

FOR THE HOSPITALITY PROFESSIONAL

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Sabatini Gin brings Tuscan aromas to the Indian market

Since 2015, the Sabatini Family has been devoted to developing a unique product that is capable of bringing the best of Made in Italy to the world. They have recently introduced India to their London Dry Gin distilled with Tuscan aromas. **Asmita Mukherjee** spoke with **Enrico Sabatini**, Owner of Sabatini Gin to understand his plans to make the brand as India's favourite.

While sharing the driving force behind the inception of the Gin, Sabatini shared, "In my family, we share a passion for the aperitif ritual which in the family dates back to the beginning of the last century. A passion that is married with the desire to do something that involves the whole family. Despite the different work activities, in the marketing, finance and legal profession, which have led them to work often and successfully abroad, the Sabatini family have always maintained a close bond with their land, especially with Cortona and Teccignano, where the family estate of Villa Ugo is located. In particular, it is the summer when the family gathers in the estates in Tuscany and it is precisely on a summer day that while sipping an aperitif together,

the men of the family began to hypothesize that they could drink a gin with a recipe that could tell of Tuscany, its perfumes and its genuineness," he explained.

Explaining the distillation process, Sabatini said that their distillation is entrusted to the historic Thames Distiller by Charles Maxwell. He also described the distillation process by which Sabatini Gin is made.

"Sabatini Gin is made with home-grown botanicals and distilled in London Dry Style. This combination creates a perfect balance in flavours consisting in a pleasant aroma of fresh herbaceous and lemon scent, with nuances that refer to the Tuscan countryside."

India being primarily a whiskey-consuming country, has lately been experimenting with different kinds of alcohol and cocktails. To

utilise this as an opportunity Sabatini aims to position its products as premium Gin. "Mixology and professional bartending is now spreading in India following the consolidated trend from Europe and the US with many bars opening, and many hotel bars starting to propose to their customers a new way of drinking by offering a variety of spirits and a variety of cocktails that go beyond the sipping of whiskey. The new generation, also thanks to social media, are an enthusiast of these new offerings that allowed them to explore and try new products, new spirits and new cocktails. In this new and fast-moving environment Sabatini Gin wants to position itself as a premium gin with a strong heritage giving the opportunity to the consumer to taste a sip of Tuscany in their cocktails," he added.

Although being a new entrant in the Indian alcohol industry the Gin is looking forward to good distribution in the market. "For our strategic growth we always begin the distribution in the new market by starting to position our gin in high-end places and 5-star hotels and restaurants, working closely with top bartenders to build brand awareness from the top. Creating an event in collaboration with our International Brand Ambassador also gives us the opportunity to accelerate this process," Sabatini added.

While speaking about their India centric strategies Sabatini briefed, "India is a complex market where the distribution of premium gin from small producers has just started. We need to work using pull strategies to build a strong base with meticulous work to be done in positioning the brand; starting from the top restaurants and bars. After that we will start to work further to build brand equity with target events for the consumer as guest shifts, bartenders take over or branded events. This is a job that will take time but with the help of my distributor, we are sure that we will succeed."

Currently, Sabatini Gin is imported and represented in the country by Anggel's Share LLP with a distribution footprint across key states of Maharashtra, Goa, Delhi, Rajasthan, Haryana and Karnataka. However, the brand looks forward to grab attention in the Indian market with its well planned out strategy. "At the moment we are looking to build our brand in a healthy way creating a solid base, once this will be achieved we will work with my distributor on the next step planning a growth path to aim to be one of the leading European Gin in India," concluded Sabatini. ■

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of 'Amchi Mumbai'. The amenities include 43-inch TVs, glass-enclosed rain showers, a coffee maker, a mini-fridge, and work desks along with multimedia panels. The new-age hotel has introduced Wi-Fi 6 at the hotel, which is the next-generation wireless standard and that makes them amongst the first hotels in the country that introduced Wi-Fi 6.

We found that the gastronomic options are plenty at the hotel; Gourmet Bar located near the lobby area offers popular global and local cuisines, another restaurant Food Exchange offers a scrumptious Buffet menu and lastly chic designed - 190 AMSL By Novotel offers yummylicious Continental, Mexican, Chinese, North Indian dishes along with an extensive bar menu.

At the Gourmet Bar, we ordered a lip-

Novotel Mumbai International Airport Hotel An Amalgamation of Advanced Technology and Sustainability

Asmita Mukherjee | Mumbai

Nestled at the hustling and bustling business junction of Andheri-Kurla road in Mumbai, Novotel Mumbai International Airport Hotel is the new kid on the block. The 268 Keys hotel is situated just 2 km away from the T2/International Airport of Mumbai and is easily accessible from the city's Western and Eastern Express Highways. With futuristic architecture, a magnificent lobby, ample gastronomic options, an infinity pool with a city view and world-class hospitality, the newly launched hotel is giving a tough fight to its competitors in the vicinity. The hotel can be the perfect choice for corporate travellers, FIT, and transit passengers.

On a short trip to Mumbai, we had a chance to stay at the newly opened hotel which not only boasts big rooms of 34 square metres but has large conference halls consisting of

16,500 sq. ft. of spectacular meeting and event spaces. After finishing the check-in process, we had a refreshing welcome drink which got us ready for a room tour.

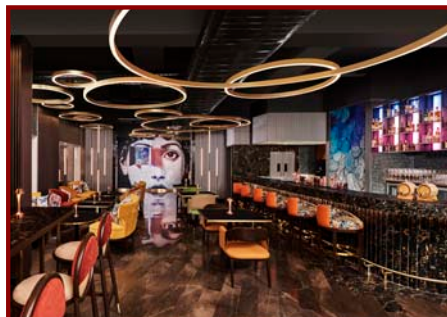


The rooms are exceptionally big and the décor is inspired by the local culture and attractions of Mumbai. One can have impressive views of the Mumbai International Airport and Airport Road Metro Station from the hotel. The use of big wallpapers of Dabbawalas, the iconic Dhobi Ghat and Juhu Beach makes one feel the true essence

smacking Multigrain Spiced Lamb Burger made up of a big Lamb patty wrapped with Bacon, Lettuce, Tomato, Cheese, and Gherkins. The jumbo burger came with French fries and Dips. The wholesome burger could easily alternate a meal.

During my few hours of stay at the hotel, I witnessed the great efforts taken by the hotel towards sustainability. Instead of plastic bottles, one can find glass bottles in the rooms. The Mini Toiletry Kits had also been replaced by refill bottles of shampoo, conditioner and shower gel, which were pretty convenient. Also, the hotel has replaced toothpaste with tooth tablets which are a plastic-free, zero-waste alternative to a traditional tube of toothpaste. All in all, we had an extremely comfortable stay at this new hotel which not only does good business but also has an equally sharp focus on achieving sustainability measures. ■

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LOST IN THE DESERT

Without a proactive approach tourism departments will find it tough to recognise an opportunity even if it drops into the lap.

What does it mean to have more than a hundred photography professionals and enthusiasts from across the world land at one destination on one fine day? Guess it should be any tourism promoter's dream and delight.

Almost a century ago in the USA some professionals renamed the two-decade-old Associated Camera Clubs of America and formalised it further and created the Photographic Society of America, known popularly as PSA.

Since those days, one of its most interesting activities would be its annual week-long Conference. The association soon went global with members across the world. Though its annual event evolved into a grand social of the year it was never held anywhere outside the USA that country since its first inception in 1919.

