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COVER STORY

VIKSIT BHARAT @2047

THE HOSPITALITY ROADMAP

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INTERNATIONAL AIRPORT, BENGALURU

Sustainability must become a pillar of a Viksit Bharat



Steena Joy
Editor

editorial@worldofhospitality.in

Pullman and Novotel New Delhi Aerocity recently announced they have earned the Green Key certification, becoming the first Accor hotel in North India to achieve this.

The timing couldn't have been better as we celebrated World Environment Day on June 6. In today's world, where environmental issues are increasingly influencing consumer choices, hotel companies must integrate sustainability in their growth strategies, only then can they contribute to the vision of Viksit Bharat @2047.

Increasingly, sustainability is measured not just in terms of a hotel's own performance but also that of its suppliers, so it's important to source from vendors who follow sustainable practices like use of recycled packaging, fostering ethical and diverse local communities.

Did you know that one tissue paper roll of 2 ply emits 1.3kg of CO₂? Or that one hot shower of 10 mins emits 2 kg of CO₂? Involving your guests in your brand's sustainability journey is crucial.

All these are trending topics that will be discussed and deliberated upon at WOHXpo 2024 Bengaluru rolling out on June 13, 14 & 15. Be there!

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June
2024

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Skill development is essential for realising the Viksit Bharat vision

Sanjay Gupta | GM, Sheraton Grand Bengaluru Whitefield Hotel and Convention Center

How can the hospitality sector contribute to the Viksit Bharat vision?

The hospitality sector plays a pivotal role in contributing to the Viksit Bharat vision in several ways. Firstly, by fostering economic prosperity through job creation and entrepreneurship opportunities, particularly in tourism-dependent regions. By investing in skill development and vocational training programs, hotels can empower the workforce, especially the youth, providing them with the necessary skills to thrive in the hospitality industry and contribute meaningfully to the nation's economy. Secondly, the hospitality sector can contribute to social advancement by promoting inclusivity and diversity in its workforce and guest experiences. By providing equal opportunities and creating inclusive spaces, hotels can contribute to building a more cohesive society. Initiatives such as community engagement

programs, skill-building workshops, and cultural exchanges can also foster social integration and harmony. Thirdly, environmental sustainability is a key focus area for the hospitality sector. Hotels can adopt sustainable practices such as energy and water conservation, waste



EFFECTIVE GOVERNANCE AND INNOVATION ARE ESSENTIAL FOR THE HOSPITALITY SECTOR TO THRIVE AND CONTRIBUTE TO THE VIKSIT BHARAT VISION

SANJAY GUPTA

reduction, and green building certifications to minimise their environmental footprint. Embracing eco-friendly initiatives not only aligns with the goals of Viksit Bharat but also enhances the reputation and competitiveness of



hotels in the global market. Lastly, effective governance and innovation are essential for the hospitality sector to thrive and contribute to the Viksit Bharat vision. Hotels can leverage technology and innovation to enhance guest

experiences, streamline operations, and improve efficiency. By embracing digitalisation, automation, and data analytics, hotels can stay ahead of the curve and contribute to India's journey towards becoming a developed nation by 2047.

What upgrades are necessary in infra, connectivity, technology and innovation to reach this goal?
To realise the vision of Viksit

Bharat@2047, several upgrades are necessary for infrastructure, connectivity, technology, and innovation within the hospitality sector.

Infrastructure:

Investments in modern infrastructure such as hotels, resorts, convention centers, and transportation hubs are essential to accommodate the growing influx of domestic and international tourists. Developing world-class tourism infrastructure in key destinations across India will not only enhance the visitor experience but also stimulate

economic growth and create employment opportunities.

Connectivity:

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robust transportation networks, including roads, railways, airports, and digital connectivity, is crucial for facilitating seamless travel experiences for tourists. Enhancing connectivity to remote and rural areas will unlock the tourism potential of lesser-known destinations, thereby promoting inclusive growth and sustainable development.

Technology:

Embracing technology is paramount for the hospitality sector to enhance operational efficiency, personalise guest experiences, and optimise resource utilisation. Investments in digitalisation, cloud computing, artificial intelligence, and Internet of Things (IoT) can revolutionise hotel operations, from reservations and check-ins to housekeeping and guest services.

Innovation:

Encouraging innovation and entrepreneurship within the hospitality sector is essential for driving sustainable growth and competitiveness. Supporting startups and initiatives that focus on eco-friendly practices, experiential tourism, and cultural preservation can enrich the tourism landscape and attract discerning travelers

seeking authentic and immersive experiences.

Upgrading infrastructure, connectivity, and innovation within the hospitality sector will not only contribute to the realisation of the Viksit Bharat vision but also position India as a premier tourism destination on the global stage.

The role of women empowerment in the journey to Viksit Bharat?

Women empowerment is a crucial pillar in the journey towards achieving the Viksit Bharat vision. Empowering women can drive significant social and economic progress, fostering a more inclusive and equitable society. In the hospitality sector, women play vital roles across

gender equality and empowering women through several initiatives. We prioritise gender diversity in our hiring practices, ensuring equal opportunities for women in all roles. We also provide leadership training and career development programs tailored for women, helping them advance to higher positions within the organisation. We support work-life balance through flexible work arrangements and family-friendly policies, enabling women to thrive both personally and professionally.

Empowered women bring unique perspectives and skills that can enhance innovation and customer experiences in the hospitality industry. By fostering an

empowerment in the hospitality sector can have a ripple effect, inspiring more women to join and excel in various industries, ultimately driving the nation towards its 2047 goals.

Skill development for a Viksit Bharat?



Skill development is essential for realising the Viksit Bharat vision, as it equips the youth with the competencies required to contribute effectively to the nation's growth. In the hospitality industry, skill development is particularly critical, given the sector's dynamic nature and the high level of service excellence demanded by guests.

At Sheraton Grand Bengaluru Whitefield Hotel and Convention Center, we emphasise comprehensive skill development programs designed to enhance both technical and soft skills among our employees. We offer specialised training in areas such as hospitality management,

culinary arts, customer service, and digital technology. By partnering with vocational institutes and hospitality schools, we ensure that our training modules are industry-relevant and up to date.

We recognise the importance of soft skills such as communication, teamwork, and problem-solving, which are vital for delivering exceptional guest experiences.

Through workshops, mentorship programs, and on-the-job training, we help

our employees develop these skills, preparing them to meet the evolving demands of the hospitality industry. By investing in skill development, we not only enhance the capabilities of our workforce but also contribute to the broader objective of economic prosperity outlined in the Viksit Bharat vision. Skilled professionals are better positioned to drive innovation, improve service quality, and boost the overall competitiveness of the hospitality sector. As more youth acquire these skills, they can contribute significantly to India's transformation into a developed nation by 2047, embodying the spirit of Viksit Bharat. ■

Empowered women bring unique perspectives and skills that can enhance innovation and customer experiences in the hospitality industry

various functions, from management and guest relations to culinary and housekeeping. At Sheraton Grand Bengaluru Whitefield Hotel and Convention Center, we are committed to promoting

environment that supports and uplifts women, we contribute to a more dynamic and resilient workforce, aligning with the Viksit Bharat vision of social advancement and economic prosperity. Moreover, women

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Investments spur the development of critical infrastructure

Sita Lekshmi | General Manager, Aloft Bengaluru Outer Ring Road, Karnataka

How can the hospitality sector contribute to the Viksit Bharat vision?

The hospitality industry is a major contributor to India's GDP and is a cornerstone in achieving the 'Viksit Bharat' vision by driving substantial

doing so, we ensure exceptional service for our guests and contribute to the overall skill development of the nation's youth, aligning with the 'Viksit Bharat' vision of focusing on human resource development.

India's rich cultural heritage is a significant draw for tourists. The hospitality sector plays a crucial role in preserving and promoting this heritage. At Marriott International, we ensure that cultural preservation is part of our

business model by integrating local art, culture, and traditions into our services and experiences. We do this in alignment with our hotel's brand values.

Investments in the hospitality sector spur the development of critical infrastructure. High-quality infrastructure not only benefits the hospitality industry but also improves the overall quality of life for residents

and facilitates other economic activities.

This sector is increasingly adopting sustainable practices by implementing eco-friendly measures such as energy-efficient systems, waste management programs, and sustainable sourcing. Promoting green tourism and eco-friendly accommodations also educates travellers



BY CONTINUING TO INNOVATE AND INVEST, WE CAN HELP PROPEL INDIA TOWARDS BECOMING A DEVELOPED NATION BY 2047

SITA LEKSHMI

Bharat' vision. By continuing to innovate and invest in these areas, we can help propel India towards becoming a developed nation by 2047.

What upgrades are necessary in infrastructure, connectivity, technology and innovation to reach this goal?

As a key player in the hospitality industry, we recognise the importance of upgrades across various domains, including infrastructure, connectivity,



revenue through tourism and related activities. With India poised to become the third-largest economy by 2027, there will be a surge in Indian travellers globally, creating more opportunities and responsibilities for the hospitality sector.

At Aloft ORR, we partner with educational institutions and run in-house training programs to enhance the capabilities of our workforce. By



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technology, and innovation.

These include incorporating sustainable design into the fabric of our buildings, enhancing comfort, and ensuring safety standards by implementing smart technologies for personalised guest experiences and supporting digital tourism initiatives which will elevate India's status as a premier global destination, driving economic growth and a sustainable future.

Utilising analytics to understand customer preferences, optimising operations, and developing robust transportation infrastructure to ensure seamless travel experiences, are all critical measures that will contribute towards 'Viksit Bharat'.

The role of women empowerment in the journey to Viksit Bharat?

Women empowerment, in particular, plays a crucial role in achieving the goal of Viksit Bharat. At Aloft ORR, we recognise the immense potential of women and are committed to fostering an environment that promotes gender equality and empowerment. We encourage women entrepreneurship and leadership within the hospitality

industry and consciously make buying/collaborating choices with women owned businesses after carefully scrutinising them for quality as is the case with every service provider.

Establishing mentorship programs and offering specialised training and networking opportunities for women in the hospitality sector can foster personal and professional growth, providing them with the guidance and support needed to advance their careers. We undertake shadow mentorship program with reputed educational institutions to mentor young female students and support them in making suitable career choices for themselves.

Implementing policies that promote work-life balance, such as flexible working hours, maternity leave, and childcare support, ensures that women can thrive in their careers without compromising their responsibilities. We believe ensuring equal opportunities for career advancement

and equitable pay for women is fundamental. This includes transparent recruitment, promotion processes, and addressing any gender pay gaps.

Visible representation of women in leadership roles challenges stereotypes and encourages broader societal acceptance of women in diverse professional roles. Women in the hospitality sector often play vital roles in community engagement and social responsibility initiatives. Their involvement in these activities helps build stronger, more cohesive communities and promotes social welfare. Women bring unique perspectives and insights that can enhance guest experiences. Their attention to detail, empathy, and interpersonal skills contribute to higher service standards and customer satisfaction.

Women's empowerment is not only a social imperative but also a strategic necessity for achieving the 'Viksit Bharat' vision. By fostering an inclusive and supportive

environment for women in the hospitality sector, we can drive economic growth, enhance social equity, and build a developed nation.

Skill development for a Viksit Bharat?

We recognise the transformative impact that comprehensive skill development initiatives can have on individuals, the workforce, and the

of the growing hospitality industry.

By investing in skill development, we enhance the overall performance of our industry, contributing to higher profitability and economic growth. Skill development enables workers to adapt to new roles and industries, fostering economic diversification. This is particularly important in times of economic shifts and technological advancements.

In an era of rapid technological advancement, equipping our workforce with digital literacy and technical skills is crucial. Skill development programs can be targeted towards underrepresented



and marginalised groups, including women, rural populations, and economically disadvantaged individuals. This promotes social equity and ensures that everyone can contribute to and benefit from economic growth.

Providing specialised training programs tailored to the hospitality sector ensures that individuals acquire relevant skills that meet industry standards.

By equipping individuals with the necessary skills, we can reduce unemployment rates and create a robust pipeline of skilled professionals ready to meet the demands

of the growing hospitality industry. This includes skills in energy management, waste reduction, and eco-friendly operations, contributing to the broader goals of sustainable development. ■

Women's empowerment is not only a social imperative but also a strategic necessity for achieving the 'Viksit Bharat' vision

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We continuously invest in modern infrastructure

Vivek Sharma | General Manager, Bengaluru Marriott Hotel Whitefield

Contribution of the hospitality sector to Viksit Bharat vision

The hospitality sector plays a crucial role in advancing the Viksit Bharat vision by fostering inclusive growth

the ethos of Viksit Bharat by promoting responsible business practices. Our efforts extend beyond providing exceptional guest experiences to actively contributing to the socio-economic development of the nation.

technology are integral to enhancing guest satisfaction and operational efficiency. We continuously invest in modern infrastructure, robust connectivity, and innovative solutions to provide our guests with the best possible experience while contributing



Upgradations necessary in Infrastructure, Connectivity, Technology and Innovation

At the Bengaluru Marriott Hotel Whitefield, we recognise the importance of infrastructure, connectivity, technology, and innovation in realising the Viksit Bharat vision. Seamless connectivity and advanced

OUR EFFORTS EXTEND BEYOND PROVIDING EXCEPTIONAL GUEST EXPERIENCES TO ACTIVELY CONTRIBUTING TO THE SOCIO-ECONOMIC DEVELOPMENT OF THE NATION

VIVEK SHARMA

and sustainable development. At our hotel, we align with Marriott's commitment to "Serve 360" by implementing initiatives that focus on environmental sustainability, community engagement, and diversity & inclusion.

We draw inspiration from Chalet Hotels' RE100, EP100 and EV100 initiatives linked to renewable electricity, energy efficiency and electric mobility respectively. This not only contributes to environmental conservation but also resonates with

to India's economic growth and technological advancement.

