & Shape: The guest experience starts before travelers enter the hotel. In most cases, the wireless coverage must extend to the inside and outside of the building. A site survey looks at hotel layout and the total area of interior and exterior spaces. The cabling need and equipment required according to the size



of the property and its shape, defines hotel WiFi installation cost.

Wall types and Capacity: Guest room internet service is a priority. Yet the walls to hallways are often made with materials such as concrete, which reduces connectivity. Furthermore, these walls have bathrooms and barriers on the other side, creating further issues. Adjustments may be needed to optimize signal penetration. About capacity, it depends on access point number which differs according to the requirement of the property. Minimum of 30 guests can connect to the generic AP and it differs to the make and model of AP.

Disruptive Interference: Interference of network is disrupted because of high latency and co-channel interference (when access points are placed too close together and are configured with too high of an output power). Sometimes other WiFi equipment and equipment such as microwaves, cordless phones can also cause interference. Hotels near Airports has mitigating WiFi interface disruption.

WiFi Design

WiFi design is described in three specific phases:

Planning, Designing, Site Surveying

The first phase in the wireless design is the planning phase which represents the initial planning of a wireless solution for a given business using a floor maps and number of laptops and mobiles.

Predictive Survey, which gives the overview by generating Heat maps. The report includes number of access points, coverage by 2.4 and 5 Ghz, Signal to

Noise Ratio (SNR), channel plan, data rate, Network Health, and Area of the signal.

While designing based on the floor layout the walls are drawn and the cubicles, glass doors and many objects are outlined based on their specific structures so that the network loss would be in dBi units.

After designing the WiFi, the Access Points are allocated in specific places so that the WiFi coverage and speed are available for the hotel staff and guests.

WiFi surveys which are done at the place are known as site surveys also called RF site surveys. In this survey, the designing and planning of the WiFi coverage is done.

Active and Passive site surveys, are done at the hotel whereas the Predictive survey can be performed from anywhere by the wireless engineer using site survey tools. In Active and Passive surveys, the wireless engineer must collect the data by walking the entire hotel area, with a site survey tools that continuously records the data. The surveyor either marks the current position on the floor plan manually, by clicking on the floor plan or uses a GPS receiver that automatically marks the current position if the survey is conducted outdoors.

Based on the survey, the Number of APs can be predicted that would install in their desired locations. Excess APs or limited APs could rise network issues and that results in bad WiFi.

After a survey, data analysis is performed, and survey results are documented in site survey reports generated by the tools which help in the installation of the APs so that the guest can have wonderful WiFi speed to browse, influence social media and work on their electronic devices without any interfering from connectivity and have the magnificent stay at hotel.

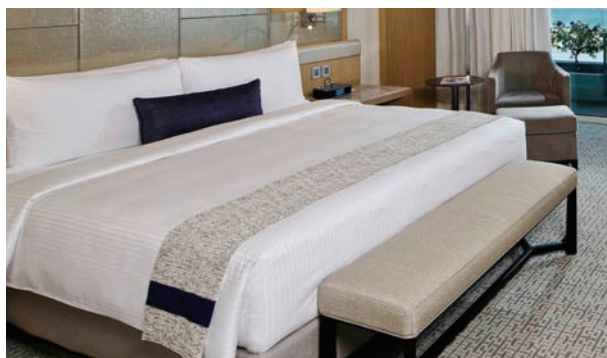
Economical Wireless Site Survey

KloudWiFi has done both predictive and physical onsite wireless site survey, though the later is mostly preferred in a hotel. But the Predictive survey has been proven useful when building a hotel and determining its WiFi needs and located in a secluded location with no nearby source of Interference. Predictive site surveys are also not only more cost-efficient than other onsite surveys, but the survey completion time is significantly shorter.

The author is Wireless Engineer, Kloudwifi Pvt. Ltd.

BED AND BATH LINEN

Founded in 1999, Pushkal Textiles has emerged as a major manufacturer and supplier of bed and bath linen for the hotel industry in India. Keeping in mind the ever changing requirements of the hotel industry for linen and related products, Pushkal Textiles is a one stop shop for quality and contemporary range of bed and bath linen.



The wide range of products includes mattress protectors, bed sheets, pillow covers, pillows, duvets, duvet covers, bath towels, hand towels, bath mats, face towels, pool towels, bath robes, spa towels, restaurant napkins, etc.

With an objective of manufacturing unrivaled quality products at competitive price, the company has been a market dominator for over a decade. With our unrivaled product in quality and services like on time deliveries, we have established ourselves well in three to five star properties including chain of hotels like – Radisson Blue, Sarovar, Lords, Pride, Bloom, Lemon Tree and many stand alone properties all across the country. The company can customize all products as per the requirement of the customers including logo/name woven in bath linen.