Due to the efforts of some Indian chapter volunteers of the association, it was held outside the USA for the very first time. And the first destination country was India and the venue was Jaisalmer in Rajasthan. This happened in January.

It should have been something of a winner for any destination around the world to capitalise on any opportunity to plug for tourism promotion.

Hence it seems rather odd that the event apparently reportedly went almost unnoticed by those who are expected to look out for springboards for a promotional plank.

Of course, PSA is not a media association nor everyone in it would be a travel photographer but that's beside the point. A keen travel department is expected to scout for different ways to do its job. That the dates for the week-long meet were timed to coincide with the Desert Festival was due to the effort of the organisers themselves. The festival this time was apparently tapered down but the tourism authorities at least should have been more interested in gleaning some benefit from it.

As per Mukesh Bhatia, one of the three hoteliers who hosted the 100 plus professionals, governmental or local authorities didn't evince any interest in it. The Tourist Reception Centre in the city expressed ignorance that such an event happened in the city at all.

It's evident that what is needed is perhaps a refresher course for local officials and others as well to think more out of the hat than within a bureaucratic straitjacket.



Anurag Yadav
Industry Expert

Anurag Yadav is a travel author and columnist, writing on hospitality and design. An avid traveller, he has published five books and divides his time equally between Delhi and London.

The views expressed in the column are of the author, and may or may not be endorsed by the publication.

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'THSC identifies skill gaps and addresses them through appropriate courses, curriculum, and career support'

The Tourism and Hospitality Skill Council (THSC) is a non-profit organization established as a component of the Skill India initiative, operating under the aegis of the Ministry of Skill Development and Entrepreneurship (MSDE). The council has an independent Governing Board, comprising of representation from the Government, Industry Partners and Industry Associations across India. The aim of the organisation is to create a robust and sustainable ecosystem for skill development in the industry, catering to Hotels, Restaurants, Facility Management, Tour & Travel and Cruise Liners. To know more about how the council is helping hospitality aspirants to reach their goals **Asmita Mukherjee** spoke with **Rajan Bahadur, CEO of the Tourism & Hospitality Skill Council (THSC)**.



Q Since its inception in 2014, what are the achievements that have been witnessed by THSC?

THSC has more than 1000 industry partners covering over 2,500 units, including large and small hotel and resort chains, restaurants, quick service restaurants, facility management companies, and travel agencies. Major brands such as Oberoi, Marriot, Mahindra Resorts, Radisson Hotels Group, Sarovar Hotels, Taj Group of Hotels, Jubilant Foods, Burger King, Barbeque Nation, Compass Group, JLL, and many small and medium enterprises work with THSC to place candidates in various job roles. THSC has over 500 training centres across the country and more than 80 colleges/universities pan India conducting training and B.VOC programs as per National Skill Qualification Committee approved qualification packs. THSC has taken various initiatives to provide skilled manpower to the industry. Notable achievements are as under:

- THSC has achieved an overall enrolment of 15 Lac and successfully certified over 10 lac youths.
- Achieved over 70% placement of certified candidates.
- Registered over 2500 Industry units in apprenticeship, who have recruited 50,000 plus candidates as apprentices (since 2018) in THSC job roles within their organisations.
- Our focus is on Upskilling/Reskilling

Programs. Over 6 lakhs+ informal workers have been certified under this across our Industry Partners and at the Rashtrapati Bhawan, Governor houses, IRCTC, Kumbh Mela 2019, FSSAI, Street Food Vendors Association etc.

- We conduct regular job fairs and Placement drives to bridge the gap between employers and job seekers.
- Hold regular webinars as part of Azadi ka Amrit Mahotsav

Q What are the B2B tie-ups that you have in the hospitality sector?

THSC regularly engages with over 1000 Industry partners to create awareness of various Govt. skilling models, Apprenticeship Programs and job roles and regularly discusses several course curriculums on different job roles pertaining to our industry that enhance the course content and quality, based on Industry Standards and requirements. This helps in creating Industry-validated Qualification Packs before for training in various THSC-affiliated Training Centres and B. VOC Colleges that are adopting tourism and Hospitality courses for the benefit of the industry.

Additionally, we have tied up with brands like The Marriot, Mahindra Hotels, Deltin Casinos, The Oberoi Hotels and Sarovar Hotels and Resorts in our "Recruit-Train and Deploy" (RTD) Model where candidates are trained and deployed in the respective hotel's post-certification by THSC.

Q What are the steps being taken by THSC to empower the youth with appropriate job ready in the hospitality and tourism sector?

THSC works with and for the industry to create courses that meet the evolving needs of the sector. The organisation identifies skill gaps and addresses them through appropriate courses, curriculum, and career support.

The qualifications created by THSC are reviewed and updated regularly to align with the changing dynamics of the industry.

To empower the youth, THSC has:

- Matched post-pandemic industry demands, and issues like multitasking, a focus on health & hygiene, and People with disabilities sensitization are now included in the revised Qualifications.
- Designed adventure tourism courses to fulfil market need and prepare a pipeline for future industry demand with focus on domestic tourism.
- Collaborated with foreign organizations like American Hotel Lodging and Education (AHLEI) to provide globally recognised courses.
- Developed participant handbooks as well as EContent in line with evolving industry demands.
- Developed courses like home stay host, Tour Guide, walk tour facilitator, travel guide that will assist young people in starting their own businesses to promote domestic tourism business. ■

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Expanding Universal Opportunities | Reimagining Open Content

By Prof. Satish Jayaram, PhD – Ideator | Innovator | Incubator



After creating new storyboards, renewing learning models, adopting multidisciplinary approaches and empowering learning outcomes through hybrid delivery approaches, what-if? We can now expand universal learning opportunities by reimagining open-source content? This article will enable the imagination of disrupting learning approaches - unbounded, ongoing and perennial in enhancing future human lives. The key lies in rediscovering that relevant knowledge bytes are all around us, micro-learning – stories, reels leave an indelible impression. The value of open content is that it enables the accept-reject choice customized to individual learning, not under regurgitation pressure.

An over-abundance of universal learning opportunities emerged in response to a pandemic induced survival. The manner in which business models have impacted and augmented our living as we renewed, is a case in point. Systems relinquish the joy of learning from this Universe, pandering to the drudgery of trying to assimilate this disruption in acceptable formats, causing time lags. This inertia to absorb learning with agility is likely to cause gaps between realities on the ground and the nature of content being supplied through traditional formats. A quick solution to this impasse is in re-imagining open content with due credibility checks, as a basis for knowledge stacks even as application follows.

Adaptable learning formats – including the use of digitized micro-learning, leveraging social media or tech-driven knowledge sharing is imperative. The first impact zone is on institutional formats, which can inspire change by redundizing failed industrial practice. Once this structural flexibility is achieved, it is not difficult to rein in bodies of data and information available in many universal learning systems. A social-digital knowledge ecosystem is being rapidly proliferated in a popular tech-hybrid adaptation today. A transition from definitive to momentary competitive advantage, driven by rapidly changing sources of information, in the intuitive-predictive analytical digital world holds many answers.

In the model below, the ability to shift paradigms in-line with their access to dynamic learning systems, allows the creation of a bundle of focused competences required of future talents in the workforce.