Role of women empowerment in the journey to Viksit Bharat

Bengaluru Marriott Hotel Whitefield strongly emphasises women's empowerment and gender diversity as fundamental values in our organisational culture. Through initiatives like "Women in Hospitality" and "#Mitrailblazer #WomenOfMarriott," we actively promote gender equality, leadership





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Information



at the Bengaluru Marriott Hotel Whitefield, we are committed to nurturing talent and fostering a skilled workforce. Through programs like "Marriott Careers," "Life On Time," and "iJob – the Workforce Innovation Program offering flexibility, engages associates, fosters leadership, improves efficiencies and so on. We aim

development, and career advancement opportunities for women in the hospitality industry. By empowering women in our workforce and

supporting female entrepreneurs, we contribute to India's socio-economic progress and foster an inclusive society in line with the vision of Viksit Bharat.

By empowering women in our workforce and supporting female entrepreneurs, we contribute to India's socio-economic progress and foster an inclusive society in line with the vision of Viksit Bharat



Skill development for a Viksit Bharat
Skill development is paramount for achieving the Viksit Bharat vision, and

to provide comprehensive training, career development opportunities, and skill-building initiatives for our associates. By investing in education, vocational training, and professional development, we empower individuals

to thrive in the hospitality industry and contribute to India's economic growth and global competitiveness. ■

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Skill development is a foundational pillar of Viksit Bharat

Ashley James | General Manager, Angsana Oasis Spa & Resort

How can the hospitality sector contribute to the Viksit Bharat vision?

The hospitality sector plays a pivotal role in driving Viksit Bharat forward, offering opportunities for economic growth, safeguarding India's rich cultural heritage and promoting environmental sustainability. In my opinion, strategic investments in infrastructure and elevating service standards will attract tourists, thereby boosting the economy.



Promoting sustainable tourism is paramount. We are actively phasing out single-use plastics and implementing water conservation measures to mitigate our carbon footprint. I firmly believe that by presenting India's rich cultural

heritage through genuine experiences, we can uplift local communities economically. Our efforts are dedicated to fostering responsible tourism practices and maintaining ecological balance, aligning closely with Viksit Bharat's overarching goals.

What upgradations are necessary in infra, connectivity, technology and innovation to reach this goal?

To propel India toward the Viksit Bharat vision of a developed nation, upgrades in infrastructure, connectivity, technology, and innovation are imperative. Modernising transportation networks and enhancing tourism-centric infrastructure will elevate accessibility and visitor experiences. Digital connectivity enhancements, such as high-speed internet and expanded mobile coverage, meet the needs of contemporary travellers. Integrating technology with

smart tourism management systems will streamline operations and enrich services.

Moreover, fostering a skilled workforce through education and lifelong learning initiatives is essential. By focusing on these upgrades and advancements, we can create a more sustainable, connected, and technologically-driven tourism



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ecosystem that aligns with the goals of Viksit Bharat.

The role of women empowerment in the journey to Viksit Bharat

Women empowerment plays a crucial role in the journey to Viksit Bharat. I strongly believe that promoting gender equality is not merely a moral obligation but also an economic necessity. Empowering women will promote gender quality, unlocking their potential as drivers of growth and social progress.





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VIKSIT BHARAT @ 2047: THE HOSPITALITY ROADMAP

Investing in their education and providing them with entrepreneurial opportunities to dominate the male-oriented fields

will ensure a more inclusive society. Ensuring women's safety and security is also an important aspect. By addressing gender-based

By investing in skill development, Viksit Bharat not only enhances individual livelihoods but also strengthens the nation's human capital

violence and creating safe spaces, we can enable them to grow and contribute towards building a prosperous and inclusive Viksit Bharat.

Skill development for a Viksit Bharat

In my opinion, skill development stands as a foundational pillar of Viksit Bharat, essential for driving economic growth and nation's progress. Without a skilled workforce, propelling the nation towards development becomes challenging. By focusing on industry-relevant training, vocational education, and digital literacy, India can create a highly skilled

workforce that meets global standards. Initiatives to upskill youth, women, and rural populations ensure inclusive growth and reduce unemployment. By investing in skill development, Viksit



Bharat not only enhances individual livelihoods but also strengthens the nation's human capital, driving sustainable economic growth and prosperity. ■

IHCL partners with Reacha and Tata Strive to train 200 youth in Baramulla

IWOH News

IHCL RECENTLY ANNOUNCED THE launch of a center in association with REACHA, a leading non-profit organisation, Tata STRIVE and the Indian Army in Boniyar, Baramulla (Aspirational District of Jammu & Kashmir).

Under this partnership, the comprehensive program aims to empower the youth and address the growing demand for a skilled workforce in region.

Gaurav Pokhariyal, Executive Vice President - Human Resources, IHCL said, "The surge in tourism in Jammu and Kashmir has created a significant demand for skilled workforce in the hospitality sector. We are delighted to take our

existing association with REACHA a step further with this project. Driving a positive social impact, the program is in

line with IHCL's ESG+ framework of Paathya, provides young individuals with industry-relevant

skills, enhancing their employability and contributes to the social and economic development of the region."

The state-of-the-art skill centre at Boniyar is well-equipped to train 200 learners annually. The job-oriented training program focuses on holistic professional development, and provides market-related hospitality training in 'Bakery' and 'Food and Beverage service' with access to employment opportunities for the youth. In addition to technical skills, the program will equip participants with valuable life skills, empowering them and positively impacting their communities. Post course completion, learners will be given assistance for employment or entrepreneurship.

Acknowledging the need to nurture and empower the deserving young individuals, IHCL actively invests in their growth, while also playing a significant role in advancing the hospitality sector as a whole. ■



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CASHEW FRUIT

The evolution of the humble Goan cashew



Dwipen Goswami
Executive Chef, Vivanta Goa Panaji

Earlier, when we would think of cashew, our mind would paint three distinct pictures: the nut, the Feni and the fruit. But this very versatile crop, brought to India (more specifically Goa) by the Portuguese colonisers, has so much to offer! From its traditional use in the Goan culinary heritage, to the development of cashew milk and its other derivatives, food technology

has facilitated the evolution of this humble fruit.

Since its introduction to the paradisiacal state of Goa, the cashew has seen many phases of evolution in its culinary lineage. Initially cultivated solely for nuts, which were consumed either roasted or plain salted, the crop then began to get harvested for its apple as well. The ripened apple when eaten raw,

ideally with a pinch of salt is a dream on a hot summer's day. The juicy apple is

“Cashew products have been so ingrained into the Goan culinary landscape that it has now become the state’s icon

DWIPEN GOSWAMI

also crushed and the ‘niro’ is extracted for a refreshing drink; when fermented, this juice is then made into the unique tasting Feni.

Cashew products have been so ingrained into the Goan culinary landscape that it has now become the state’s icon.



Tourists visiting Goa invariably take home a packet of cashew nuts or a bottle of cashew Feni. The use of cashew and its byproducts, at least in the Goan diaspora, is a great step towards sustainability in tourism. The fresh local produce and low carbon food prints are key to building a strong eco-tourism system.

The cashew apple is a very good source of Vitamin C and minerals such as iron, essential in strengthening one's immunity, nervous system and cardiac health. The nuts come loaded with healthy monounsaturated and polyunsaturated fats; they are a rich source of protein and minerals like magnesium, phosphorus, zinc, manganese and vitamins B6 and K. However, they also come with high calories, and (like all nuts) can trigger allergies, thus one needs to keep a check on the portion size.

In today's innovative culinary world, ingredients are bound to evolve as chefs and entrepreneurs constantly experiment to find different uses of a potent ingredient. Moreover, diners are now aware of sustainable cooking, wellness and the goodness of quality ingredients. As versatile as it is, the

cashew has created opportunities to create magic on a plate. In the Goan context, the fruit has been an integral part of its rich culinary heritage. From a snack, the cashews were then used in curries, sweets and as a bhaji too. In the modern context, culinary maestros experiment with innovative recipes and fusion cooking, infusing the niro, urrak or Feni into food and mixologists offer an array of cashew cocktails for those who dare to try new blends.



The niro (the first extract of the cashew apple) has a shorter shelf-life but when incorporated with other ingredients, it gives added flavour to dishes ranging from local to distant global with a unique twist. A creamy curry, gravy or sauce could be enhanced in flavour by emulsifying a dash of niro. The distinctive blend of sweetness and light acidic notes in the cashew juice, combined with its fruity aroma makes the food slightly

sweet and quite refreshing. The flavourful juice is a delightful match with fruit and vegetable juices and a sumptuous breakfast spread. Niro butter or mayonnaise works well as an accompaniment for snacks, titbits or grilled meat and fish. The cashew juice can also be used to soak and soften cakes and lend a distinctive hint of floral undertones. The matured cashew apple in Goa has been used in various preparations including sorpotel, pickles, chutneys and preserves or to flavour beverages.

On the wider front, the nut has seen prominent use in Indian, Asian, Brazilian and South African cuisines. From the Chinese Kung Pao Chicken or Thai Cashew Chicken, popular African snack the Piri-piri Cashew to the Middle Eastern Pilafs and the Sri Lankan cashew curry - Kaju Maluwa, cashew nuts have been used extensively across the globe. In India, it is used widely to elevate the taste and lend a creamy texture to any sauce or curry. Some popular dishes include Murgh Makhani, Tikka Masala, and Malai Kofta Curry, exhibiting a certain richness with ground cashews. Other new entries in global cuisine that are gaining popularity



RUSSIAN SALAD, PARMESAN AND CASHEW FORMINHAS



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FENI COCKTAILS

amongst gourmands include the Cashew Cream Pasta and Black Pepper Cashew. Furthermore, crushed cashew can be used as an alternative to breadcrumbs in dishes like Cashew Herb Crusted Chicken or Cashew Crusted Fish fillet, for those with sensitivity to gluten.

A dessert with a sprinkle of cashew dust or powder will leave you with a sweet note at the end of a meal. Cashew based desserts now go beyond the traditional Kaju Katli or the Bolo Polana from Mozambique and Bolo Sans Rival from Portugal - to cake, baklava, muffin, mousse, cheesecake - the list is endless.

The creaminess of the cashew nut and the meaty texture of the apple has given the vegan diet a facelift. From options like cashew milk, cashew cream, cashew cheese and even cashew

meat, people who want to say adieu to animal products can now do so without compromising on treating their tastebuds. Samosas, tarts, spring rolls, phyllo cups, forminhas, tacos, rolls, puffs, savoury pies or quiches can be filled with a cashew base instead of meats and dairy. The versatility of the nut and its ability to absorb any flavour has made it a great ingredient to adopt in recipes as an alternative to animal products.

The texture and taste of the cashew is just perfect to substitute milk without compromising on the outcome. Almost any dairy-based dish can be made vegan

with cashews. For example, cashew milk can be used as a dairy substitute for cereals, smoothies, shakes, coffee, soup, sauces and more. Cashew yoghurt, made with unsalted raw cashew, has the benefit of probiotic bacteria too. You can use cashews to make a creamy pasta alfredo, bake a cake or steam a pudding with cashew cream. Cashew cheese to spread on your pizza or sandwiches or cashew paste to thicken and enrich a sauce or curry of your choice. Cashew chutneys go well as a dip with crudités, and cashew ice-creams make for fabulous desserts. Add a dash of cashew milk to your morning cup of tea or coffee

Experimental marketing, the social media revolution and promotional events across the globe has popularised Feni

and elevate the taste instantly.

For those with dietary restrictions, cashew powder or flour can be used in making gluten free cookies, muffins and quick breads. Cashew butter is a delicious substitute for peanut butter as a spread or to add richness to your smoothies.

Once regarded as a poor man's spirit, Goan Feni has come a long way, to now become a trendsetting beverage. Most Goans believe the spirit has medicinal healing properties, it has been a part of the local festivals, social gatherings and thus is a symbol of

restrict itself to its beverage status; thanks to modern cooking techniques, curiosity of the new and attractive plating has pushed the boundaries in the use of niro, Feni and the first distill - urrack. The pungent yet fruity spirit leaves a distinctive, subtly sweet aroma to food recipes. When heated, Feni releases an aroma with hints of citrus and tropical fruit. It can be used in marinades to flavour meats or enhance sauces and add a splash of panache to desserts. For instance, a mash or puree flambéed with Feni or a dessert like pie, cake, and pudding infused with the drink magnifies the taste instantly. A spoon of Feni in caramel sauce or a glaze is a decadent delight.

The demand for the cashew fruit and its products has seen a steady increase and it is only going to grow from here - its versatility, the super food status, inherent vegan elements, the ease of cooking, and adaptability to any cuisine are key promoting factors. Several initiatives by the local government in collaboration with tourism stakeholders have showcased the creativity of the cashew crop, amplifying its growth and reach to the global markets. ■



Goan hospitality. The efforts of innovative distillers, brewery farms, longstanding enterprises and government bodies has helped the drink reach its potential as a popular Indian drink. Experimental marketing, the social media revolution and promotional events across the globe has popularised Feni in a constantly evolving world of spirit.

Feni doesn't

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Your insights on the hospitality landscape in Jaipur? Are international hotel brands changing industry dynamics?

The hospitality scene in Jaipur, including our own Hyatt Place, has seen remarkable growth and transformation. While Jaipur's heritage hotels continue to enchant visitors, the entry of international brands like ours has indeed reshaped the industry. At Hyatt Place Jaipur, we strive to elevate the hospitality standards by blending global

expertise with local charm. Our presence not only caters to the discerning needs of international travellers but also enriches the experience of domestic tourists seeking contemporary luxury.

ARRs over the next two years? And the demand-supply gap?

Looking at the economic conditions, tourism trends, and the dynamics of hotel supply and demand, we anticipate that the Average Room

“Sustainability is a core pillar of our operations at Hyatt Place Jaipur. We understand the importance of minimising our environmental footprint

SRIVATSA ALLAMPALLI

Rate (ARR) for the next two years will be positive.

- Demand-Supply Gap: More and more people are visiting Jaipur for various reasons such as tourism, business events, and cultural

festivals. This increasing influx of visitors has created a substantial demand for accommodation. In response, Jaipur is witnessing a significant rise in the construction of new hotels. Some of these new establishments are large, with luxurious banquet halls for weddings and parties, while others cater to business travellers with all the

necessary amenities. Essentially, Jaipur's hotel scene is evolving rapidly to meet the diverse needs of its visitors, thereby balancing the demand-supply gap effectively.