Pushkal Textiles
pushkaltex@gmail.com

HVAC SOLUTIONS

Fanair India Pvt. Ltd. was incorporated in 2016 and acts as complete manufacturing company. It is an ISO 9001: 2015 certified company.

FanAir India Pvt. Ltd., has grown into becoming one of the leading manufacturers of air management systems. The company proudly boast of world class production facilities with complementary competency portfolios while providing total customer comfort.

We are involved in manufacturing various HVAC products such as forward curved centrifugal blower, backward curved centrifugal blower, plug fan, Air Washer, Air Handling unit, Smoke Exhaust Unit, Dry Scrubber, Wet Scrubber, cabinet inline fan, circular inline fan, jet fan, axial flow fan etc.

These products are manufactured under the brand name "FanAir". Along with people involved, the state of the art manufacturing unit is facilitated with machines and equipment which help in to develop range in line with set industry standards. The products are designed according to the requirement of pressure and air capacity (CFM) to ensure low noise & power consumption and trouble free operation.

Lead above others has helped company to carve a niche in this competitive industry and garner reputed clients not only in India but also abroad.

Fanair India Pvt. Ltd.
sales@fanair.in



HOUSEKEEPING GALORE

Established in year 1996, "Unique Sales", is an illustrious manufacturer and supplier of housekeeping items and Guest amenities. They make sure that high quality raw material is used in entire manufacturing process, thus are able to deliver flawless range to their clients. All products are stringently checked on various parameters by experienced quality controllers. Further these amenities find there wide application as per the variegated needs of hotel industry.

Their business operations are efficiently managed by the proprietor Mr Sunil Tuteja who has always been the major strength behind its tremendous success.

His unmatched business understanding and moral business practices have enabled company to gain rich clientele across the nation.



Backed by rich industry experience of over 25 years, they have been regarded as one of the coveted manufacturers and suppliers of Housekeeping Items and Guest amenities.

They offer the widest range and options

of assorted products. They specialize in the following :

Guest Room Amenities: Dental Kits, Shaving Kits, Shower Caps, Loofah Pads, Care Kits, Vanity Kits, Business Kits, Sewing Kits, Shoe Shiners, Combs, Cotton Balls / Pads, Room Slippers, Laundry / Shoe / Newspaper / Shopping Bags, etc.

F&B Supplies and Disposables Range: Pre-packed Toothpicks, Drinking Straws, Sugar & Tea Sachets, Glass Covers / Lids, Coasters, Chef Caps, etc.

Bathroom supplies: Soap, Shampoo, Conditioner, Shower gel, Moisturizer, Liquid Dispensers, Shaving Mirrors, Dustbins

Stationery & Miscellany: Pens, Pencils, Writing Pads, DND / Tent / Menu Cards, Name Badges.

Unique Sales
info@unique-sales.com

ULTIMATE

COMPACT, VERSATILE AND EFFICIENT

Designed to bake and roast a wide variety of foods, they are built to last and capable of continuous duty 24 hours a day. This, together with their user-friendliness and very smart appearance, makes them the ideal solution for restaurants, Bakery, Hotels and front-of-shop applications where safe, efficient, unobtrusive equipment is needed.

All good chefs know that Bakery is special; that the Bread must be baked light and crispy while the toppings are roasted to give full color and flavor. One of the secrets is to have a traditional hearthstone, but we take it one step further. Our stones are made of a special, natural clay that is textured finely and fired carefully to give optimum strength and porosity.

There is also a Express-Heat function to heat up the oven quickly and a double alarm-clock timer that lets you set the time either manually per bake or automatically for all bakes, at the press of a button.

In this respect, the oven is engineered to do exactly what we promise, enabling you to deliver professional results in every situation where convenience is essential and quality is paramount.

FEATURES

Digital Control panel
Express - Heat function
Stepless top and bottom heat controls
Timer with manual shut-off Alarm
Automatic timer with Alarm
Brushed stainless-steel exterior
Double halogen lighting per chamber
Indicators for thermostat, express heat and service
Strong, well-borne door with ergonomic handle and big window



MULTI PURPOSE COUNTER TOP OVENS



MODULAR DECK OVENS

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Shelf Slide (Optional)
Tray Rack (Optional)
Mobile Oven Stand with bottom shelf (Optional)



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CEILING MOUNT AIR PURIFIER

Presenting Pure Zone 1001, a multipurpose commercial cassette ceiling air purifier outfitted with cutting-edge iCluster™ technology from Atlanta Healthcare. It utilizes the high-grade HEPA/ULPA filter to remove suspended particulate matters, pollen, dust, germs, gases, smoke, smell, and infection-carrying microbes, gases with a purification efficiency of 99.99 percent. It is simple to mount on the roof with four bolts and adjustable according to the ceiling height.