Once institutions re-imagine their learning eco-systems to encompass the physical-hybrid-social spaces as harbingers of learning, the trigger to set-off other domains will follow naturally. Our immediate requirement is step out of the ideology box, in acceptance of growing learner abilities

to deal with a higher level of data complexity as well as intuitive learning ability by enslaving technology.

Newer domains like artificial intelligence, block-chain technologies, non-fungible tokens of learning experiences will demand that competence maps to perform future jobs change pro-actively today. Academia and industry together need to rationalize the requirements of a future workforce to operate businesses in a tech-hybrid format. This will inspire new story-boarding for holistic learning today.

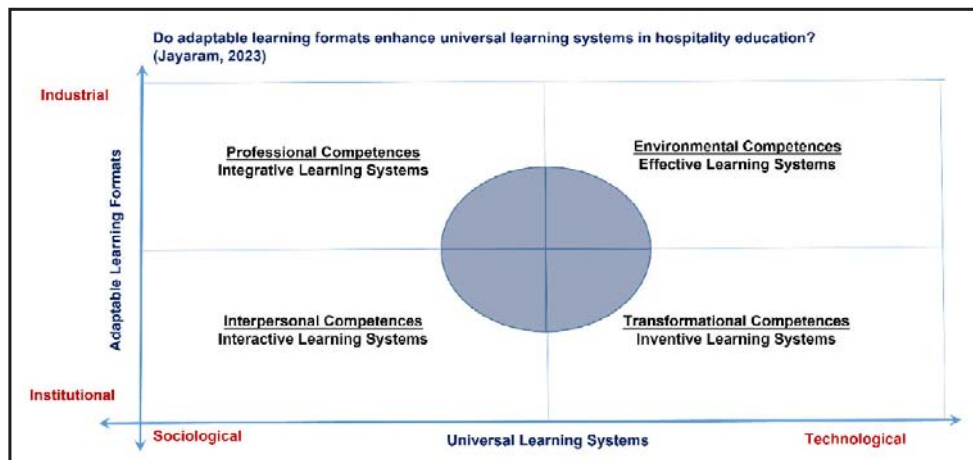
An overhaul of learning eco-systems will ultimately allow us to stage the transition from existing learning formats to universal learning formats, by engaging both institutions and industry together.

- 1. Interactive Learning Systems:** Validating credits from the digital-social-hybrid universe will facilitate creation of new inter-personal competencies, by remapping the attributes required of future professionals. Behaviours and traits once considered secondary (learning agility, change integrity and value sustenance) will come to the fore displacing existing ones.
- 2. Integrative Learning Systems:** Integrating bodies of practice outside domain boundaries requires benchmarking with professional competences, found in related and supporting industries (digital transformation, tech-application and ESG). These professional competences are required to replace redundant ones that have crept in and established defeating cultures.
- 3. Inventive Learning Systems:** Proliferating tech-enabled hybrid learning by leveraging technological capabilities effectively requires a re-invention of learnability. Transformational competences (lean-modelling, robotics and innovation) are the corner-stone of change, to enable quick pivots during crisis, even combating challenges with quick response mechanisms.
- 4. Effective Learning Systems:** Growing ESG complexities can be tackled effectively with enhanced awareness and focus. The ability to evolve these environmental competences to pro-actively act on communities, national, global and universal sustenance, can be incubated by integrating myriad learning systems effectively and empathetically for a greater planet.

In conclusion, **what-if** learning can be reconceptualized to suit the

requirements of a slowing civilization? These macro-perspectives required to enhance the next generation, to sustain and deliver the planet to its next incumbents, requires current learners to make changes today! The provisions for change exist while mindsets grapple with the hoary lethargy of implementing a solution that will take us all out of our comfort zones. Do we have it in us to walk-the-talk and demonstrate this change? ■

The views expressed within this column are the opinion of the author, and may not necessarily be endorsed by the publication.





F&B Panel on Do Hotels, the original pioneers of F&B in the country, need to rethink and reimagine F&B offerings given the rapid strides in innovation and customer acquisition made by stand-alone restaurants?

Panellists: AD Singh, Founder & Managing Director, Olive Bar & Kitchen; Anil Chadha, Divisional Chief Executive, ITC Hotels; Gaurav Singh, Market Vice President South & East India, Bangladesh and Sri Lanka, Marriott International; and Rohit Khattar, Founder & Chairman, Old World Hospitality

Moderator: Diwan Gautam Anand, Industry Stalwart & Former Executive Vice President, ITC Hotels

HOPE 2023 Brings New Hope for the Hospitality Industry

HVS ANAROCK concludes their maiden Investment Conference for India

HBI Staff | Goa

HVS ANAROCK held India's most exclusive Hospitality Summit, HOPE 2023 from March 2-3 at Taj Resort & Convention Centre, Goa. The power-packed event HOPE (Hospitality Overview Presentation & Exchange) brought together a select gathering consisting of 300-350 hospitality and travel eminences, and the senior leadership of domestic and international hotel chain operators, owners, investors, travel gurus, thought leaders, and influencers from across the globe. The event showcased India's global stature as a hospitality industry powerhouse focused on sustainability as a core theme with the delegates deliberating upon a path forward for sustainable growth. The summit witnessed the unveiling of the first-ever sustainability report for the hospitality sector on the current challenges and methods to make the industry more sustainable was unveiled during the event.

Among the key dignitaries present was



Dr. Pramod Sawant
Chief Minister, Goa

the Honourable Chief Minister of Goa, Dr. Pramod Sawant, who said in his address, "I am delighted that HVS ANAROCK is having the HOPE conference at Goa- India's tourism Capital and this very exclusive travel and tourism conclave will be held every year in Goa, starting this year."

DAY 1

The proceedings on day one started with HVS ANAROCK President, Mandeep



Mandeep Lamba
President, South Asia, HVS ANAROCK

Lamba's Beachside Chat with Christopher J. Nassetta, President & CEO, of Hilton. Nassetta concluded the session by putting emphasis on how covid has changed the way we travel and the impact on the hotel industry.

Day one featured four-panel discussions, including a Global Leaders Panel (Global Hospitality Outlook: Have we emerged stronger and more optimistic than ever before?) featuring Christopher Hartley,

CEO, Global Hospitality Alliance; Dimitris Manikis, President, Europe, Middle East, Eurasia & Africa, Wyndham Hotels & Resorts; KB Kachru, Chairman Emeritus & Principal Advisor South Asia, Radisson Hotel Group; Stephen Rushmore, Jr., President & CEO, HVS; and Tommy Lai, Chief Executive Officer, General Hotel Management Pte. Ltd. The session was moderated by Mandeep Lamba, President, South Asia, HVS ANAROCK.

Featuring in the Luxury Travel Panel (Post the pandemic, is luxury travel likely to witness a significant leap? Is the rapidly changing customer behaviour and outlook going to redefine luxury travel in some ways?) were Laure Morvan, Chief Development Officer, India, Middle East, Africa & Turkey, Accor; Mary Gostelow*, Global Ambassador, Travel Writer & Influencer, Gostelow Report; Rohit Khosla, Executive Vice President – Operations, North & West India, IHCL; Salil Deshpande, Head of Editorial Content, Condé Nast Traveller India; and Sameer Nayar, Executive Vice President, Strategic Development, Oberoi Hotels & Resorts. Rattan Keswani, an Industry Stalwart and Former Deputy Managing Director, Lemon Tree Hotels, moderated the session.