Factors Driving Demand in Jaipur:

- Tourism: Jaipur's rich cultural heritage and historical significance attracts numerous tourists year-round.



JAIPUR IS WITNESSING A SIGNIFICANT RISE IN NEW HOTELS

In an exclusive interview with **Steena Joy, Srivatsa Allampalli**, General Manager, Hyatt Place Jaipur elucidates on the hospitality dynamics in the Pink City

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Manpower management for talent retention
Talent retention is paramount for us at Hyatt Place Jaipur. We recognise the invaluable contribution of our team members and are dedicated to nurturing a supportive work culture where

and at Hyatt Place Jaipur, we take pride in showcasing the rich culinary heritage of the region. Our dining offerings celebrate the diverse flavours of Rajasthan while also offering international cuisines to cater to the preferences of our guests. From authentic Rajasthani delicacies to global favourites, our culinary offerings are curated to delight the senses and enhance the overall stay experience. Through culinary events, food festivals, and immersive dining experiences, we aim to elevate Jaipur's status as a culinary destination, enticing travellers to explore the city's gastronomic treasures.

- **Business Travel:** The city is becoming a hub for business events, conferences, and corporate travel.
- **Events and Festivals:** Jaipur hosts a variety of cultural festivals and events that draw large crowds, further boosting the demand for hotel accommodation. These factors collectively contribute to the increasing demand for hotels in Jaipur, ensuring a positive outlook for the hospitality sector in the coming years. At Hyatt Place Jaipur, we are committed to meeting this growing demand by providing exceptional service

and experiences for all our guests.

Sustainability as an important metric in Hyatt hotels?

Sustainability is a core pillar of our operations at Hyatt Place Jaipur. We understand the importance of minimising our environmental footprint and embracing eco-friendly practices. Through initiatives such as energy-efficient lighting,

water conservation measures, waste management programs, and community engagement efforts, we are committed to promoting sustainability in every aspect of our operations. By integrating sustainability into our ethos, we aim to not only meet the expectations of eco-conscious travellers but also contribute positively to the local environment and community.

every individual feels valued and empowered. Through competitive remuneration, comprehensive training programs, opportunities for career advancement, and a conducive work environment, we endeavour to retain top talent and foster long-term relationships with our staff. By investing in our team's growth and well-being, we ensure exceptional service delivery and guest satisfaction.

Cuisine as an important flavour of tourism
Cuisine is an integral part of the tourism experience in Jaipur,

Cuisine is an integral part of the tourism experience in Jaipur, and at Hyatt Place Jaipur, we take pride in showcasing the rich culinary heritage of the region



As the General Manager of Hyatt Place Jaipur, I am committed to upholding our brand's reputation for excellence and creating memorable experiences for our guests. At Hyatt Place Jaipur, hospitality meets sophistication in the heart of the Pink City. ■



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6TH NATIONAL HOUSEKEEPERS' CONVENTION & 9TH PHA ANNIVERSARY

Professional Housekeepers Association (PHA) organised the 6th National Housekeepers' Convention & 9th PHA Anniversary on May 25, 2024 at Clarks Exotica Convention Resort & Spa, Bengaluru. The event witnessed a record crowd of around 200 plus participants including hospitality students (proud PHA YUVA members) from different colleges of Hotel Management and stalwarts from Hotels, Healthcare sector, Facility Management, Aviation, Railways, and Faculty Members. The theme of the convention was "TEHK- Technology Enabled Housekeeping"

highlighting the role of Augmented reality (AR), Virtual Reality (VR), Artificial intelligence (AI), Machine Learning (ML), Metaverse, Digitalization, and Automation in Housekeeping Operations, Administration and Management".

The convention commenced with a welcome note by the Master of ceremony Sandhya AnilKumar, Chief Mentor-PHA YUVA & Bindu K C, Corporate Housekeeper, Abad Hotels and Resorts-representing the hotel industry. This was followed by the lamp lighting ceremony led by Guest of Honour, Balaji M, Group CEO, Kamalya Group and Clarks Exotica Convention Resort &

Spa; Keynote Speaker Smita Rathod, Corporate Executive Housekeeper and Director of Rooms, The Leela Hotel Conventions Residencies; Bharti Kalappa, Head Facilities, Noida International Airport; Suchitra Naidu, Ex VP of Operations, Telangana; Usha Ramalingam, Corporate Housekeeper Raintree Group of Hotels; Indrani Sanyal, Chief Convenor of the convention and the Star Sponsor for the event Suresh Thiruvengadam, CEO, Oriental Lotus Hospitality Solutions. PHA members and dignitaries rendered the National anthem presented by PHA Heritage Associate

Support Partner, R S Ganesh. This was followed by the inaugural dance performed by the Clark Exotica Team members.

PHA veteran Life member Suchitra Naidu delivered the welcome address.



This was followed by the PHA Corporate Video presented by Elizabeth, Regional HoD Rooms Division & PR Head South, IIHM, Bangalore,

and Executive Member PR & Media, PHA. The report on PHA Corporate performance for 2023-2024 was also presented. This report encapsulates the essence of the collective efforts by PHA at the national level throughout the year.

Mr. Balaji in his opening remarks stated the importance of Housekeeping in the industry and suggested that patience and perseverance are more essential for YUVA members. In her keynote address, Smita Rathod encouraged everyone to lead a sustainable life and advocated the need for technology-enabled housekeeping and empowering

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women in every sector. Suresh Thiruvengadam mentioned cost management as one of the main challenges of developing sustainable products. Developing sustainable products typically dictates the need for substantial investments in research, development, and product redesign, along with implementing new processes and systems, he said. He was overwhelmed by the way PHA had organised the convention and announced continued support to PHA for the next three years.

Research presentations

A research presentation on the topic 'Housekeeping-AI-technology enabled setting a roadmap' was given by Dr. Madhu Chandhok, Director & Founding Partner-PIP 2020; Dr. Rachna Chandan, Assistant Professor, BCIHMC, New Delhi; Dr. Dharna Shukla, Assistant Professor, Amity School of Hospitality, Lucknow; Ms. Sandhya Anilkumar, Assistant Professor, MSRAUS; and Dr. Nishi Priya, Assistant Professor, Amity School of Hospitality, Lucknow. Presenting this work, researchers explained the impact of AI on different housekeeping

processes, strategies, and manpower. A research booklet presenting all the findings and results was also inaugurated during the event.

This informative session was followed by an expert talk by one of the patrons, Diamond Sponsor Global Access Hospitality (GAH). Sandeep Adap, representing GAH endeavours to provide quality and value-based designs of different service products to hoteliers.

The chief convener initiated the expert talk providing insights on Housekeeping Immaculate Innovation was Indrani Sanyal, General Manager-Housekeeping, Medica Super Specialty Hospital, Calcutta. Four Housekeeping Titans from various Industries for the session were Kannamma Ganesh Babu, General Manager FMS, Apollo Hospitals, Chennai; Amlan Kumar Dasgupta, Managing Director-Chrysalis Mavens, Consulting; Ajay Singh, Former Chief Environment & Housekeeping Manager (sustainability), Indian Railways; and Sampreeth Kotian, Head-Terminal Experience and Operations, T2 Kempe Gowda, International Airport, Bengaluru. All the housekeeping titans

presented their expert opinions on the topic 'Immaculate Innovations' in the housekeeping industry.

Lead Speaker Dr. Josyula Shekar, Director & CEO Zyvana Integrated Services, addressed the gathering about the 'Transformative power of Leadership'. He explained leadership as an individual quality and subjective trait of an employee, helping him to nurture his performance.

Gold sponsor Abhishek Kumar, National Sales Manager at The Sleep Company, highlighted the unique characteristics of their products. Associate Support



Partner, Benjamin Alexander, Director of Sales, Schevaran, also discussed the eco-friendly product technology processes used by Schevaran and its collaboration with Cleanfix-PHA, particularly for the Housekeeping Excellence Award ceremony in Mysore. Girish Prabhu, CEO, Instio Experiences,

was the Diamond Sponsor and he presented his opinion on 'Touchless Hospitality Experiences'. Dinesh from Raenco Mills, another Diamond Sponsor, addressed the gathering and highlighted the selection criteria for linen and its life cycle. Gold Sponsor Lokesh from Solenis introduced its intelligent products, which aid in providing support for automation and optimising the consumption of various natural resources.

Pecha Kucha

The proceedings of the convention continued with Pecha Kucha, a storytelling format in which the presenter shows 20 slides for 20 seconds.

Arpita Singh, HOD-Accommodation Operations, IHM Kolkata presented her Pecha Kucha on the topic 'Ergonomics Matters'. She explained the role of ergonomics as one of the factors for employee turnover and a factor for trauma injuries.

Next Pecha Kucha was presented by Zaib Belgaumi, Lead Housekeeping, Noida International Airport. In his presentation, he explained the importance of cleanliness as one of the lead factors for passenger experience and satisfaction. He

also explained the need for automation of housekeeping services to focus on deep sanitisation and enhanced traveller experience.

A cultural extravaganza was presented by members from team GRT Group of Hotels, Apollo Hospital Group, and members from Clark Exotica Hotel. One of the team members from GRT Group presented a mesmerising Bharatnatyam performance. Clark Exotica team presented a group dance with the 'Say no to plastic' theme. This was followed by a vote of thanks by Dr Thomas Mathew, VP-L&D PHA India.

The event concluded with a heartfelt virtual vote of thanks by Jayshree Nagaraj, Founder-President & Chairperson PHA. Citing Sheryl Sandberg's definition of true leadership, "Leadership is about making others better as a result of your presence and making sure that impact lasts in your absence," she expressed her gratitude to Kannama Babu and Indrani Sanyal for their exceptional support in her absence. She also thanked all the associates, service providers, collaborators, the Executive Committee, and the Working Committee for their outstanding support. ■



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We introduce innovative technology to enhance efficiency

Sreekumar Prabhakar, Regional Director (Middle East & SAARC), Fagor Professionals talks about the diverse range the company brought for the market made inroads to establish its presence in the India market and plans ahead

BY SANJIV R

Fagor Professionals has successfully created its niche in the area of foodservice and laundry equipment globally. Strategy outlined?

Fagor Professionals has indeed established a strong footprint globally in the foodservice and laundry sectors. In India, our strategy revolves around deepening our market penetration and enhancing service quality. We are focussed on expanding our network of distributors and service centres to ensure wide availability and prompt maintenance services across the country.

Diversifying further in the equipment range within the HoReCa segment?

We already have our equipment range complete to cater the HoReCa segment. Our goal is to cater to the evolving needs of our customers by introducing innovative technology that enhance efficiency, sustainability, and user-friendliness in

kitchens operations. Tell us the status of your presence in the refrigeration segment?

In the refrigeration area in India, we've made a lot of progress because we understand how important this sector is. Our offerings are tailored to meet the diverse needs of the Indian market, focussing on energy efficiency, durability, and performance, which are crucial in India's climatic conditions. At the same time, we met

the challenge of meeting the complex competition.

Any plans of experience centres to bring about the 'touch and feel' element in your marketing and sales?

We have considered the establishment of



“
Our offerings are tailored to meet the diverse needs of the Indian market, focussing on energy efficiency, durability, and performance

SREEKUMAR PRABHAKAR



experience centres in key locations across India. We have ongoing constructions in partnership with our dealers in Delhi, Mumbai, Hyderabad, Bengaluru, Chennai and Trivandrum. These centres will allow customers to interact directly with our products, providing them with the tangible 'touch and feel' experience, which is vital in making informed purchasing decisions.

Give us a sense of your India market reach.

Regarding our market reach in India, our products are widely used across various sectors including restaurants, hotels, and catering services. While I don't have the specific percentage breakdown at this moment, we work with well-known hotel brands and have a strong presence in big cities and growing areas across the region.

Fagor is a combi oven partner for World of Hospitality Xpo - Incredible Chef Challenge

(ICC) 2024. What chefs would get as a deliberate advantage of using Fagor Combi Ovens. What is your product's USP vs competition?

As the combi oven partner for ICC 2024, Fagor offers chefs significant advantages with our combi ovens. These include superior cooking precision, consistent results, and advanced features that enhance kitchen efficiency. The USP of our product lies in its user-friendly interface, robust construction, and innovative technology that stands out against our competitors.

Where are your upcoming plans?

Looking ahead, we plan to improve our products with new technology, expansion into new markets within India, and strengthening our after-sales support to enhance customer satisfaction and loyalty. We are also focusing on sustainability initiatives to align with global environmental standards. ■



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Hybrid hospitality changes hotel's concepts of venue and space

Jai Chugh, General Manager at DoubleTree by Hilton Gurugram Bani Square talks about the city and the hotel's offerings to tap into the staycation segment
BY SUCHITRA CHANDA

How has the demography of Gurugram changed in terms of hospitality proposition? Although a business centric district, it commands a strong staycation segment. Your thoughts.

Gurugram is the millennium city where more than 200 Fortune 500 companies operate their businesses, the major centric business is corporate. However, staycation plays an important role over the

weekend to uplift the hotel occupancy. Staycations started as a mini getaway for those who don't want to be stuck at home all day but do not want to leave the comfort of their city. They are a great way to spend a weekend to experience the feeling of travelling to another destination.

This segment becomes strong because of the following reasons:

New reality: As the guests are becoming more health conscious and want to make sure their hotel room is fully cleaned and sanitised before booking.

Package deals: Through staycations, package deals, and loyalty programmes, hotels can welcome both existing and new guests.

Hybrid hospitality: Another way hotels are maximising the staycation demand is to look for alternative ways to give guests a reason to stay. Besides weekend getaways, hotels are rebranding themselves as coworking spaces. With many companies

implementing working from home policies, hybrid hospitality changes hotel's concepts of venue and space.

Do you view and offer services differently if particularly aiming at staycation travellers?

Our hotel has the staycation packages with breakfast and dinner for family as great small breaks where to indulge in curated experiences.