Pure air outlets are situated on four of the machine's exterior portions, while Pure Zone 1001's air intake occurs from the machine's center. The air may be adjusted using the 360-degree swing function. With its Ultra Violet (UV) light and Photo Catalyst Oxidation, it also efficiently catalyses and decomposes toxic gases like Formaldehyde, Hydrogen Sulfide, Benzene, VOCs, and Ammonia, inhibits the

activation of viruses, and sterilizes the air to a level of 97.5 percent.

Additionally, to creating a clean and fresh environment, it also produces 20 million negative ions every cubic centimeter per second. Thanks to Ultra-quiet™ air intake technology, this heavy-duty equipment obediently operates without making a lot of noise, making it perfect for offices, hospitals, and other clinical settings.

The product is recommended for Grill Restaurants, Smoking Lounges, Conference Rooms & Office Area Banquet Halls, Cafeteria Hookah Bars, Office Area Laboratory, Diagnostic Center, ICU's / NICU's, Operation Theater, Packaging Area, Instrument Room, Schools.

There is no additional requirement of any ducting or piping.

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Mankastu Impex Pvt. Ltd.

sales@atlantahealthcare.in

TRENDING LINEN

Global Linen Company, with its production unit in Surat (Gujarat, India) has flourished in the hospitality market with a humble start in 2012. And now it is one of the leading Manufacturer, Supplier and Exporter of best quality products under the brand name of "FABURA".

Quality and service are the pillars on which Global Linen Company stands. The company has the infrastructure to fulfill each client's expectations of how their final products should be made at an affordable price. The company stands tall as a proud manufacturer



of luxury & elegant linen which is being enjoyed by the 3 star to 5/7 star Hotels, Resorts, Clubs, and Banquets & Restaurants across the India and the Globe.

In this dynamic environment of hotel and home furnishings, Global Linen Company is growing to be in top position for maintaining the changing trends with quality products for the Industry. The company has shown tremendous growth since its inception and is now serving 350+ satisfied customers on board from over 5 nations and 45+ cities.

The company offers wide range of products like – Mattress, Bed Sheets, Duvets & Duvet Covers, Pillows & Cushions, Mattress & Pillow Protectors, Mattress Toppers, Bath & Hand Towels, Bath Mats, Chair Cover & Bow

Bed Runners with Cushion Cover sets, Pool, Spa & Salon Towels, Shower Curtains, Banquet & Restaurant Linens.

Global Linen Co.

globallinencompany@gmail.com

EXQUISITE CONFERENCE TABLES

Stackwell is the leading name in the banquet furniture industry, known for exquisite contemporary designs with finest quality finishing & long lasting product. It has a wide product range of banquet furniture - to name the few: Aluminum Framed Powder Coated Stacking Chairs, Steel Framed Powder Coated Stacking Chairs, Flat Fold Banquet Tables, Flexi-back/ Action-back Chairs, Frill-Less (Laminated Top) Conference Tables, Glass Top Tables for Buffet arrangement.

Frill-less (Laminated Top) Conference Tables: Another unique product of

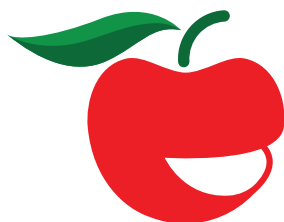


Stackwell known for the Innovative design is the Frill-Less Laminated Top Conference Tables. These tables have removable modesty front panels. The

peculiarity of this table is that its legs are made of stainless steel. Hence, even after extensive usage it will look as fresh as new. The front and side modesty panels are not like Chinese metal panel but provide the matching / same as top. This makes the product look very decent and elegant. Look wise and also durability wise products are far better than the Chinese products. So far, company has supplied more than 5000 tables to the reputed Convention Centers & Five Star Hotels.

Stackwell

sales@stackwell.in



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“Be passionate about what you do”

Harkaran Singh, General Manager, Hyatt Regency Dehradun



Having taken over the reins as General Manager, Harkaran Singh is at the helm of Hyatt Regency Dehradun, the first 5-star hotel in Dehradun and the largest luxury hotel in the state of Uttarakhand. Harkaran brings with him 15 years of varied experience across Marriott & Hyatt hotels in India. He began his journey with the Hyatt family 12 years back and has worked across Hyatt Pune in 2010 to Hyatt Hyderabad Gachibowli, Hyatt Regency Kolkata and was General Manager at Hyatt Raipur, before taking on his latest role at Hyatt Regency Dehradun. Passionate about delivering above-and-beyond moments for guests & colleagues, Harkaran is strategically aligned, financially disciplined and result-oriented with a repertoire of exceeding expectations of all stakeholders. In his role as the General Manager, he is leading the multi-cultural team of the stunning 263 keys hotel across all disciplines.

In an exclusive interview with **Sharmila Chand**, he talks about his work philosophy and more

What is the USP of your property?