The session was followed by a Beachside Chat on How India Travels, in which Kapil Kaul, CEO & Director, CAPA Advisory was joined by Rajesh Magow, Co-Founder & Group CEO, MakeMyTrip, for a freewheeling conversation, which was moderated by Ajay Mehtani, Senior Vice President, Asset Management, HVS ANAROCK.

The F&B Panel (Do hotels—the original pioneers of F&B in the country—need to rethink and reimagine F&B offerings given the rapid strides in innovation and customer acquisition made by standalone restaurants?) brought together AD Singh, Founder & Managing Director, Olive Bar & Kitchen; Anil Chadha, Divisional Chief Executive, ITC Hotels; Gaurav Singh, Market Vice President South & East India, Bangladesh and Sri Lanka, Marriott International; and Rohit Khattar, Founder & Chairman, Old World Hospitality, with Diwan Gautam Anand, Industry Stalwart & Former Executive Vice President, ITC Hotels, moderating the session.

And taking part in the HR Panel (The Manpower Conundrum: How will hotels deal with attracting and retaining future talent?) were Ashutosh (Ash) Khanna, Partner, Heidrick & Struggles; Brijesh Paleri, Founder, GigsNearMe; Gaurav Pokhariyal,



"I think it's a wonderful initiative. I would like to congratulate HVS under the leadership of Mandeep, very well supported by the founders Anuj & Shobhit. I think such initiatives are very timely, are very opportune but are also a service to the nation and a service to society. It's not easy to put such an event together and we feel extremely proud to have the opportunity to partner with HVS to serve this need and I remain very confident that this will become a very iconic event in the next years and decades to come."

- Puneet Chhatwal, Managing Director & CEO, IHCL



"It's been a really amazing experience. I have been super impressed with the level of organization, the kind of event management that is happening. I think the conference, the HOPE conference, has definitely set the bar very high, it's taken it up a few notches and overall super impressed. The attention to detail, the service levels, whether it's the F&B, whether it's the stage backdrop, I think everything has been top notch and it's been my pleasure and honour to be part of this conference."

- Nirupa Shankar, Joint Managing Director, Brigade Enterprises



"HOPE, wonderful bunch of ideas put together. It was great to get into the depth of what technology is going to produce over the next few years with metaverse etc. It's always good to come together with different minds, different thoughts, different levels of imagination and just talk about some ideas together. So, thank you very much Mandeep and team. Thank you HOPE."

- Ajay Bakaya, Managing Director, Sarovar Hotels



"It's indeed an honour to be here. A brilliant event. It's a great forum to be, I think it was good to see so many people under one roof, who touched upon some great topics. Everyone spoke about many interesting things. A lot of the future that our industry is looking forward to, a lot of crystal gazing. We have all evolved from the past, COVID is behind us and that is a good way, and this event is epitome of that."

- Vikramjit Singh, President, Lemon Tree Hotels



"First, I must congratulate HVS for this wonderful conference. It was exceptionally well-organized and I must also thank Mandeep Lamba for doing an exceptional job of bringing all international and national hospitality stalwarts to the conference and as one can see it has been a huge success. So, congratulations to HVS for doing their first conference exceptionally well. Congratulations!"

- Vijay Dewan, Managing Director, Apeejay Surrendra Park Hotels Limited



"HOPE was one of the best experiences that I have had. Very well-organized event. I would also say that the diversity of speakers and the topics that were covered at this event were really meaningful and it's so good to see the industry players all get together after such a long time. One of the best events and I am sure this one is a difficult one to beat."

- Amanpreet Bajaj, General Manager India, SE Asia, Hong Kong & Taiwan, Airbnb



"Hope 2023 showcased the great magnitude of the Indian hospitality opportunity and its impact on the domestic and global landscape. The conference was attended by domestic and international experts, who embarked on constructive dialogue and exchanged ideas and best practices for a better tomorrow. I personally enjoyed the session of 'The Future of Hotel Design & Sustainability'."

- Dimitris Manikis, President EMEA, Wyndham Hotels & Resorts



"I think it's a brilliant infrastructure, a great conference, excellent speakers, and the content is extremely valuable, and relevant to the people who are attending the conference. The facilities, the engagement with the Speakers, I have been a Speaker here and so the engagement of the HVS team before and after the panel discussion has been brilliant. I think overall a very, very successful event and I wish them all the best in the near future."

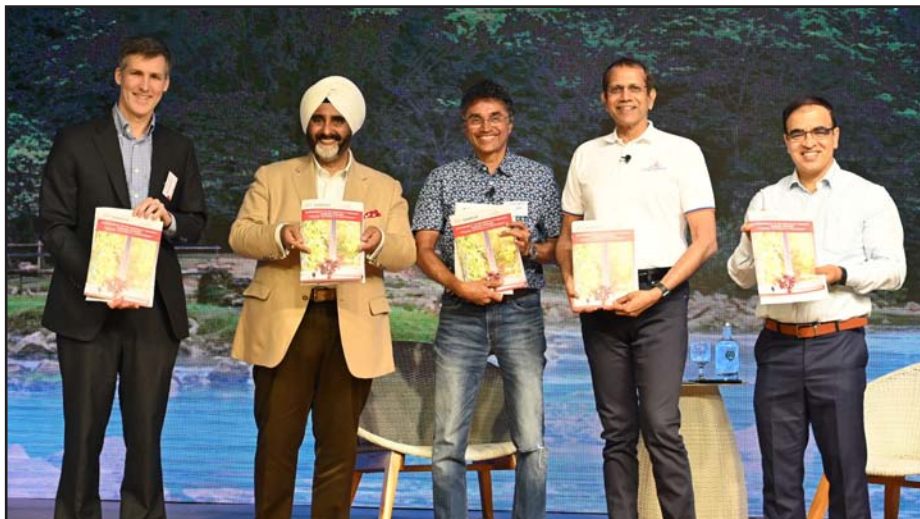
- Ranju Alex, Area Vice President, South Asia, Marriott International



"Industry events like HVS HOPE provide unique opportunities and valuable experiences for industry leaders and fellows. Such knowledge exchange activities can't be replicated in a virtual setup. While virtual events have become more convenient, they can never replace the benefits of physical events, specifically when it comes to networking and relationship building. With recent advancements and developments, India has become a talent pool for the global hospitality industry. Events like HVS are a testament to this. It hosted relevant panels and discussions and covered all aspects of tourism, including

the India growth story."

-Nikhil Sharma, Market Managing Director for Eurasia, Wyndham Hotels & Resorts EMEA



Stephen Rushmore Jr., President & CEO, HVS; Mandeep S. Lamba, President, South Asia, HVS ANAROCK; Ravi Sarangan, Director, Edifice; B. Santhanam, CEO – Asia Pacific & India Region, Chairman, Saint-Gobain India; and Hemant Khurana, Executive Director, Saint-Gobain India, unveiling the HVS ANAROCK & Saint-Gobain Report titled, SUSTAINABILITY IN THE HOSPITALITY INDUSTRY - WORKING TOWARDS "TRAVEL WITHOUT A FOOTPRINT"

Executive Vice President – Human Resources, IHCL; Natwar Nagar, Founder & CEO, The People Network & The Job Plus; and Sanjay Bose, Executive Vice President & Head – Human Resource, ITC's Hotel Group. This session was moderated by Prahlad Puri, Co-Founder & Executive Director, Indian School of Hospitality.