How inclusive the hotel is to different genders and even pet to make it emerge as a true staycation destination in a metropolitan location?

Inclusivity and diversity mean embracing and including people from all walks of life, ensuring that each of them feels welcome when they step through your door. It doesn't matter if someone is differently abled or comes from a different part of the world; everyone should have equal

access to benefits and resources in your hotel.

Gurugram as a market has an occupancy all-round the year being a corporate and events base. The segment push comes majorly

“

Our hotel has the staycation packages with breakfast and dinner for family as great small breaks where to indulge in curated experiences

. JAI CHUGH



from MICE and weddings and this helps to maintain the occupancy for the hotels round the year.

Which top three areas of the hotel bring the most revenue? Any strategic plan for the summer holiday season?

The major segment which performs are negotiated, retail and MICE, for summer holidays the staycation packages to push ahead the occupancy and can be a filler business in this season. ■

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A tech-driven app refining guest experiences

With Haven, one can launch a guest app for a property within a week. Everything from uploading the brand and facility information to the room menu, wi-fi details and room inventory, every step is clear and straightforward. **Animesh K**, Co-Founder, Haven shares how improving guest experiences is the core of the brands offerings

BY SALONI BHATIA

What are the prominent trends refining the guest experiences today?

To unpack any trend, it's important to ask if it will improve your brand's service standard or the hospitality standard because there's a difference. As Will Guidara puts it, 'Service' is optimally performing what you do - for example - getting the right plate of food to the right person at the right time. "Hospitality" is how you make people feel when you do that. From this lens, capturing accurate data about how your team performs the service and how guests feel about it, is critical to improve guest experience. The buzzword is "being data-driven" - but essentially, it is the ability to set a standard of service and hospitality and then implement technology and operating procedures that could capture data to see the deviation from those standards (wait times, instances of unavailability, guest referrals, feedback, etc). This can be a game-changer for

hoteliers and help them in making informed decisions around staffing, menu planning, housekeeping schedules etc.

How is Haven helping transform the guest experience at a hotel?

Haven helps hoteliers release a white-label guest app for their properties. It's a QR-lead, browser-run app. This guest app enables guests to place in-room dining and housekeeping orders dynamically to the right teams, explore all hotel facilities, see offers running on the



property and share real-time feedback for Duty Managers and EAMs to address before checkout. In hindsight, Haven enables GMs and HODs to set a

standard deadline within which orders would be fulfilled. Every time a guest places an order, it gets relayed to the right team. Using Haven's staff app,



The current version of Haven enables GMs and department heads to understand service performance and real-time guest feedback to make more informed decisions

ANIMESH K

they assign the order to a team member and once the order is fulfilled/delivered, the ticket is closed recording how long the assignment and delivery took. If an order gets delayed, it gets escalated and the guests get a reassuring message saying their request is underway.

Using our menu engineering, the F&B team could experiment with combos, offers and upsell with add-ons and customisations. At the end of it, the captured data gets visualised on the Haven dashboard for the GMs to assess, over a period - the number of orders

placed, how many were delayed / on time, how much IRD revenue was booked, what items were ordered the most, which team member performs the best, etc. This way, we are enabling a digital-first guest engagement for the hotel guests and empowering the management to make more informed decisions.

What are the various areas of service hotels get assisted through Haven ?

Currently, Haven helps the F&B teams with IRD and Restaurant order Management, Housekeeping teams with guest requests,

and Front office teams to create Housekeeping / IRD order tickets when they receive guest calls. Most importantly, the current version of the app enables GMs and department heads to understand service performance and real-time guest feedback to make more informed decisions. We are, however, rapidly building features around the pre-check-in experience, booking cabs and transfers, enabling direct-to-hotel digital payments, spa bookings and order management and features that could help engineering teams to manage their tickets, get accurate data for asset management, etc.

How does Haven assist in loyalty programs?

We are open to integrating with the loyalty and rewards program of our customer hotels enabling points-related transactions and showcasing exclusive, member-only offers. This is unfolding in one of our deals with a chain as we speak. ■

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Marketing innovations to stay relevant for customers



Ananya Nanda |
Brand & PR Head – Chowman Chain of Restaurants



Since its inception Chowman has always believed in the ever-evolving culinary landscape by committing to explore every avenue and enhance our guests' dining experience. In this rapidly changing landscape, we recognise the paramount importance of staying ahead of the curve and through strategic marketing innovations; we aim not only to meet but also exceed the expectations of our discerning clientele.

The very first marketing innovation comes with our focus on the brand. In fact, branding is not just about logos and slogans; it's about crafting a narrative, a story that resonates with its customers. From the moment guests step through its doors, Chowman immerses them in an experience that is unmistakably its

own. Every aspect, from the ambiance to the presentation of dishes, is carefully curated to reflect the restaurant's identity. This is why we keep on evolving our brand strategies that resonate with our core customers.

Strategies to stay relevant

We constantly are on the lookout for emerging trends, innovative strategies,



and new culinary expeditions that can elevate the restaurant's offering. This is why we have brought in many festivals like the Duck Festival, Chinese New Year or the seafood. Thirteen years down the line till today, Chowman is one of the very few brands



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in India that offers a variety of seafood. Many have restricted themselves to prawn and fish, meanwhile we have delicacies like octopus, squids and other delectable seafood items in the menu.

Pushing the boundaries

We constantly evolve beyond our menu and décor by adapting to changes at every level of the business. Whether it's incorporating cutting-edge technology into its operations or experimenting with culinary techniques, Chowman is always pushing the boundaries of what is possible. From monitoring social media channels for customer feedback to conducting regular market research, Chowman is constantly assessing the pulse of its audience and fine-

tuning its offerings accordingly.

Adaptability — menu as a marketing tool

To match up to today's dynamic food landscape, Chowman has further tried to adapt to the culinary evolution where many Asian cuisines like Korean, Japanese and others have come to the forefront while staying true to its Chinese specialisation. Recognising the growing popularity of Korean and Japanese cuisines among diners, Chowman has seamlessly incorporated elements of these

culinary traditions into its menu, offering a tantalising array of dishes. Chowman's menu reflects a harmonious fusion of flavours and techniques, curated to appeal to the discerning palates of its guests. However, what sets us apart is the unwavering dedication to maintaining the authenticity and integrity of Chinese cuisine, even as we explore new culinary horizons.

Recently we have also understood the significance of contemporary desserts as an

ongoing trend. Earlier we had very few dessert options pertaining to convenient serving. But recently during one of his visits to China, our MD, Debaditya

and ignite the senses. From the delicate allure of Strawberry Panna Cotta to the exotic charm of Coconut Pineapple Panna Cotta, Chocolate Mousse, Coffee Parfait and White Chocolate Mousse with Darsan. Each creation is a testament to our unwavering pursuit of culinary excellence. Each dessert is a symphony of flavours and textures, meticulously crafted to leave a lasting impression and create unforgettable memories.

Recently we have also understood the significance of contemporary desserts as an ongoing trend. Earlier we had very few dessert options pertaining to convenient serving



Chaudhury, realised that a lot of fine dining restaurants were incorporating contemporary desserts with an Asian bend. And recently, Chowman has introduced its latest additions, an array of desserts designed to tantalise the taste buds

Through strategic marketing initiatives and a relentless pursuit of excellence, we aim not only to meet but exceed the expectations of our guests. At Chowman, the journey is just as delightful as the destination. ■



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Embracing IV Vitamin cocktails to boost guest wellness

Subbarayudu Chinthakommadinne | Co-founder, Nimativ Wellness & IV Therapy Clinic, Bengaluru

As the hospitality industry continues to evolve, star hotels are increasingly incorporating innovative wellness services to attract health-conscious travellers. One such emerging trend is the introduction of IV vitamin cocktails, designed to enhance guest well-being through customised nutrient infusions.

Rising demand for wellness services
Travellers are more health-aware than ever, prioritising wellness and self-care during their stays. Recognising this shift, luxury hotels and resorts are expanding their wellness offerings to include IV therapy, a service that delivers vitamins, minerals, and other beneficial compounds directly into the bloodstream for immediate effects. This trend is rapidly gaining traction, with establishments from New York to Bali embracing the concept.

A tailored approach to wellness
IV vitamin cocktails are not a one-size-

fits-all service. Hotels are partnering with certified medical professionals to create bespoke treatments tailored to individual guest needs. Whether it's a recovery boost after a long flight, a detox regimen, or an energy infusion before a day of activities, these personalised drips promise to rejuvenate

Cure: A blend of saline, electrolytes, and anti-nausea medications that rehydrates the body and alleviates the symptoms of overindulgence.



“
As the wellness tourism market continues to grow, the incorporation of IV vitamin therapy in star hotels is likely to become a standard offering

SUBBARAYUDU CHINTHAKOMMADINNE

and refresh guests in ways traditional spa treatments cannot.

Popular IV cocktails
Some of the most sought-after IV vitamin cocktails include:

- The Jet Lag Reviver: Combining hydration, B vitamins, and magnesium, this drip helps guests combat fatigue and adjust to new time zones quickly.
- The Hangover

- The Immunity Booster: Packed with vitamin C, zinc, and antioxidants, this cocktail strengthens the immune system, ideal for guests traveling during flu season.
- The Beauty Drip: Infused with biotin, glutathione, and other skin-friendly nutrients, this treatment aims to enhance skin hydration and

promote a glowing complexion.

- The Athletic Performance Enhancer: Featuring amino acids and electrolytes, this drip supports muscle recovery and energy replenishment for active travellers.

Enhancing the guest experience
Hotels are marketing these IV therapies as part of their premium wellness packages, available in tranquil spa settings or even in the comfort of guests' rooms. This service not only adds a layer of luxury but also positions these hotels as leaders in guest health and satisfaction.

Success stories from top hotels
High-end properties like the Four Seasons, Ritz-Carlton, and Aman Resorts have already reported positive feedback from guests who have tried the IV vitamin cocktails. Many guests appreciate the convenience and immediate benefits, noting improvements in energy levels,

mood, and overall wellness.

Looking ahead
As the wellness tourism market continues to grow, the incorporation of IV vitamin therapy in star hotels is likely to become a standard offering. With an increasing number of travellers seeking comprehensive health and wellness experiences, hotels that adopt these innovative services stand to enhance guest loyalty and attract a discerning clientele.

In conclusion, the trend of IV vitamin cocktails is redefining luxury wellness in the hospitality



industry, offering guests a unique and effective way to maintain their health and well-being while traveling. ■



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PROMOTING ENVIRONMENTAL STEWARDSHIP AND COMMUNITY WELLBEING

Hashan Cooray, Director Marketing & Development, Jetwing Hotels talks about how the Sri Lanka based hotel currently meets 8% of its electricity requirement through solar PV installations, which will increase to 24%

BY SUCHITRA CHANDA

Role of the hospitality industry in countering the climate/energy crisis?

The hotel sector accounts for around 1% of global carbon emissions and this

fixed, hotels rely on complex supply chains with diverse products from numerous vendors. This complexity makes emissions reduction a multi-pronged approach.

We prioritise local sourcing to address this challenge. In fact, 75% of our supply chain across properties comes from local suppliers. Additionally, we were the first Sri Lankan hotel chain to exclusively

feature local fruits and seafood nearly a decade ago, foregoing the use of imported varieties. These efforts significantly reduce our carbon footprint associated with the supply chain.

In tropical climates like Sri Lanka, air conditioning can consume a staggering 50-60% of a hotel's electric requirement.

Effectively addressing this issue holds the key to significantly reducing overall electricity consumption. At Jetwing Hotels, we've tackled this challenge from the very beginning. By incorporating open architectural design, glazed windows, high roofs, and other thoughtful elements during the concept and design phase, we've significantly reduced the operational cooling needs of our hotels. We further reduce consumption

by employing highly energy-efficient chillers. Across our chain, Jetwing Hotels operates 4 vapor absorption chillers that utilise steam generated by biomass boilers. This innovative approach leverages a renewable energy source to power our cooling systems, minimising our

environmental impact.

Was the plan for installing solar PV Systems on cards for a long time, which is finally materialising? How will this approach help the group in terms of ROI, apart from the fact that you will mitigate your CO2 footprint?

Jetwing Hotels has been at the forefront of integrating renewable energy into our hotel operations since 2010, when a 20-kilowatt (kW) system was installed specifically for guest room lighting at Jetwing Blue in Negombo. Over the years, Jetwing Hotels has strategically implemented solar photovoltaic (PV) systems amounting to 925kW across various properties, gradually increasing our reliance on solar power.

The forthcoming solar PV system



“

We were the first Sri Lankan hotel chain to exclusively feature local fruits and seafood nearly a decade ago, foregoing the use of imported varieties. These efforts significantly reduce our carbon footprint associated with the supply chain

HASHAN COORAY

is set to increase. Hospitality, like other industries, has a responsibility to manage its impact on our planet.

Supply chain emissions are the largest contributor to the hospitality sector's overall carbon footprint. Unlike manufacturing, where inputs are often uniform and

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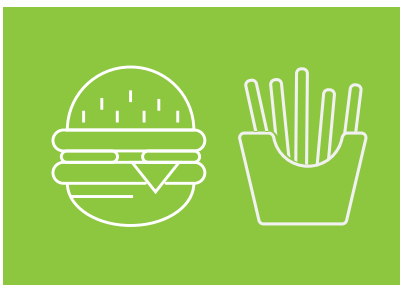
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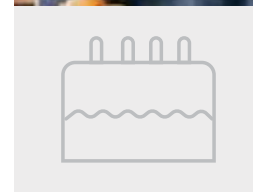
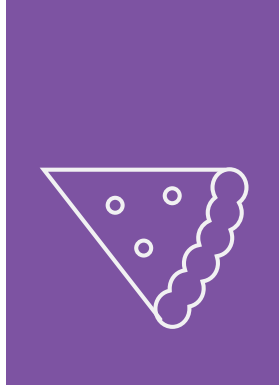
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installations will enhance the current capacity up to 2.6 MW, achieved by incorporating new installations and expanding existing systems. Jetwing Hotels currently meets 8% of our electricity requirement through solar PV installations. The new expansion will triple that contribution, resulting in 24% of the total electricity usage being covered through solar power.