We have several distinguishing features:

Camp Hyatt – Families can enjoy Hyatt’s signature kids’ program, Camp Hyatt, which entails a range of engaging experiences for kids. Children aged between 3-12 years can discover and learn from various activities like craft projects, painting, outdoor activities, board games and more.

Pet-friendly – The hotel welcomes guest with pets and is extremely suitable for the pet-members of your family.

Spa – The hotel additionally features a luxurious spa with six treatment rooms as well as an onsite salon.

Tell us about the green initiatives taken by the hotel.

We are committed to promoting environment friendly projects. We are focused on reducing greenhouse gas emissions, improving energy and water efficiency, and minimizing waste, working with our suppliers to increase the sourcing of responsible products and services.

Our in-house bottling plant is our humble initiative to reduce plastic waste and encourage our colleagues and guests to embrace sustainable living. Rainwater harvesting systems, Sewage treatment plant, and Key Less operations in guest rooms help us make a difference towards the wellbeing of our planet earth.

Marketing strategy adopted to promote property?

Dehradun as a city is quite underleveraged and untouched when it comes to recognizing it’s beauty and rich culture. Hyatt Regency Dehradun aims at leveraging the same by creating destination led marketing

initiatives for the property.

The ‘Differentiating Factor’ of your F&B outlets?

Hyatt Regency Dehradun delivers a multisensory dining experience with thoughtfully sourced ingredients, local and global flavors and authentic hospitality. Each restaurant emphasizes Hyatt’s commitment to caring for local communities and the environment. With plans to participate in the Hyatt Loves Local initiative, locally sourced artisanal retail products from nearby small businesses will be sold at The Market.

Future initiatives you wish to undertake in the property?

We have launched lovely hotel at the foothills and call ourselves Heart of the Hills- Hyatt Regency Dehradun. Apart from offsite and onsite experience deck which we already have as offering, we would be adding on various experiences to choose from and activating pop-ups executed by local and celebrated chefs from the country. Since we are a pet-friendly hotel we wish to host number of pet-friendly events in times ahead.

What is the most crucial issue to tackle in the Hospitality industry today?

In the past few years, hospitality industry has witnessed multiple waves of trends that have changed the face of business, including a surging demand for experiential holidays with personalized service. The aspect of experiential hospitality not only reflects on the culture of the property but also is a crucial factor in determining the quality of visitor’s stay. While the hotel industry envisions to provide the absolute best to its patrons, it is important to evolve with the

ever-changing definition of comfort, luxury and experience.

What do you enjoy most about being at the helm of affairs at the hotel?

Seeing happy faces around of my guests and colleagues keeps me energized and I love being around in this lovely hotel which I call my home.

How do you like to de-stress?

I love certain cartoon character and you would find my office full of minions and yes you may say that they are my buddies who help me de stress. Apart from that spending time with my wife when she is not asking me questions!

What is your working Mantra, your guiding philosophy in work?

Be passionate about what you do and do not get into a race in your career. If you love what you do and are passionate about your job, success will follow. It may take a little while at times but there is no doubt in you succeeding. I believe we all embrace change as change is the only constant and we need to reinvent or redefine ways with the changing time.

Advice you would like to give youngsters aspiring to excel in Hospitality?

As I mentioned be passionate about hospitality as hospitality is not career but a lifestyle choice. There will be long hours, there will be a lot of work physically and mentally, there will still be days you would want to celebrate but will be on the other side assisting our guests in making memories of their celebrations.

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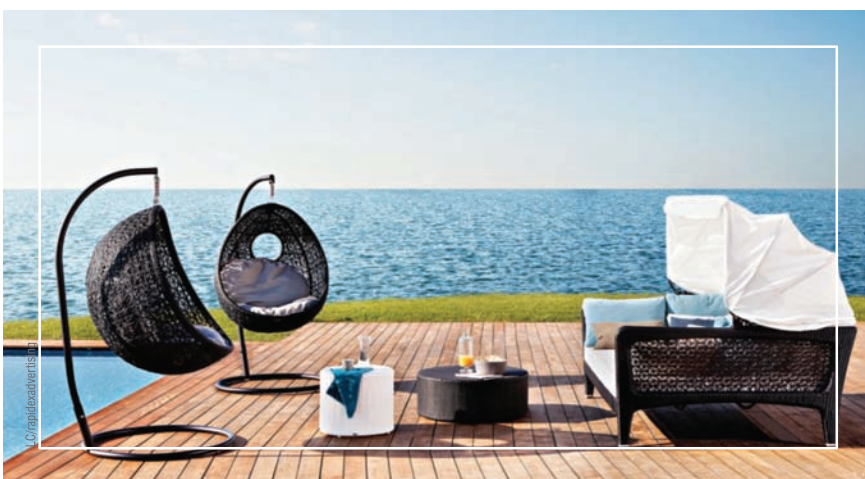
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