DAY 2

The second day's proceedings started with the Keynote Address. 'Story of India: All Facts No Fiction' by Deepak Bagla, Managing Director, Invest India. He spoke at length about how the planning that was laid out 100 months back for the development of the Aviation and Tourism space in our country is laying the foundation for making

India the next superpower.

The session was followed by an HVS ANAROCK Presentation, Spotlight on India: No looking back, by Mandeep S. Lamba—President, South Asia, HVS ANAROCK—launched the agenda on Day two of HOPE 2023. Lamba not only emphasised on the sectorial growth that the country has witnessed viz-a-viz tourism, travel and hospitality but also gave an overview of what India is going to witness in terms of infrastructural development in the coming years.

Day 2 also witnessed a Lounge Chat of Campbell Wilson, CEO & Managing Director, Air India and Puneet Chhatwal, Managing Director & CEO, IHCL with Aindrila Mitra, Editor-in-Chief, Travel

& Leisure, India & South Asia. While Wilson was very optimistic about the quick turnaround of the culture and operations of the group post the merger, he talked about the greater need of having the right distribution partners. Chhatwal talked about the consolidation and expansion that IHCL is going to see in the next 5-10 years and echoed the sentiments of Bagla and Lamba about India holding a very unique position in the global tourism & hospitality space.

After that a series of panel discussions was scheduled, including CEOs Panel 1 (New Models, New Playbook: Is the Indian landscape changing?), which featured Anuraag Bhatnagar, Chief Operating Officer, The Leela Palaces, Hotels & Resorts; Jatin Khanna, Chief Executive Officer, Sarovar Hotels; Puneet Dhawan, Senior Vice President – Operations, India & South Asia, Accor; Ranju Alex, Area Vice President, South Asia, Marriott International; and Vikramjit Singh, President, Lemon Tree Hotels. The session was moderated by Vijay Thacker, Managing Director, Horwath HTL, India. This session stressed on the importance of Tier 2 and 3 markets and the inclusion of technology to make the industry more inclusive.

Meanwhile, in the Tech Panel 1 session (Future of Travel Technology: Where are we headed?), Ipshita Kumar, Vice President – Brand Innovations, Hype Partners, was joined by Joy Ghosh, Head of Commercial – Indian Subcontinent, Middle East, Africa & Turkey, Amadeus Hospitality; and Nuno Guerreiro, Regional Director, South APAC & Chains, Booking.com, with Ajay Mehtani—Senior Vice President, Asset Management, HVS ANAROCK—playing the role of moderator. The biggest takeaway from the panel was that the future of hospitality looks promising with human interface and technology in terms of VR, AI, etc.

And featuring in Tech Panel 2 (Lifting the Veil on Metaverse) were Shweta Bajpai, India Head – Financial Services, Media, Travel & Professional Services, Meta; Shalaka Ramesh Pawar, Client Partner – Travel & Professional Services, Meta; and Swati Sud, Client Solution Manager – Travel & Professional Services, Meta. The three presentations took a deep dive into the world of AI, VR, AR and Metaverse and exhibited multiple examples of how the sector can benefit from these products.

Participating in CEO's Panel 2 (Crystal Ball Gazing: Journey of a hotel guest in 2033) were Navjit Ahluwalia, Senior Vice



Luxury Travel Panel on Post the Pandemic, is luxury travel likely to witness a significant leap? Is the rapidly changing customer behaviour and outlook going to redefine Luxury Travel in some ways?

Panellists: Laure Morvan, Chief Development Officer, India, Middle East, Africa & Turkey, Accor; Mary Gostelow*, Global Ambassador, Travel Writer & Influencer, Gostelow Report; Rohit Khosla, Executive Vice President – Operations, North & West India, IHCL; Salil Deshpande, Head of Editorial Content, Condé Nast Traveller India; and Sameer Nayar, Executive Vice President, Strategic Development, Oberoi Hotels & Resorts

Moderator: Rattan Keswani, Industry Stalwart & Former Deputy Managing Director, Lemon Tree Hotels

President & Country Head, India, Hilton; Prabhat Verma, Executive Vice President – Operations, South India, International Hotels & Expressions, IHCL; Sanjay Sethi, Managing Director & CEO, Chalet Hotels; Sudeep Jain, Managing Director, South West Asia, IHG; Sunjae Sharma, Managing Director, India & Southwest Asia, Hyatt Hotels Corporation; and Vijay Dewan, Managing Director, Apeejay Surrendra Park Hotels Limited. Nikhil Sharma, Market Managing Director, Eurasia Wyndham Hotels & Resorts—moderated the session. This session was all about enhancing the guest's experience and making his experience of staying in a hotel the most memorable one.

Participants in the Investment Panel (Private Equity & lenders' outlook for India Hospitality) included Anoop Bali, Whole Time Director & CFO, Tourism Finance Corporation of India; Manmeet Gulati, Managing Director Head, Real Estate, South Asia, Standard Chartered Bank; Hari Krishna V, Managing Director, CPP Investment; Raghu Sapra, Head of Hospitality, Embassy REIT; and Santosh Verma, Executive Vice President – Investment Banking, ICICI Securities, with Shobhit Agarwal—Managing Director & CEO, ANAROCK Capital Advisors—acting as moderator. The session not only chronicled the journey of what the industry as a whole witnessed during the COVID times but also took cognizance of the big learnings that will help the sector to become better in terms of its scalability and profitability.

Featuring in the Alternate Accommodation Panel (The Rise & Rise of Alternate Accommodation: What lies in store?) were Amanpreet Bajaj, General Manager India, SE Asia, Hong Kong & Taiwan, Airbnb;

Devendra Parulekar, Founder, SaffronStays; Nibhrant Shah, Founder & CEO, Isprava & Lohono Stays; Santosh Kumar, Country Manager – India, Sri Lanka, Maldives, Indonesia, Booking.com; and Vaibhav Singh, Senior Vice President & Head Alternate Accommodations, International Hotel Supply & Strategic Alliances, MakeMyTrip. The session was moderated by Ranjit Batra, President Hospitality, Panchshil Realty. With a more flexible work environment post-COVID and the rise in experiential travel, the lines between work and travel have got blurred.

In the Design & Sustainability Panel (Future of Hotel Design and Sustainability), Bobby Mukherji, Architect, was joined by Hemant Khurana, Executive Director, Saint-Gobain India; Jabeen L Zacharias, Architect & Interior Designer; Patrick O'Meara – Head of Business Development, Sustainable Hospitality Alliance; Ar. Reza Kabul, President, ARK Reza Kabul Architects; and Sonu Shivdasani, OBE | Guardian of the Culture, CEO & Joint Creative Director, Soneva. The moderator for this session was Ajaya Sharma, Senior Editor, Markets, Anchor, Times Network (ET NOW).

The Hotel Owners Panel (Real Estate Investment Outlook: Is hospitality finally maturing as a real-estate asset class?) comprised of Puneet Chhatwal, Managing Director & CEO, IHCL; Harshvardhan

Neotia, Chairman, Ambuja Neotia Group; and Nirupa Shankar, Joint Managing Director, Brigade Enterprises, with the session being moderated by Anuj Puri, Chairman & Founder, ANAROCK Group. The session acknowledged and celebrated the synergy between asset managers, hotel owners, management players and PE funds that has propelled this unprecedented growth but also asked the industry to be extremely careful and manage and structure their feasibility reports with a tighter noose.