Sri Lanka's tourism industry and economy are experiencing rapid growth that will undoubtedly lead to rising energy demands. By embracing solar energy, we can ensure more resilient operations by mitigating the impact of potential energy price fluctuations. While the initial investment might be high, solar PV systems have negligible operational costs in the long-run. This makes good business sense for a hospitality chain located on a tropical island; harnessing this free, abundant, and renewable resource aligns perfectly with Jetwing's commitment to sustainable practices.

Is the hotel group also taking stringent measures to reduce energy consumption? How

do you ensure that your customers (travellers) gain insights about your approach and contribute to energy savings while staying in your hotels?

In addition to solar photovoltaic systems in operation, Jetwing Hotels also employs biogas digesters, biomass boilers, solar thermal systems, and vapour absorption chillers to ensure sustainable energy consumption. By incorporating open architecture with natural ventilation and illumination, we inherently reduce the need for energy-intensive solutions. Furthermore,



through careful purchasing practices, we ensure all appliances and systems boast exceptional energy efficiency.

Educating and increasing awareness among our associates is key to minimising our environmental footprint. We have implemented comprehensive policies and



procedures that clearly outline responsible equipment usage. Additionally, robust environmental management systems in place, certified to the ISO 14001 standard, help us identify our environmental impact and provides a systematic approach for managing and improving our sustainability practices.

Our website and social media platforms provide comprehensive insights into our chain-wide sustainability practices. For firsthand experience, we offer sustainability tours at our hotels. At Jetwing Hotels, we believe that the changes we make today, however small, can lead to a better future; this is why our commitment to sustainability is called The Butterfly Effect. By sharing our journey of sustainability, what we have learnt and achieved, we aim to inspire change and create a butterfly effect. From pre-arrival emails detailing responsible

travel practices to in-room collateral like informative notices, our 'Butterfly Effect' booklet outlining our sustainability strategy, and across all

our digital media platforms, we encourage guests to make eco-conscious choices throughout their stay and beyond.

Do travellers around the world make choices based on what CO2 footprint they leave while travelling? Are they ecologically conscious?

The travel landscape is shifting. Today's travellers, particularly younger generations empowered by online resources, increasingly prioritise minimising their ecological footprint. This has led to a rise in 'conscious consumers' who can spot greenwashing and seek out credible sustainability certifications.

Jetwing Hotels recognises this trend and actively collaborates with likeminded partners. We work closely with business associates, tour operators, and travel agents who share our commitment to sustainable tourism, ensuring our practices are promoted to eco-conscious travellers.

How this big investment would change the perception about your hotels?

For over five decades, Jetwing Hotels has been at the forefront of sustainable tourism in Sri Lanka. Guided by the overarching philosophy of the late Founder Chairman, Herbert Cooray, "Hospitality cannot exist isolated from the local communities and the environment", our operations promote environmental stewardship and community wellbeing. Hiran Cooray, Chairman of Jetwing Symphony PLC, describes the business model as being built around people, planet, profit, and peace. This investment further reaffirms this commitment.

A holistic sustainability strategy is in place to ensure the meticulous integration of sustainable practices throughout all operational facets. By focussing on six key areas - energy and carbon, waste and water, biodiversity, community and culture, family, and sourcing and production - we strive to minimise any adverse environmental or social impacts, while simultaneously enhancing the positive outcomes of the tourism sector. ■

OYO launches 'CricOtel', a cricket-themed hotel in Bengaluru

OYO HAS ANNOUNCED THE launch of CricOtel, a unique cricket-themed hotel located in the heart of Bengaluru city. CricOtel aims to cater to all cricket enthusiasts by offering an experience that celebrates the sport's heritage and provides the perfect setting to watch cricket together.

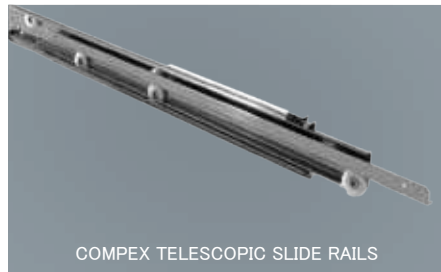
Situated in the popular neighbourhood of Bilekahalli, close to the Indian Institute of Management, CricOtel is designed to be a haven for cricket lovers, with an ambiance that reflects the spirit of the sport. The hotel boasts 15 rooms, each dedicated to India's most iconic cricketing victories, such as the 1983 Champions Den, World Cup 2011 Suite, T20 Cup '07 Room, Desert Storm 1998, Gabba Glory '21, etc. Guests can choose their room and immerse themselves in the iconic moments as they get clicked.

The hotel also features various other elements such as a stadium-themed central hall, a wall of fame dedicated to cricket stalwarts, cricket memorabilia and posters

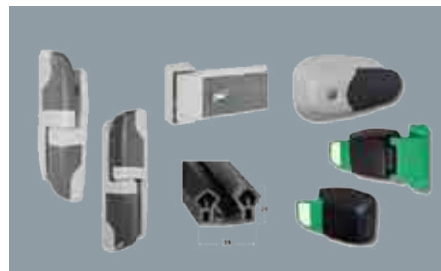


adorning the walls, a pitch-like hallway, and a Love Cricket neon selfie point, to name a few.

"We are excited to introduce CricOtel as a dedicated space for cricket enthusiasts in Bangalore. With CricOtel, we aim to provide guests with a unique opportunity to immerse themselves in the world of cricket while enjoying the comfort and convenience of our hospitality. CricOtel is our way of celebrating the passion for cricket that is deeply ingrained in Bangalore's identity. We invite cricket enthusiasts to join us at CricOtel and experience the excitement of cricket in a whole new way," said Nitin Thakur, Global Head of Strategic Alliances and Communications, OYO. ■



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Green World Tissues: Eco-friendly choice for businesses and consumers

Rossari Professional, a well-renowned name in the specialty chemicals industry, is making waves

with the launch of its latest innovation - the Green World Tissue offerings. This eco-conscious product line is designed to provide businesses

and consumers with a sustainable alternative to traditional paper products, showcasing the company's commitment to environmental responsibility and innovation.

The Green World Tissue offerings are crafted from 100% recycled materials, making them an environmentally friendly choice for those looking to reduce their carbon footprint. By utilising recycled materials and employing innovative manufacturing processes, the company delivers high-quality tissue

products that meet performance standards while also supporting sustainable practices.

One of the key features of the Green World Tissue line is its unique manufacturing process, which minimises waste and energy consumption. This not only helps to reduce the environmental impact of the production process but also ensures that the tissues are soft, strong, and highly absorbent, making them suitable for a wide range of applications.

The Green World Tissue offerings

“

We are proud to offer eco-conscious solutions that not only meet the highest quality standards but also support a cleaner, greener future for all

TEJASWI BHOSALE



By choosing these eco-friendly tissue products, customers can contribute towards a more sustainable future while enjoying high-quality and cost-effective solutions from a trusted industry leader

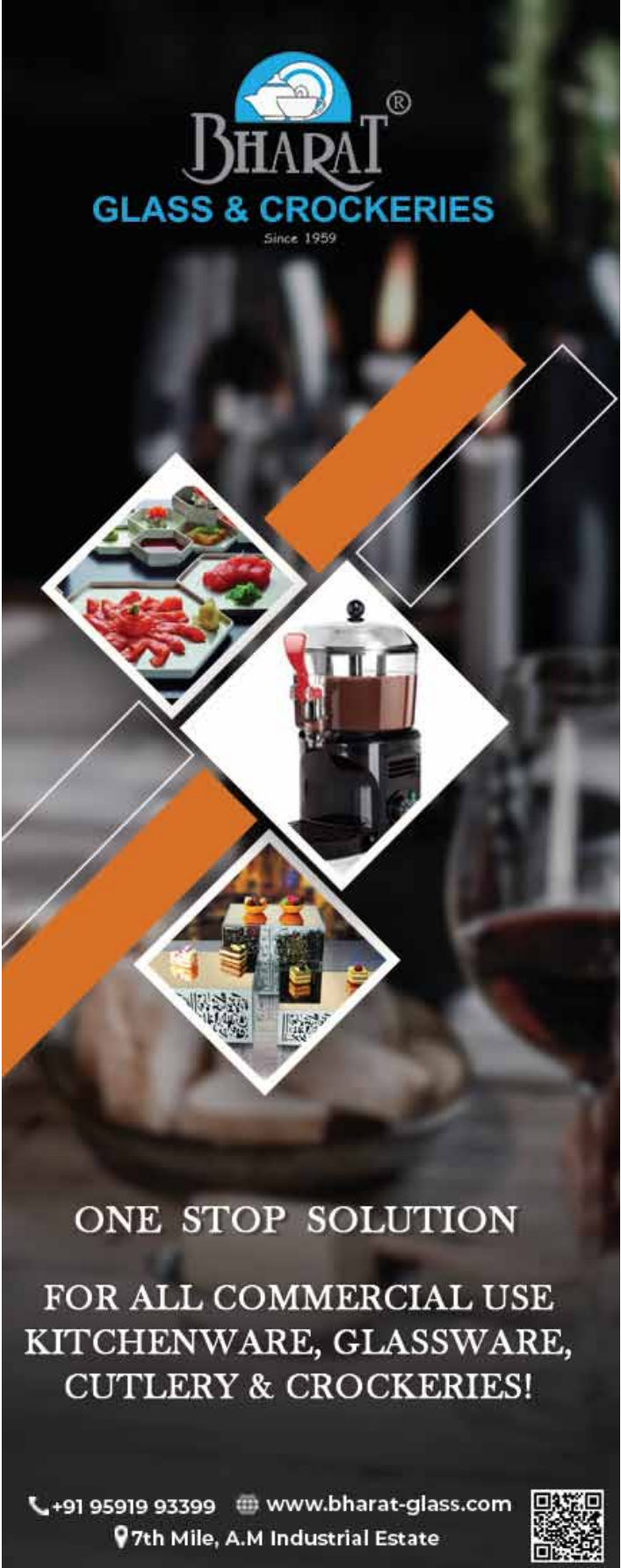
include toilet paper, paper towels, and facial tissues, available in standard and jumbo roll sizes to meet diverse needs. Despite their eco-friendly nature, these products are competitively priced, offering businesses and consumers an affordable option to make sustainable choices without going over budget.

By choosing the Green World Tissues, customers can play a part in reducing waste and conserving natural resources, all while enjoying high-quality products that deliver on performance. Building on the company's ethos of sustainability and innovation, the Green World Tissue offerings are a testament to our commitment to driving positive change in the industry.

Rossari Professional invites businesses and consumers to embrace the Green World Tissue offerings as a step towards a greener future. With a focus on sustainability and quality, these eco-friendly products are poised to make a significant impact in the market, offering a responsible choice for those looking to make a positive environmental impact.

Tejaswi Bhosale, Vertical Head - Green World and Happy Bathrooms at Rossari Professional, shares, "We are proud to offer eco-conscious solutions that not only meet the highest quality standards but also support a cleaner, greener future for all. Together, with our team's dedication and expertise, we aim to revolutionize the tissue industry by providing innovative and sustainable choices that benefit both consumers and communities."


Green World Tissue offerings are not just another product line but a statement of the company's dedication to sustainability and environmental stewardship. By choosing these eco-friendly tissue products, customers can contribute towards a more sustainable future while enjoying high-quality and cost-effective solutions from a trusted industry leader. The company is setting the bar high in promoting sustainability and innovation, with the Green World Tissue offerings paving the way towards a brighter and greener tomorrow. ■



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“We offer an extensive selection of over 100 types of teas”



The market of tea consumption continues to grow and HoReCa industry is one propelling factor for its rise in India. **Nikita Mittal**, Director of Growth, Mittal Teas talks about tea market, approach of the company as an aggregator and how offering high-quality teas to hotels is particularly crucial as non-Indian guests associate the country with premium tea production

BY SUCHITRA CHANDA



F&B is a big revenue segment. How big is the market of teas and coffees within this hospitality area?

The market for teas and coffees within the hospitality sector, encompassing hotels, restaurants, and cafes, is significant and contributes substantially to overall revenue. In 2024, the tea market is expected to generate US\$16.8 billion in combined revenue, with US\$13.2 billion coming from at-home consumption (supermarkets and convenience stores) and US\$3.6 billion from out-of-home consumption (restaurants and bars). For hotels, offering high-quality teas is particularly crucial, especially for non-Indian guests who associate India with premium tea production. India, being one of the largest producers of tea globally, is renowned for its diverse and high-quality varieties. International guests often have high expectations for the tea served in Indian hotels, making it imperative to offer the best possible tea experience. Providing premium teas not only meets guest expectations but also enhances the cultural experience, showcasing India's rich tea heritage. The diverse offering can boost revenue through in-room

services, tea lounges, and specialised tea menus in restaurants. Promoting premium Indian teas can serve as a strong marketing tool, attracting tea enthusiasts and enhancing the hotel's brand image. By ensuring the highest quality of tea, hotels can represent this important commodity

Additionally, we employ in-house tea tasters who select only the top 1% of



“We categorise our offerings into two primary segments: pure high-end Darjeeling teas and fruity teas. Our competitive edge comes from being aggregators, allowing us to select the finest teas each season

NIKITA MITTAL

excellently, meeting international guests' expectations and driving significant revenue.

What gives Mittal Teas the edge over competition? How differently do you market your products? Our advantage lies in being a tea garden aggregator. Unlike others, we are not obligated to sell the produce from our own farms, which can vary in quality each season due to its agricultural nature. Instead, we handpick the finest teas every year and every season.

teas produced in India. Moreover, we are one of the few brands offering handcrafted muslin potlis, which are highly appealing to certain guests and



can be customised to any size. For instance, we can create a 10-gram tea bag for a banquet teapot.

Reasons for HoReCa invested on Mittal teas?