And the Hotel Development Panel (India: Land of Immense Potential and Challenges—How are operators strategizing their India entry and growth plans?) featured Andrew Langdon, Senior Vice President Development Asia, Accor; David Roberts, Global Head – Business Development, Dusit International; Nikhil Manchharam, Managing Director – Development Asia, Yotel; Shawn Hill, Chief Development



Now It Can Be Told: Candid Conversations - Patanjali (Patu) G. Keswani, Chairman & Managing Director, Lemon Tree Hotels in conversation with Dilip Puri, Founder & CEO, Indian School of Hospitality

Officer Asia Pacific (excluding Greater China), Marriott International; and Suma Venkatesh, Executive Vice President – Real Estate & Development, IHCL. The session was moderated by Akash Datta, Senior Vice President, Consulting & Valuation, HVS ANAROCK. The session positioned India as a clear winner when it comes to growth in the hospitality sector and the number of keys that will be added YoY in the next decade or so.

The summit concluded by conferring the #HASHTAG (HVS Anarock Showcase Hospitality & Tourism Awards Gala) Awards, which honoured the best-performing hotel general managers and hotels from across categories in a glittering ceremony. ■

#HASHTAG Awards honoured the best performing Hotels and General Managers

HBI Staff | Goa

The HOPE 2023 summit was concluded by conferring the #HASHTAG (HVS Anarock Showcase Hospitality & Tourism Awards Gala) Awards, which honoured the best-performing hotel general managers and hotels from across categories—Economy, Midscale, Upscale and Luxury—and to hotels in each of these categories that have delivered outstanding performances in a glittering ceremony. HVS ANAROCK also presented an 'Industry Leader of The Year' award. The nominations went through a stringent qualitative and quantitative rating matrix and were evaluated by a jury of eminent industry leaders outside the hotel & hospitality fraternity.

#HASHTAG aims to establish the gold standard for hospitality awards.

Finding mention in the #HASHTAG roll of honour are-

BEST HOTEL AWARDS IN BUSINESS SEGMENT

The Hotel of the year: ECONOMY - **Hometel Chandigarh**

The Hotel of the year: MIDSACLE – **The Fortune Park Lake City, Thane, Mumbai**

The Hotel of the year: UPSCALE – **Hyatt Place, Hyderabad**

The Hotel of the year: UPPER UPSCALE – **Radisson Blu Hotel Guwahati**

The Hotel of the year: LUXURY – **The Leela Palace Bengaluru**

BEST HOTEL AWARDS IN LEISURE SEGMENT

Resort of the year: MIDSACLE – **Ramada Resort Kochi**

Resort of the year: UPSCALE – **The Savoy IHCL SeleQtions, Ooty**

Resort of the year: UPPER UPSCALE – **Vivanta Dal View Srinagar**

Resort of the year: LUXURY – **Alila Fort Bishangarh**

BEST GENERAL MANAGER

Best General Manager: ECONOMY – **Ankush Sharma, Ginger, City Centre, Noida**

Best General Manager: MIDSACLE – **Suresh Kumar, Ramada by Wyndham, Kochi**

Best General Manager: UPSCALE – **Manish Yadav, Fortune Select Forest Hill, Kasauli**

Best General Manager: UPPER UPSCALE – **Amit Kumar, Sheraton Grand Resort and spa, Chennai**

Best General Manager: LUXURY – **Rajiv Kapoor, Fairmont Jaipur**

Future Leaders Annual Group Submission Hospitality Industry Projects (FLAGSHIP) - **The Institute of Hotel Management, Pusa, New Delhi**

General Manager of the Year- **Amit Kumar, Sheraton Grand Resort and Spa, Chennai**

HOPE 2023 Sustainability Champion of the year award – **ITC Hotels**

HOPE 2023 Industry Leader of the year award – **Puneet Chhatwal, Managing Director & CEO, IHCL**



HVS ANAROCK HOPE 2023 Industry Leader of the Year: Puneet Chhatwal, MD & CEO, IHCL



HVS ANAROCK-Saint-Gobain HOPE 2023 Sustainability Champion of the Year: ITC Hotels



HVS ANAROCK #HASHTAG AWARDS, GENERAL MANAGER OF THE YEAR 2022 IN ASSOCIATION WITH MAKEMYTRIP, Winner: Amit Kumar, Sheraton Grand Resort & Spa, Chennai



HVS ANAROCK #HASHTAG AWARD in Best Business Hotel 2022 – Luxury
Winner: The Leela Palace Bengaluru



HVS ANAROCK #HASHTAG AWARD in Best Business Hotel 2022 – Upper Upscale category
Winner: Radisson Blu Guwahati



HVS ANAROCK #HASHTAG AWARD in Best Leisure Hotel 2022 – Luxury category
Winner: Alila Fort, Bishangarh



HVS ANAROCK #HASHTAG AWARD in Best Leisure Hotel 2022 – Upper Upscale
Winner: Vivanta by Taj, Srinagar

HOPE 2023's massive success lays foundation for the second edition

Asmita Mukherjee | Hyderabad

The maiden Exclusive hospitality Summit HOPE 2023 (Hospitality Overview Presentation & Exchange) was recently held by HVS over two days at the Taj Resort & Convention Centre in Goa. With the massive success of the event, the organisers have already planned for its second edition which is scheduled for February 29 and March 1, 2024 at the Taj Cidade de Goa. Mandeep Lamba, President, South Asia, HVS ANAROCK informed, "The theme for HOPE 2024 is 'The India Story: Up, Up & Beyond' which will highlight how India is shaping itself as a global economic powerhouse while continuing to fuel domestic consumption with the largest population in the world."

The maiden summit of HOPE 2023, which witnessed several power-packed discussions, and sessions, highlighting the recent pressing issues and opportunities witnessed by the hospitality industry has gained a lot of traction. Speaking about the success of the event, Lamba said, "We wanted to bring together not only the top hospitality leaders for differentiated out-of-the-box discussions on industry trends, but also highly esteemed and coveted keynote speakers and presenters from outside the hospitality fraternity to deliberate on the latest global technology trends such as Metaverse and India's rise as an economic powerhouse to give the conference attendees a much broader view into the India growth story. Above all we wanted to package this into never-before-seen production standards through creative design and cutting-edge

technology."

He also informed that due to the unique nature and flow of the event, it has managed to achieve high rated success. "With HOPE 2023, I believe we were able to achieve this goal and more, successfully raising the bar for hospitality conferences in the region. However, our own measure of success is not what guides us; it is the feedback from the attendees that truly matters, and I am humbled by the results of our feedback survey, which besides rating



Mandeep Lamba
President, South Asia
HVS ANAROCK Group

the event very high on several other parameters, showed that 61% of the respondents rated HOPE 2023 a 5 on 5, while 33% gave us a 4 on 5 on the overall quality of the event, with 85% stating that they would surely be returning back next year," he added.

According to Anuj Puri, Chairman, ANAROCK Group, the hard work behind the plan and execution of the summit is the only reason for the grand success of the event. He said, "Considering the amount of forethought and groundwork that went into making it a reality, we never had any doubt about HOPE 2023 being a complete success, and our confidence was fully vindicated. The event achieved everything it was meant to, and much more. We are gratified at having conceived and launched the hospitality industry's definitive

networking and information exchange platform in India," he informed.