As aggregators, we bring the best of India under one roof, offering an extensive selection of over 100 types of teas. Our range includes unique flavours such as mango and melon tea, as well as khus, licorice, herbal blends, Darjeeling teas, Assam teas, and more. We also cater to diverse tastes by including imported teas like Matcha, Chinese Dragon Ball, and Taiwanese Oolong, which are favoured by our Indian guests.

Out of different categories of teas, which is your largest segment in terms of sales volume?

We categorise our offerings into two primary segments: pure high-end Darjeeling teas and fruity teas. Our competitive edge comes from being aggregators, allowing us to select the finest teas each season. We offer over 100 varieties, including unique flavours like mango and melon, as well as premium Darjeeling and Assam teas. Our Masala Chai, featuring a balanced blend of seven herbs and spices with Kadak Assam CTC, is also highly acclaimed. Additionally, we provide handcrafted muslin potlis, customisable for any need, ensuring we meet diverse guest preferences with unparalleled quality and variety.

Your reach in hospitality and other B2B segments...

In the realm of hospitality,

our affiliations include renowned establishments like Taj Oberoi and Libera. Additionally, we cater to high-end global brands through white labeling in the B2B sector. Engagements with embassies further attest to our commitment to excellence. When embassies, often representing esteemed presidential delegations, approach us, we are entrusted with setting up exclusive temporary souvenir stores in dedicated banquet halls—a testament to our reputation for quality and distinction. Such opportunities underscore our position as a trusted and esteemed brand within the hospitality industry, known for delivering exceptional service and experiences.

Plans ahead?

To identify hoteliers who prioritise quality and are passionate about enhancing their tea selections to improve guest experiences. Additionally, our goal is to raise awareness among hotels about the importance of promoting Indian-sounding brands. As India progresses towards becoming a developed nation, it is crucial to take pride in Indian names and brands. We must not be influenced by Western standards where all brands tend to sound Western. There should be no hesitation in selecting and promoting Indian names as brands, fostering a sense of national pride and recognition within the hospitality industry. ■

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Incredible Chefs Challenge held at Annapoorna Inter Food Show in collaboration with FICCI

IWOH News

WORLD OF HOSPITALITY'S PRESTIGIOUS event, the Incredible Chefs Challenge was held at the recently concluded Annapoorna Inter Food Show held at Yashobhoomi from 5-6 June in New Delhi. The event witnessed the participation of more than 100 students in various categories like cake decoration, pre-plated millet, pre-plated rice and sandwich making. Students from culinary colleges and institutions enrolled to showcase their culinary skills and learn insights from the jury.

Chef Sireesh Saxena, Ex-Vice President (Hotels- Corporate Chef), ITDC; Chef Sumit Gupta, Professor IICA, Chef Balender Singh, Director, IPCA; Chef Sanjeeb Ghatak, Country Head Operations & Culinary, Boston Chicken India Pvt Ltd; Chef Sachin Rathor, Executive Pastry Chef, JW Marriott, New Delhi, Aerocity; Chef Vikramjit Ahluwalia, Executive Chef, Radisson Hotels; Chef Shailendra Singh, Corporate Chef, Pride Hotels and Chef Rakesh Rana, Executive Chef, Hotel Pride Plaza, Aerocity; Chef Himanshu Priyankar, Centre Head & Head of Department at the Tedco Goodrich Chef's Academy; Chef Srinath Sampath and Chef Jaskaran Singh were among the Jury Members.

Chef Arvind Rai, Former Chief Executive Chef, ITDC, informed, "This is a great platform for students to showcase their skills and learn from renowned chefs who

train them through the course of the competition. We are happy to enable the students by giving them a platform through this channel."

Chef Shailendra Singh, Corporate Chef, Pride Hotels stated, "It is great to see the students in action and eager to showcase their skills. This is their learning curve, and ICC is the right platform to nurture their growth. I am happy to be associated with and assist the students in learning more about culinary skills."

Annapoorna Inter Food 2024 is one of India's largest and most comprehensive exhibitions on food & beverage industry. The first edition of Annapoorna was started in 2006 by the Federation of Indian Chambers of Commerce and Industry (FICCI). The prime objective of organising the event is to project India as an attractive investment destination for Food Processing sectors and to bring Investment to new areas such as Research & Development and Food retail by promoting Joint Ventures with Indian Manufacturers. The event aimed at

bringing in best practices in the sector worldwide, creating opportunities for our Indian manufacturers to explore areas of exports globally. The recently concluded edition of Annapoorna Inter Food India was organised jointly with VA Exhibitions Pvt. Ltd., with Inter Food Tech 2024 and therefore titled the Annapoorna Inter Food 2024. ■



FSSAI-certified paan company, Betel Leaf raises US\$ 1.2 million

IWOH News

BETEL LEAF, INDIA'S FIRST FSSAI-certified online paan company has raised USD 1.2 Million in a Bridge Round led by Inflection Point Ventures & Venture Catalysts. The funds raised will be utilised to expand the current retail and online presence from 45 kitchens to 100 kitchens in India and overseas within the next 2 years, while also enabling the development of new automation technology to enhance consistency and increase production volume and range, including innovative products like the ARID paan, a paan with 9 months Shelf life that can be carried anywhere to a Digestive Innovative Tea made from Pure Betel leaves.

The Betel Leaf Co was founded in July 2019 by Prem Rheja and Payal Raheja. Their goal is to change how people enjoy paan by offering consistently made products, packed in triple-layer pouches for clean and minimal hand touch, ensuring a fresh and hygienic experience.

Ivy Chin Partner, Inflection Point Ventures says, "In a fast-paced & transforming India, finding authentic, hygienic, and convenient options for traditional Indian desserts like paan can be challenging. The Betel Leaf Co is addressing

this problem head-on by delivering hygienic, fresh, and authentic paan with a variety of flavours right to our doorstep. IPV supports their insights to solving a very unique problem and trusts their commitment to quality".

After creating experiences across 20 cities in 12 states and over 45 kitchens, the Betel Leaf Co now looks to open its retail footprint with key account sign ups with Reliance Retail, Spar and many more retail chains. To enhance the retail options, they will also be opening their brick and mortar retail experience stores in order to give the trusted brand a face. Currently The Betel Leaf Co also exports across Singapore, Malaysia, Nairobi, UK and USA.

The current market size of the paan industry is estimated to be between 3000 to 4000 crore rupees. With efforts to redefine paan consumption and bring it back into the mainstream, industry experts anticipate a growth rate of at least 100% year on year. This ambitious projection aims to organise and tap this large market. ■



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OVER COFFEE WINS THREE PRESTIGIOUS AWARDS

IWOH News

A DISTINGUISHED EUROPEAN AND wine bar, Over Coffee, blends culinary excellence with exceptional coffee craftsmanship and a curated selection of fine wines. With a commitment to quality, innovation, and guest satisfaction, Over Coffee India has become a revered destination for those seeking a harmonious fusion of sophistication, outstanding coffee, and fine wines.

The restaurant has recently clinched three prestigious awards, affirming its status as a beacon of gastronomic brilliance in the city. Recognised by esteemed institutions such as the Times Group, Food Connoisseur India, and Restaurant India Awards, O'ver Coffee has garnered accolades for



an unparalleled culinary journey that leaves a lasting impression. ■

Best Cafe in Bengaluru, Best European Cuisine, and Best Debutant, respectively. This triumphant sweep of recognition celebrates O'ver Coffee's unwavering commitment to excellence, innovation, and unparalleled hospitality. Nestled in the heart of Lavelle Road- Bangalore, O'ver Coffee captivates patrons with its inviting ambience, delectable menu offerings, and unparalleled service. Whether savouring a perfectly brewed cup of coffee or indulging in a sumptuous European-inspired dish, patrons of O'ver Coffee are treated to

Accor unveils "For ALL The Travellers In You" campaign

IWOH News

ACCOR, HAS JOINED FORCES with leading content studio, Beautiful Destinations, to launch a groundbreaking campaign that uses video content to inspire wanderlust and reinforce brand love. The project, titled "For ALL The Travellers In You," leverages innovative storytelling and dynamic content creation to showcase Accor's leading brands and immersive destinations.

Whilst Asia, the Pacific, Middle East, and Africa serve as the launchpad for the global activation of the project, with captivating content already making waves online, the campaign is set to expand across the globe, creating content that resonates with audiences worldwide.

Accor's transformative initiative is not merely about marketing; it is about revolutionising how the hospitality industry connects with consumers. Recognising the limitations of conventional static imagery in capturing the essence of ALL - Accor Live Limitless, Accor's lifestyle loyalty program, and the invaluable contributions of its employees, the company sought a partner who could bring its vision to life. Beautiful Destinations - a multi-award-winning strategy, creative, and content studio with one of the world's largest and most influential online travel communities - was the perfect collaborator for Accor's ambitious project.



With a combined social media following of over 32 million across two of its platforms (Beautiful Destinations with 26 million followers and Beautiful Hotels with 6 million followers on Instagram), the partnership has vast reach. The project's thematic focus, "From Dawn to Dusk," spans 21 Asian, Pacific, and Middle Eastern destinations and 67 hotels so far with another 20 destinations in the pipeline, showcasing culturally rich experiences within and beyond Accor's properties. This strategic partnership aims not only to inspire wanderlust, but also to foster deep audience connections and amplify Accor's digital brand presence. ■

			
Bain Marie with Gas Steamer Below	Cold Salad Counter with wooden covering foldable flaps sneeze guard	Coloured Service Counter with Granite	Coloured Two level Refrigerated Display Counter
			
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TRANSFORMING AIR TRAVEL: Digi Yatra's Journey

CEO Suresh Khadakbhavi

SURESH KHADAKBHAVI, CEO OF Digi Yatra Foundation, addressed the audience at the Future Aviation Forum in Riyadh. In a fireside chat with Mark Barton "Trips Transformed - The Digi Yatra Story," Khadakbhavi, shared the remarkable journey and transformative impact of Digi Yatra, an industry-led digital initiative, spearheaded by Digi Yatra Foundation along with the Ministry of Civil Aviation in India.

Digi Yatra has revolutionised the air travel experience in India, ensuring a seamless, hassle-free, and health risk-free journey for all travelers. Here are the key highlights from the session:

1. Digi Yatra has seen impressive adoption and expansion over the last year, with more than 20 million happy users experiencing the benefits of this seamless travel solution. Currently rolled out in 14 airports, Digi Yatra is set to be introduced in another 14 airports next month. Our focus is now expanding to international travel, starting with prototype testing on E-passport based enrollment, expected next month. There will be numerous deliberations that need to be done with various ministries and other stakeholders, which might take some time to conclude on the way forward.
2. Digi Yatra is the largest exponent of the concept of Self-Sovereign Identity, across the world, SSI ensures that passenger data is not stored in any Central location. Digi Yatra leverages Hyperledger Aries to implement this technology, supporting not just identity credentials but any credential verification. Upcoming innovations include exploring advanced solutions like fully homomorphic encryption to further enhance data security and expand the application of Self-Sovereign Identity.
3. Interoperability can be facilitated, and IATA's One ID aims to set the recommended practices and standards to digitalise the document checking processes using digital identity and verifiable credentials. Bilateral agreements between nations are crucial for enabling credential sharing to facilitate seamless travel across countries.



4. At some Indian airports, close to 50% of passengers use Digi Yatra. In general, the adoption rates are around 30-40% at most of the bigger airports. We plan to scale further across more airports. Looking ahead, in the 10 years, we envision a single-process airport where passengers enter the airport and walk straight to the boarding gate, with all processes happening in the background. This future is achievable with the use of technology; however, we need to change our perspective to fully utilise it.

The Digi Yatra Foundation, a non-profit organisation established under section 8 of the Companies Act 2013, is dedicated to facilitating seamless, hassle-free, and health-risk-free air travel experiences for passengers throughout India. The Foundation's mission is to implement a digital ecosystem in alignment with the Digi Yatra Policy issued by the Ministry of Civil Aviation (MOCA), aimed at enhancing the efficiency and convenience of air travel.

Through various technological advancements, Digi Yatra Foundation strives to optimise boarding processes and enhance overall travel efficiency for passengers across the nation.

Digi Yatra App is a contactless travel experience that uses facial recognition to provide a seamless travel experience for domestic passengers. The Ministry of Civil Aviation launched Digi Yatra in December 2022 in Bengaluru, Varanasi and Delhi, and expanded it to other airports in 2023. As of April 2024, Digi Yatra is available at 14 airports, including Mumbai, Delhi, Varanasi, Kolkata, Hyderabad, Vijayawada, Pune, Ahmedabad etc. ■



HRAWI conducts FSSAI's FoSTaC Programme

IWOH News

THE HOTEL AND RESTAURANT Association (Western India) - HRAWI recently conducted an extensive Food Safety Supervisor Training in Advance Catering (FoSTaC) programme, in partnership with the Food Safety and Standards Authority of India (FSSAI). Held at Hotel Amarpreet in Chhatrapati Sambhajnagar on May 29, the session registered a participation of 40 hospitality professionals, trained by Praveen Andrews of Parikshan. This initiative by FSSAI aims to arm professionals with the critical knowledge and skills required to uphold safe and healthy food practices.



The training session was inaugurated by a distinguished panel including Praveen Andrews from Parikshan; Kalpesh Agarwal, Vice President of Hotel Amarpreet; Phillip Waidande, Hospitality Development



Head at Khinvasara; Chef Ramesh Rawat, Executive Chef at Hotel Amarpreet and Manasi Parab, Admin Assistant at HRAWI.

Participants delved into key topics such as food handling, preparation, hygiene, sanitation and waste management. The programme's focus on these core areas provided attendees with the practical skills and knowledge to effectively implement stringent food safety protocols in their daily operations.

To date, HRAWI has successfully trained and certified 2,996 professionals through FSSAI's FoSTaC Training Programme, reinforcing its commitment to enhancing food safety standards within the hospitality industry. ■

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Godrej Security Solutions introduces upgraded range of new home lockers

Godrej Security Solutions has launched a superior range of home lockers, the NX Pro Plus, NX Advanced, and Verge Series at 'Secure 4.0' – an event that spotlighted the foremost advancements in home security from the renowned brand.

Godrej Security Solutions, a division of Godrej & Boyce, the flagship company of the Godrej Group, aims to enhance convenience and safeguarding valuables, involves the addition of new counters in the city during FY23, with a target to grow the category by 10% over FY24.

Recognising the distinctive security needs and the increasing awareness of home safety, Godrej Security Solutions

“

Our commitment at Godrej Security Solutions goes beyond mere protection; it involves crafting an unparalleled customer journey through seamless integration of features

PUSHKAR GOKHALE

sees a significant opportunity to fortify its position in the home lockers market. Currently holding a substantial market share of 80% in the home locker category, the brand plans to bolster its presence further through the introduction of various locking



mechanism-enabled lockers and safes. These innovative solutions not only prioritise security but also integrate smart features for a seamless and advanced customer experience. The brand is proactively addressing the growing demand for home lockers in the

region, aligning with its vision to deliver top-tier security solutions and become a preferred choice for gifting purposes.

With an extensive market penetration of over 3,000 retail counters nationwide, the brand further plans to strengthen its channel partner to enhance its omnichannel presence. These counters are strategically positioned across distributors, dealers, retailers, and prominent online platforms, including Amazon and the brand's official website. This well-rounded distribution network ensures easy accessibility for customers seeking Godrej Security Solutions' products and services. Pushkar Gokhale, Business Head, Godrej Security Solutions, said, "Our commitment at Godrej Security Solutions goes beyond mere protection; it involves crafting an unparalleled customer journey through seamless integration of features. As we

consolidate our presence in Delhi - NCR region, we envisage a significant growth of 20% in the home locker category. This strategic initiative aligns with our overarching vision to be the definitive choice for cutting-edge security solutions."

As a part of its ongoing commitment to innovation, Godrej Security Solutions is actively developing products that will set new standards in



home security. These offerings encompass cutting-edge design, durability enhancements, and seamless integration of smart technologies. The brand's commitment to excellence is further reinforced through its robust partnership network, positioning it as a key player in the security solutions landscape. ■

Sofitel Jaipur Jawahar Circle



ACCOR HAS ANNOUNCED THE signing of a partnership agreement with EBU Estate Developers for the development of the Sofitel Jaipur Jawahar Circle. This new-build luxury hotel is scheduled to open its doors in 2028.

Strategically located at Jaipur's Jawahar Circle, the hotel will feature 275 exquisitely designed and spacious rooms, as well as an array of facilities, including swimming pools, a spa, fitness center, kids' club, and ample car parking,

ensuring a truly memorable stay for every guest. The hotel's extensive MICE facilities, spanning over 5,000 square meters, will be designed to accommodate up to four large events simultaneously.

Sofitel Jaipur Jawahar Circle, which will join sister luxury hotels Fairmont Jaipur and Raffles Jaipur (opening mid 2024), represents a significant addition to Accor's portfolio in India. ■

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Food scraps, leftovers and dirty dishes are common in restaurants, hotel, hospitals, bars, office and school canteens. With a commercial food waste disposer, you have a dedicated solution to manage all your food waste. Just rinse off dirty plate, bowls and pans in your kitchen sink and let the garbage disposer grind up the food waste directly under your sink. A food waste disposer is a economical way to dispose your commercial food waste.

infed Bio Upakaran LLP

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B3 Macbis: From concept to completion

B3 Macbis's commercial division, Integra Kitchen is changing industry standards

Ramesh Nair, CEO, B3 Macbis

IWOH News

ESTABLISHED IN 1999, B3 Macbis now boasts a product portfolio of equipment for commercial kitchens, domestic kitchens and hospitals, retail, engineering and architectural applications. With manufacturing and corporate facilities in Bengaluru and Kochi, the brand is known for its quality, equipment and service.

B3's commercial division- Integra Kitchen, includes Commercial Kitchen and Laundry Contracting services on a turnkey basis to the Food Service and Hospitality industries. Ramesh Nair, CEO, B3 Macbis, shares, "Two decades ago -Integra Kitchen's transition to a fully mechanised production line for commercial kitchen manufacturing marked a significant shift in the industry practices. Today, our company is focused on EPC Services and catering to PAN India market with skilled and trained staff. By adopting European technology and machinery, Integra modernised their manufacturing process thereby elevating the industry standards. This bold move positioned us as pioneers in automation in this part of the world." Being the first to bring mechanisation to the forefront has given Integra Kitchen a competitive edge and established it as a trailblazer in the commercial kitchen manufacturing sector.

The integration of imported and indigenous machines like dishwashers, combi ovens etc. in commercial kitchens, facilitated by Integra's EPC service has increased the efficiency & productivity of commercial kitchens to achieve

unparalleled levels of performance, setting new benchmarks for the industry.

Nair adds, "Integra Kitchen's skilled team comprising of engineers, designers, planners and culinary experts analyses and develops custom solutions to suit specific needs. From concept to completion, Integra collaborates with consultants while sharing ideas, expertise and experience to make your vision a reality."

The brand's commitment to embracing technology by setting the precedent for mechanised manufacturing, persuaded the industry for a substantial change, creating a lasting impact on the commercial kitchen manufacturing industry as a whole.

Integra's customers across India and SAARC countries include Hotel Chains, Quick Service Restaurants, Retail Chains, Corporate kitchens, Cloud kitchens enterprising Chefs and more. The disciplines of Key Account Management, Project Management, Application Engineering Advantage and Aftermarket support are central to achieving this aim.

The brand's commitment to embracing technology by setting the precedent for mechanised manufacturing, persuaded the industry for a substantial change, creating a lasting impact on the commercial kitchen manufacturing industry as a whole. ■



Navi Mumbai Marriott Hotel



MARRIOTT HOTELS HAS ANNOUNCED the anticipated opening of Navi Mumbai Marriott Hotel. Situated on the bustling Thane Belapur Road, in the heart of Navi Mumbai, the Navi Mumbai Marriott Hotel boasts a prime location that perfectly balances convenience and accessibility. This advantageous positioning makes it an ideal choice for both business and leisure travellers. The hotel is 26 km from the Chhatrapati Shivaji Maharaj International Airport, ensuring easy access for international and domestic travellers and only 12 km from the upcoming DB Patil International Airport, placing it at the forefront of future connectivity.

The hotel offers 152 spacious and elegantly designed rooms which includes 45 Club Rooms that feature panoramic city or hill views, and a Presidential Suite, spread across 140 sq. meters embracing a modern sensibility with bold, clean lines - an indulgent space of unmatched affluence. Each room features technology-enabled work surfaces, best in-class amenities, relaxing bathrooms and LED TVs.

The hotel features two restaurants, inviting guests to experience local culture through food, music and warm Indian hospitality. 7 Isles - All Day Dining, draws inspiration from the city's historic seven islands, embodying the vibrant charm of Mumbai. It features seven live kitchens, each offering a creative array of dishes crafted with fresh ingredients. From authentic Maharashtrian curries to international delights, the restaurant offers both buffet spreads and à la carte options for an immersive dining experience. The rooftop restaurant Nazaara pays homage to Awadhi cuisine, deeply rooted in Northern India's culinary traditions. Inside, the atmosphere is refined and intimate, while the alfresco seating extends to a picturesque open-air pool deck. The bourbon-based bar enhances the rich, authentic flavours of the cuisine, creating the perfect ambiance for dining under the stars.

Navi Mumbai Marriott Hotel introduces an unparalleled MICE venue to Navi Mumbai, featuring innovative, flexible design and advanced technology across its expansive 715 sq. meters of event and meeting spaces. ■

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Revolutionising the culinary landscape



IWOH News

As a leader in hydrocolloids since 1982, Meron's hotels, restaurants and catering (HoReCa) range of products by Marine Hydrocolloids is a name the F&B industry goes by. With over four decades of expertise, Marine Hydrocolloids is India's foremost manufacturer and exporter of hydrocolloids, serving diverse industries like food, cosmetics, microbiology and pharmaceuticals.

In the vibrant landscape of HoReCa, Meron understands the imperative of delivering exceptional culinary experiences. Committed to this mission, Meron offers a comprehensive range of premium products tailored to meet the unique needs of chefs, caterers and food service professionals.

Essential ingredients

At the heart of Meron's HoReCa range of products lies a diverse selection of essential ingredients meticulously curated to elevate dishes to new heights. From Agar Agar to Wondergel variants (30, 50, and 200), their hydrocolloids empower chefs to master texture manipulation and stabilization, ensuring flawless results in every creation.

Meron provides a wide range of Hydrocolloids, Stabilisers, Gums, Thickening and Gelling agents – crucial for culinary excellence. Explore possibilities with Kappa Carrageenan, Gellan Gum, Guar Gum, Sodium Alginate, Xanthan Gum, Veg Gelatin, Potassium Sorbate, Sodium Benzoate, Dextrose, Maltodextrin, Locust Bean Gum and Curdlan Gum—each chosen for its unique properties and culinary applications.

Consistency is key in the HoReCa industry and Meron offers stabilisers designed to ensure uniformity and texture perfection in every dish. Whether it's Glazemate for cold glazes, milkshake thickener, flavoured milk stabiliser or dough improver, Meron's products deliver reliable results surpassing expectations.

Simplifying cooking

In fast-paced kitchens, time is precious. Meron's premixes simplify cooking without compromising flavour or quality. From Chocolate Mousse to Tiramisu, Crème Brûlée, Vanilla Panna Cotta, Strawberry Panna Cotta, Chocolate Pudding and Caramel Pudding, their premixes guarantee consistently delicious desserts with minimal effort.

Meron's latest offerings are a range of versatile ingredients designed to inspire creativity and elevate culinary creations, that include Mango Pudding, Vanilla Frappe, Vanilla Custard powder, Mango Jelly, Orange Jelly, Pineapple Jelly, Strawberry Jelly, Potato Starch, Tapioca Starch, Meron's new products open up a world of possibilities for hotels, restaurants and catering alike.

In the dynamic world of ice cream production, achieving the perfect balance of texture, consistency, and cost-effectiveness has always been a challenge. Enter Meron's ice cream stabiliser - a 100% vegan blend meticulously crafted to elevate not only the texture of your frozen delights but also to ensure unparalleled consistency and cost efficiency in your production process. Meron's ice cream stabiliser branded as Crèmedelite offers Crèmedelite Pro-High Fat Ice Cream stabiliser for premium Ice creams, Crèmedelite MF- Medium Fat Ice cream

stabiliser for Ice creams/ frozen dessert, Crèmedelite GS-High Fat Ice cream stabiliser for Gelato and Crèmedelite KS-High Fat Ice cream stabilizer for Kulfı. In the realm of ice cream production, Meron's Ice cream stabiliser emerges as a game-changer—a commitment to excellence, reliability and innovation.

Meron's HoReCa range of products offers a comprehensive solution for culinary professionals, focussing on quality, innovation and ease of use, ensuring consistent excellence in every dish, setting new standards in gastronomy. ■



Iconic Taj Malabar Resort & Spa, Cochin reopens

IWOH News

IHCL'S HAS ANNOUNCED THE reopening of Taj Malabar Resort and Spa, Cochin, Kerala, following a year-long extensive renovation and redesign. Built in 1935, the hotel's legendary history has been reimagined with fresh and modern sensibilities, paying homage to the multicultural fabric and maritime history of Cochin.

Sarabjeet Singh, Senior Vice President - Operations, IHCL said, "In line with our commitment to preserving and showcasing the cultural legacy of the region, Taj Malabar Resort & Spa, Cochin, reopens its doors post a comprehensive renovation. With its rich history and enduring charm, Taj Malabar holds a cherished position in the hearts of its guests. The transformed resort experience will offer travelers a distinctive blend of luxury and heritage in its magnificent setting by the harbour."

Nestled on the serene Willingdon Island, overlooking Cochin's picturesque harbour, Taj Malabar Resort & Spa's refreshed interiors honours the city's local heritage. The



meticulously designed 93 rooms and suites offer a perfect blend of contemporary design and timeless elegance. Guests can indulge in an array of culinary experiences including the all-day diner, Pepper, presenting a variety of global and regional cuisine and Rice Boat, the seafood specialty restaurant offering a unique dining experience on a traditional Kerala boat. Mattancherry Bar provides the

perfect setting to unwind with a signature cocktail, amidst elegant surroundings.

Lalith Viswakumar, Area Director - Operations and General Manager, Taj Malabar Resort & Spa, Cochin, Kerala said, "We are delighted to reopen the doors of this iconic landmark in the region. Its breathtaking views, reimagined culinary experiences and rejuvenating wellness offerings will give an unforgettable experience to our guests with the quintessential Taj hospitality."

IHCL has 20 hotels including 6 under development, across Taj, SeleQtions, Vivanta and Ginger brands in Kerala. ■



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WBR Corp's India Hospitality and Business Conclave 2024 celebrates the Future of Industry Excellence

IWOH News

WBR Corp, one of the leading consulting companies in Asia, recently organised India Hospitality Champions 2024 (Conference &

Awards) in Mumbai. WBR Corp is a leading consulting & research firm in Asia & Europe. WBR Corp's distinguished portfolio includes landmark events such as the Asian UK Business Meet &

Awards in London, UK; Ideas for India Conference, London, UK; Education Innovation Conference, Oxford, UK; the Global Business Excellence Summit in London, UK; the Indo-UAE

Global Investment Summit in Dubai, UAE; the Indo-ASEAN Global Investment Meet in Bangkok, Thailand, along with a multitude of seminars and conferences spanning Education, Real Estate, and Technology in Delhi, Mumbai, and Bengaluru.

Limaye (renowned celebrity chef & culinary expert) and Rakhee Vaswani, a renowned chef, author, and culinary educator.