Puri is confident that this kind of summit can lift up the Indian hospitality sector to a global level. He added, "Every thriving industry needs occasions to celebrate its successes, examine and discuss current affairs that impact it, and plan the way forward. Indian real estate has a vibrant culture of such events across sectors, and the hospitality industry cannot be an exception. After the disruptions of the Covid-19 pandemic, the hospitality sector staged a decisive and convincing comeback. This success needs to be both celebrated and leveraged further. HOPE will live up to its name in every respect, providing direction and a strategic roadmap to ensure that the current forward momentum is maintained."

Lamba further elaborated on the attractions of the upcoming edition of HOPE, "We will return with the second edition of HVS ANAROCK HOPE on February 29 and March 1, 2024 at Taj Cidade de Goa, our Host and partners for HOPE 2023. HOPE 2024 will be a "can't-miss" summit for all the hospitality and travel professionals in the region, where they can network, learn from, and engage with the who's who of the global and Indian hospitality & travel industries, leading economists, celebrated Chefs and F&B entrepreneurs, private equity & banking leaders, architects, travel technology stalwarts, start-up gurus, and more. HOPE 2024 will be carefully curated to feature panel discussions, keynote presentations and beachside one-on-one chats that will reveal and deliberate the trends that will shape the industry's fortunes in the coming years." ■

asmita.mukherjee@safronsynergies.in

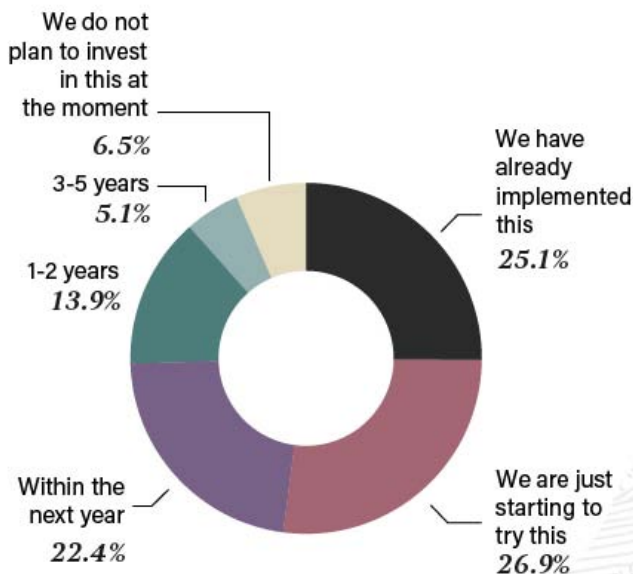
Meeting the guest expectations of the future is about more than another shiny new object, says Guest Expectations for 2025 Survey

HBI Staff | Hyderabad

Technology, labor, and service models that have been talked about for years have sprung into activation out of necessity, such as contactless, automation, and unbundling amenities and services from standard rates. Meanwhile, heavy investments in cloud technology and data security have enabled advanced technologies that seemed a long way off, not long ago. Artificial intelligence and predictive analytics, along with the rise of virtual reality and potential use of the metaverse, are being considered industry-wide in ways that would have been unimaginable five years ago. Oracle Hospitality and Skift surveyed more than 600 hoteliers and 5,000 consumers across the world to better understand their expectations in hospitality for the next three years.

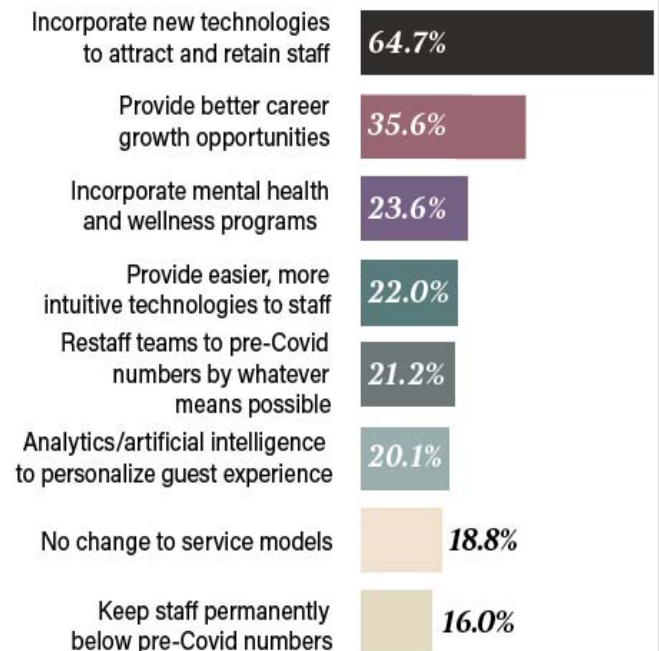
In what timeframe would you consider implementing automated messaging (through guests' mobile devices, kiosks, etc.) to collect and distribute customer service requests?

EXECUTIVES



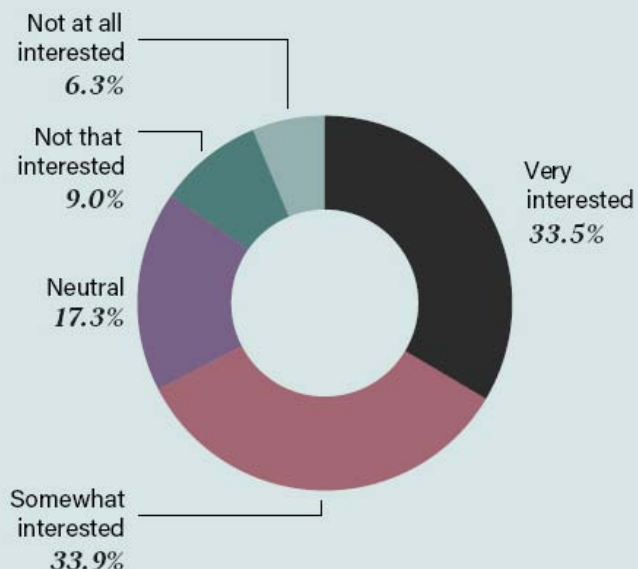
Which of the following best reflect your 2025 labor strategy?

EXECUTIVES



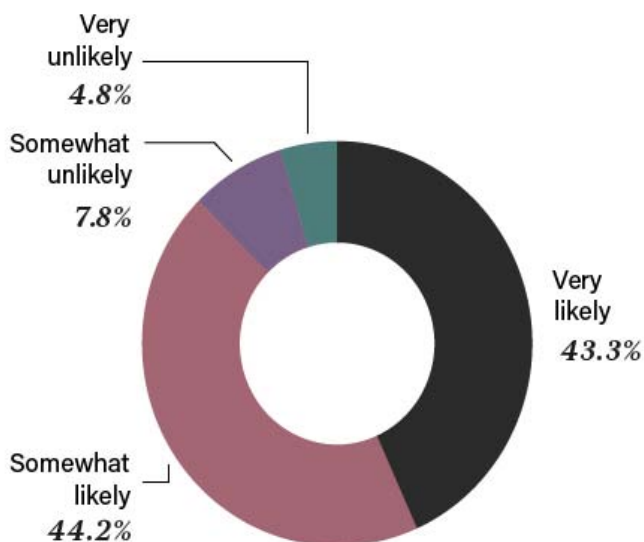
How interested are you in using a virtual reality/metaverse experience to tour a hotel (rooms, events venue, conference rooms, etc.) before booking?