The conclave witnessed thought-provoking speeches and discussions on sustainability in hospitality Industry by the attendees. The eminent speakers

delved into latest trends, innovations, and opportunities that define these industries, charting a course towards sustainable growth and excellence. ■

The Conclave was conducted to explore the dynamic intersection of hospitality and business in India. The ceremony was graced by eminent personalities like Chef Amrita Raichand Actor, Model, Lifestyle & Celebrity Chef; Satish Soni, COO Projects, Mumbai Cricket Association; Dr. Sangamramsinh Mali, dedicated advocate for global peace; Lutfal Haque renowned Social Worker; Nilesh

LIST OF WINNERS:

- **Shubhi Singh** - Eminent Culinary Artist and Designer Chef of the Year
- **The Grand Legacy Resort & Spa** - Best Hilltop Resort & Spa of the Year, Mahabaleshwar
- **The Four Elements Restaurant** - Best Vegetarian Restaurant, Mahabaleshwar
- **EROCON** - Top School Consulting Firm of the Year 2024
- **Hardrock Hotel Goa (Unit of Paska Hotels Pvt. Ltd)** - Most Preferred Hotel of the Year (Goa)
- **Subhadrata Ray** - Most Admired General Manager of the Year
- **Jayoti Vidyapeeth Women's University** - Social Impact Award for Promoting Women Education in Unconventional Fields
- **Shreeram Catering Services** - Best Outdoor Catering Services in Amravati
- **Badhani Countryside Resort** - Best Emerging Boutique Resort and Wedding Destination in Punjab
- **AICPE Educational Services Pvt. Ltd.** - Pioneer in Skill Development Education
- **EYWA MEDIA** - Most Promising End-to-End Data-Driven Customer Experience Platform of the Year
- **Dr. Josan Ranjith C.J.** - Emerging Young Author of the Year (South India)
- **Shankus Waterpark & Resort** - Most Promising Water Park & Resort of the Year (Gujarat)
- **Akums Drugs and Pharmaceuticals Limited** - Award For Innovative Formulations (Nutraceutical & Wellness)





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'Nature Positive' Report marks new collaborative era in travel & tourism

The leading players of Travel & Tourism globally have published a landmark joint report setting out their joint plan to help halt and reverse biodiversity loss

Launched on Earth Day 2024, “Nature Positive Travel & Tourism in Action” is the creation of the high-level ‘Nature Positive Tourism Partnership, made up of the World Travel & Tourism Council (WTTC), the World Tourism Organisation (UN Tourism) and the Sustainable Hospitality Alliance (the Alliance).

Developed in collaboration with specialist consultancy ANIMONDIAL, the report is the sector’s pledge to support the implementation of the Kunming-Montreal Global Biodiversity Framework (GBF), the UN’s Biodiversity Plan.

It presents more than 30 case studies of inspiring and progressive actions from around the world involving large and small businesses, national and local government agencies, civil society groups, and inter-sectoral partnerships.

By offering actionable guidance and insights, this report not only highlights the intrinsic link between biodiversity and tourism’s resilience,

but also empowers businesses to become stewards of nature.

Historic partnership for nature

Julia Simpson, WTTC President & CEO, said: “This historic partnership with Travel & Tourism heavyweights is a significant step in our collective journey towards a more sustainable and responsible sector.

“This report is not merely a publication but a movement towards integrating environmental stewardship into the core of travel experiences.

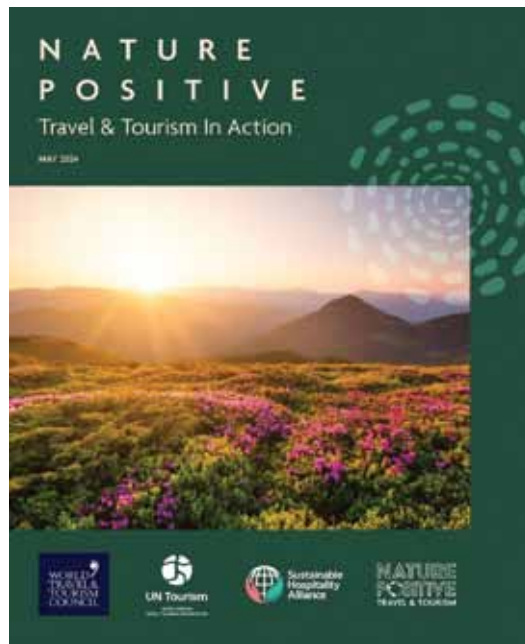
and memorable experiences, means we are ideally placed to be guardians of nature.”

Zurab Pololikashvili, Secretary-General of UN Tourism, said: “For years, UN Tourism has been at the forefront of integrating tourism into the broader UN biodiversity agenda, including supporting the work of the Secretariat of the Convention on Biological Diversity (CBD).

“This pivotal new collaboration among key global players sets a robust framework for sustainable practices that not only drive significant impact but also exemplify the power of united efforts in conserving biodiversity.

“This report is a testimony to what we can achieve together for nature’s preservation, inspiring a global movement towards more sustainable and resilient tourism.”

Glenn Mandziuk, Sustainable Hospitality Alliance CEO, said: “This report



is a milestone for Travel and Tourism, representing our commitment as an industry to protect and conserve nature. The Alliance is proud to contribute to and collaborate on this insightful and action-orientated report which will bring tangible change to destinations around the world, supporting biodiversity. Nature underpins our society, economies and indeed our very existence. The hospitality industry is today a leader amongst industries in its Nature Positive approach and this report signifies how

much our industry understands the true value of nature.”

Daniel Turner, ANIMONDIAL Director, said: “The Travel & Tourism sector has global influence, including in many of the most biodiverse places on earth. This report provides practical guidance for businesses and public bodies on how to use that influence to reduce negative impacts on biodiversity, restore nature and ensure that the sector becomes a force for good. We call this approach Nature Positive Tourism.” ■

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Amrut Distilleries wins *5 gold medals* at International Spirits Competition



AMRUT DISTILLERIES MARKS ITS top positioning by recently winning 5 Gold medals at the prestigious International Spirits Challenge (ISC) 2024, held at London, UK in the “World Whisky Category”. International Spirits Challenge’s 29th edition which saw participation brands from across the world ranging from Scottish, Irish and Japanese single malts.

Showcasing unmatched excellence, innovation, uniqueness and craftsmanship, Amrut Distilleries has bagged a record five medals this year, a record for an Indian distillery. This achievement puts Amrut at the pinnacle of representing India distillers at a global forum. The total international accolades for the house of Amrut adds up to a whopping 350, a feat no Indian distiller has achieved. The brand love and cult following has propelled Amrut to become India’s most favorite and awarded brand in the world, reaffirming its status as a luxury premium producer of fine spirits.

The Show stopper and star of the ISC 2024 was AMRUT FUSION, India’s most awarded single malt having won 40+ accolades at a global forum. Fusion is renowned for its rich and complex profile, which earned the prestigious GOLD medal and will contest in the trophy category. This esteemed recognition highlights the exceptional quality and artistry poured into every dram. Pundits laud Fusion as the “CROWN JEWEL” of all Indian single malts

Amrut Distilleries has achieved GOLD medals for the following outstanding products:

1. Amrut Fusion Single Malt Whisky
2. Amrut Amalgam Malt Whisky

3. Amrut Nativity Indian Single Malt Whisky - Travel Retail Exclusive
4. Amrut Indian Single Malt Whisky Cask Strength
5. Amrut Peated Single Malt Whisky

Rakshit N Jagdale said, “These accolades highlight the distillery’s dedication to innovation and excellence in whisky production. Our sustained efforts over the last two decades have borne fruits as Amrut is being cherished and applauded across the globe. Truly remarkable to have witnessed not one but indeed 5 whiskies from our portfolio bag the top honors which is a testament to the unmatched diversity in our portfolio of single malts “

Amrut Distilleries founded in 1948 by the late Radhakrishna Jagdale in Bengaluru, India, is part of the NR Jagdale group. Amrut has grown into one of Karnataka’s leading industrial firms, boasting 1,300 employees and significant financial success. The global recognition of Amrut Fusion in 2009 catapulted Indian whisky into the international spotlight.

Amrut’s distinctive approach utilises Indian barley and the country’s unique climate, which accelerates the whisky maturation process in oak barrels, creating a unique flavor profile. This innovation has made Amrut a key player in the global whisky industry, with its products highly

esteemed by connoisseurs worldwide.

The International Spirits Challenge is renowned for its rigorous judging process, making these accolades a significant achievement for Amrut Distilleries. The awards celebrate the distillery’s innovation, superior quality, and mastery in whisky production, reinforcing its esteemed status on the global stage. ■



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DR. A.K. TYAGI

Executive Director, Haldiram Group of Companies



CHEF MONTU SAINI

Executive Chef - ITDC-Parliament House, Sr. Executive Chef - President's Secretariat (June 2015 - August 2020), Honorary Member To Le Club Des Chefs Des Chefs (CCC) (Since June 2015), CCC - Club Of Personal Chefs Of Heads Of States & The World's Most Exclusive Gastronomic Society



CHEF CHALAPATHI RAO

Cuisine Designer & Partner - Simply South, MasterChef India (Telugu) Judge, TEDx Speaker



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Director, Namma Vaedu Vasanta Bhavan



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 - CHEF CHALAPATHI RAO**, Cuisine Designer & Partner - Simply South, MasterChef India (Telugu) Judge, TEDx Speaker
 - CHEF DAVINDER KUMAR**, Executive Chef & Vice President, Le Meridien Hotel, New Delhi & President, Indian Culinary Forum
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Movements



Marriott International

- Marriott International has announced the appointment of **Varghese Thomas** as the new Market Director of Revenue Management for the Marriott Kochi Cluster - Kochi Marriott Hotel, Courtyard by Marriott Kochi, Port Muziris - Tribute Portfolio Hotel Kochi, Four Points by Sheraton Kochi, Le Meridien Kochi & The Artiste - Tribute Portfolio Hotel Kochi. Thomas has received the Accor India Award for 'Revenue Person of the Year.' His expertise lies in revenue management, and he has repeatedly proven successful in optimising hotel revenue and profits across all departments.



Hyatt Centric Juhu

- Hyatt Centric Juhu has announced the appointment of **Mathew Joseph** as the new Human Resources Manager. He brings a wealth of more than 13 years of experience with some of the renowned brands in the business. Joseph will be spearheading the Human Resources division, ensuring smooth recruitment processes, effective management of manpower, staff training, and fostering Hyatt's 'We care for people so they can be their best' philosophy.



Paras Health

- Paras Health announced the appointment of **Nakul Anand**, past President of the Hotel Association of India as Independent Director to its Board. Anand brings a wealth of strategic insights and operational expertise to his new role in enhancing service quality and patient experience across all hospitals of Paras Health. He has served ITC Hotels for 45 years and as a Director on the Board of ITC Ltd. for 12 years.

Sheraton Grand Bengaluru Whitefield Hotel & Convention Center



- Sheraton Grand Bengaluru Whitefield Hotel & Convention Center announced the appointment of **Hitesh Pant** as the new Executive Chef. With over 14 years of experience in the food and beverage industry, Chef Pant brings a wealth of knowledge and a proven track record of excellence to his new role. He will oversee the culinary operations focusing on innovation and excellence across all F&B outlets, from in-room dining to orchestrating culinary experiences for MICE, events, and weddings.



The LaLiT Chandigarh

- The LaLiT Chandigarh has announced the appointment of **Devinder Walia** as the General Manager. Walia is a seasoned professional with over 25 years of extensive experience in the hospitality industry. He excels in devising and implementing strategic sales initiatives, as well as forecasting and budgeting processes to boost revenues and expand guest bases. His expertise spans setting up new businesses, consolidating existing operations, and providing visionary leadership with a strong focus on profit and loss accountability. He has consistently optimised cost structures while enhancing service levels to improve operating income margins and drive both top and bottom-line growth.

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Indore Marriott Hotel

● Indore Marriott Hotel announced the appointment of **Jaheer Abbas** as Assistant Director Human Resources. Abbas brings with him an impressive career trajectory, encompassing 15 years of invaluable experience and expertise in the dynamic realm of hospitality. Most recently, Abbas played a crucial role as an HR strategist at Accor's Grand Mercure Mysore. During his tenure, he led diverse teams and spearheaded initiatives that not only strengthened the hotel's reputation for employee welfare and HR excellence but also fostered an inclusive culture conducive to personal and professional growth.

Cygnett Hotels & Resorts



● Cygnett Hotels & Resorts has announced three key appointments. **Deba Prasad** has been appointed as Director of Operations. Prasad, an alumnus of IHM Pusa and an MBA from UBI, Belgium, brings a robust 27-year track record in hospitality management. He has held key positions with prominent global hotel groups such as Oberoi, Taj, Jaypee, Starwood, Lalit, Best Western, Sterling, Wyndham, and MGM.



● **Rajeev Sharma** is the General Manager of Operations & Pre-Opening Support. Sharma brings to the company over two decades of extensive experience in the hospitality sector, both in India and internationally.



● **Shyam Bhethanabotla** as the new Chief Technology Officer. With a B. Tech in Electronics and an MS in Computer Science from the University of Florida, Bhethanabotla brings over 28 years of experience designing and deploying large-scale systems in various sectors, including hospitality, e-commerce, and tech, both in India and globally.

Bengaluru Marriott Hotel Whitefield



● Bengaluru Marriott Hotel Whitefield announced the appointment of **Himanshu Kala** as the new Director of Rooms. With an exceptional track record of delivering top-notch guest experiences and propelling operational momentum, Kala brings his expertise to the property. In his previous stint as a Director of Rooms at Hyatt Regency, Kolkata, West Bengal, Himanshu spearheaded the operations of the Front Office, Spa & Fitness and travel arrangements with unparalleled success.

Hotelivate



● Hotelivate announced the appointment of **Uttam Davé** as the Chief Strategy Officer. Davé is a visionary leader and a seasoned entrepreneur with a remarkable track record in both the Hospitality and Real Estate industries. With a blend of strategic acumen and practical hands-on experience and expertise, he has spearheaded the development of several pioneering businesses and projects across India and internationally. Davé's distinguished career includes pivotal roles in esteemed organisations such as Accor Hotels, InterGlobe Hotels and Pannell Kerr Forster Consultants, where he played instrumental roles in shaping India's hospitality landscape.

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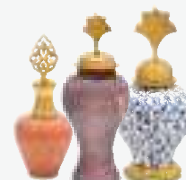
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