TRAVELERS



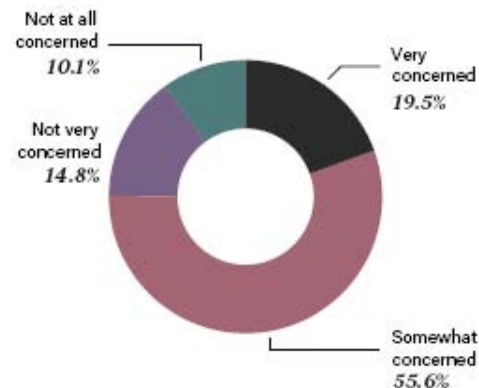
How likely would you be to book a hotel that allowed you to pay only for the amenities that you use?

TRAVELERS



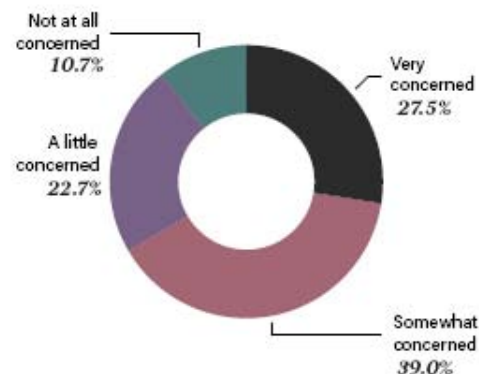
How concerned are you about the privacy and security of the personal data you provide to hotels and other travel providers?

TRAVELERS



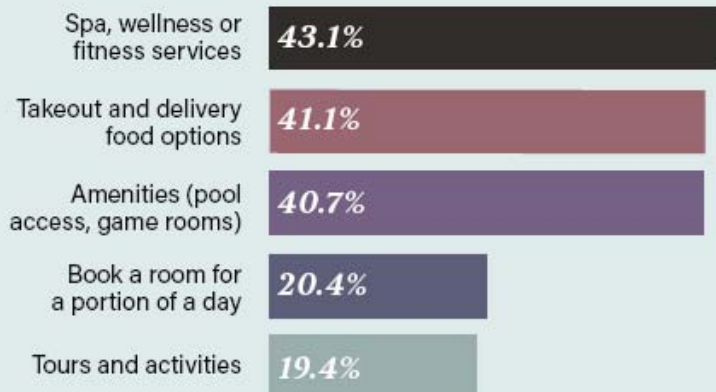
How concerned are you about data security?

EXECUTIVES



Which of the following amenities or services would you be willing to purchase from a hotel or resort WITHOUT purchasing a room?

TRAVELERS



Hafele launches New Architectural Lighting Range

The range covers various applications, installation techniques and design themes. Each series comes with a comprehensive offering of the different types of interior lights, be it downlights, spotlight or wall washers, which allows customer to implement a consistent design theme (in terms of the lighting fixtures) across the space available, even with differentiated illumination techniques.



The range covers various applications, installation techniques and design themes.

Each series comes with a comprehensive offering of the different types of interior lights, be it downlights, spotlight or wall washers, which allows you to implement a consistent design theme (in terms of the lighting fixtures) across the space available, even with differentiated illumination techniques.



SquareFoot unveils new Outdoor Flooring

SquareFoot outdoor flooring is made up of a combination of bamboo fibre, high-density polyethylene and chemical additives, making them recyclable and eco-friendly. The product is available in two varieties viz tile deck and long deck; in a wide range of sizes and patterns. SquareFoot outdoor floorings are designed ergonomically to create a non-slippery surface with a good grip for wet areas like pool sides, gardens and parks and can also be installed as a composite deck flooring at a beach.

GROHE introduces Essence Ceramic

GROHE has launched their all-new Essence Ceramic collection. It provides unpretentious aesthetics to those who are drawn to clear, visually pleasant designs. Essence Ceramic collection uses balanced, modern styling and creates space for inventive furnishing ideas and innovative technologies.



The Essence Ceramic collection's slender profiles and natural lines are ideal for creating a calming scheme that is timeless in its elegance and offers the entire bathroom space to breathe, making it ideal for individuals who use the bathroom as a place of rest and contemplation.



MARRIOTT HOTELS



Rohit Dasgupta, General Manager, Renaissance Ahmedabad Hotel

Dasgupta, a hospitality veteran brings with him over 25 years of qualitative experience and expertise in guest service excellence, revenue management, hotel pre-opening and new projects, hospitality training to a diverse workforce, and profit center operations with luxury

hotels in India.

Dasgupta has a proven track record of success, having served as the Hotel Manager at the Trident, Gurgaon, and the Trident, Agra, where he maintained above 95% scores on the Guest Satisfaction Index and Employee satisfaction scores of over 88% adjudged by Great Places to Work.

HYATT HOTELS



Sandeep Singh, General Manager, Hyatt Pune

Singh joins Hyatt Pune from his previous assignment as Director of Operations at JW Marriott Sahar. Prior to this, he was a part of the General Manager Development Program at Hyatt Regency Pune & Residences during his stint as Director of Operations from 2019 – 2022.

Singh has proven to be a strong leader with a solid grasp of managing F&B operations in upscale and luxury hotels across India. His career has witnessed the launch of some of the bustling five-star restaurants across the country.

Sumit Kumar, General Manager, Hyatt Regency Dehradun



Having worked in different capacities, Kumar has been a strong pillar and a key resource for Hyatt Hotels since his first stint in 2003. Initially, Sumit began his association as a valuable part of the Hyatt family, when he joined Grand Hyatt Dubai. During his career span, he has independently handled multiple signature restaurants

at Grand Hyatt Dubai and Grand Hyatt Muscat. Owing to his seasoned industry knowledge, Kumar was appointed as Director of Food & Beverage at The Park Hyatt Goa Resort and Spa. He has successfully launched the brand Hyatt Place in India with the pre-opening of Hyatt Place Hampi and Hyatt Place Gurgaon as General Manager.

WYNDHAM HOTELS & RESORTS



Nikhil Sharma, Market Managing Director for Eurasia, Wyndham Hotels & Resorts

In his new expanded role, Nikhil Sharma, who joined Wyndham as Regional Director for Eurasia in 2019, will have a full management remit encompassing franchise operations support, regional sales, revenue management services, while also steering the development strategy for the region.

ACCOR HOTELS



Anirban De Munshi, Director of Marketing and Communications, Novotel Kolkata Hotel & Residences

Having worked across a diverse portfolio of brands including The Leela and Accor (ibis & Novotel Bengaluru Outer Ring Road), he will be solely responsible for developing marketing strategies, overseeing the hotel's brand growth and visibility with

strategic collaborations and activations at regional and national level. Anirban joins the team from his last assignment at The Leela Gandhinagar as PR and Marketing Communications Manager.

NOVOTEL HOTEL



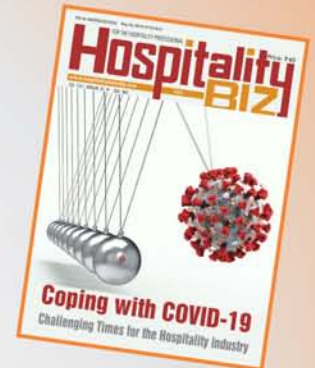
Ayodhya Nath Tiwari, Director of Revenue, Novotel Kolkata Hotel & Residences

In his new role, he will be responsible for building and driving the overall Revenue Management Strategy for the brand. He will also be working on optimizing the hotel's channel delivery and revenue yield. Ayodhya joins from his latest assignment at Hyatt

Regency Lucknow as Revenue Manager.

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