

FOR THE HOSPITALITY PROFESSIONAL

Hospitality BIZ

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Spotlight

Manav Thadani,
Founder Chairman, Hotelivate

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HICSA SPECIAL



19th Edition of HICSA: A Global Networking Platform

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HAI elected K B Kachru as President and new leadership team for 2-year term

HBI Staff | Mumbai

The Executive Committee (EC) of the Hotel Association of India (HAI) elected K B Kachru, Chairman Emeritus and Principal Advisor, South Asia at Radisson Hotel Group, as President for a two-year term at the association's milestone 100th EC meeting during HAI's 27th Annual General Meeting (AGM) on March 18, 2024.

Kachru takes charge from outgoing President Puneet Chhatwal, Managing Director and Chief Executive Officer of IHCL.

The committee has also elected Rohit Khosla, Executive Vice President at IHCL, as Vice President of the association for a

concurrent term.

JK Mohanty, Managing Director of Swosti Premium Ltd, was elected as Honorary Secretary while Sanjay Sethi, Managing Director and CEO of Chalet Hotels Ltd, was elected as Honorary Treasurer of the association.

Further, HAI said two new members, Shashank Bhagat, Managing Partner Radisson Blu Marina Hotel and Sonali Chauhan, General Manager, The Connaught IHCL Seleqtions have been elected to the executive committee. Bhagat is the nominee for HAI's member hotels in the category of 4-star and 3-star, the hotels classified in the ministry's classification categories of Heritage 1-star and 2-star would be represented by Chauhan. ■



K B Kachru

MoT introduces hospitality degree courses for academic year 2024-27 through NCHMCT

HBI Staff | Mumbai

There is a golden opportunity for HSC students aspiring to pursue a career in hospitality and hotel administration as the Union Ministry of Tourism (MoT), through the National Council for Hotel Management and Catering

is March 31st, 2024. The entrance exam, NCHM JEE 2024, will be conducted by the National Testing Agency (NTA) on May 11, 2024.

Moreover, MoT has introduced a 2-year postgraduate degree course, Master of Science (M.Sc) in Hospitality Administration, for the academic year 2024-26. The registration deadline is April 30, 2024, with the entrance exam, JEE 2024, scheduled for May 18th.

Prospective candidates are urged to visit the official website, <https://nchm.gov.in/> to submit their applications online.

The press release underlines that NCHMCT is autonomous wing of MoT and is affiliated with premier institutes specializing in hospitality training and education nationwide. These institutes boast state-of-the-art amenities and facilities. Furthermore, the courses are approved by Jawaharlal Nehru University (JNU) and have been established to meet the growing demand for skilled manpower in the industry. ■



Technology (NCHMCT), has introduced a new 3-year degree course, Bachelor of Science (B.Sc) in Hospitality and Hotel Administration, for the academic year 2024-27 according to Lokmat Times.

According to a press release, the deadline for registration and submission of application forms

Vishal Kamat elected as new Chairman of CII Maharashtra

HBI Staff | Mumbai

Vishal Vithal Kamat, Executive Director of Kamat Group, succeeds Dr K Nandakumar, Chairman & Managing Director, Chemtrols Industries, as the Chairman of CII (Confederation of Indian Industry) Maharashtra State Council for 2024-25.

Kamat, a BSC Graduate of Science from the esteemed IHMCTAN (Institute of Hotel Management, Catering Technology and Nutrition) Mumbai, has been groomed over 18 years in the hospitality sector by his father Dr Vithal Kamat, and leads the Kamat Group's flagship brands - 'The Orchid' Asia's First five-star Ecotel Hotels - Mumbai, Pune, Lonavala, Shimla, Manali, etc; 'Fort Jadhavgadhi' Maharashtra's only Fort Heritage Hotel - Pune; Lotus Resorts - Konark, Goa & Murud-Harnai and Mahodadhi Palace - Puri, amongst others.

Kamat said that the CII Maharashtra vision aligns with the overarching goal of a 'Viksit Bharat@2047' and he affirmed that it will thrive on innovation, sustainability, and inclusivity.

"In Maharashtra, we envision infrastructure not just as concrete and steel but as pathways to opportunity, bridges to connectivity, and avenues for inclusive development," he emphasized. ■





‘We consistently deliver on our brand promise, which sets us apart and keeps us ahead in this market’

Virender Razdan, General Manager, The Leela Bhartiya City Bengaluru is a hospitality professional and an astute business matter expert with over three decades of experience, having held positions at renowned hotels such as Hyatt Regency Delhi, Hilton New Delhi, Oberoi Hotels Mumbai, The Leela Mumbai, and ITC Hotels across various cities in India. With a track record of effective team management and stakeholder engagement, he excels in translating strategic goals into actionable plans to drive sales growth and profitability. **Asmita Mukherjee** spoke with Razdan, to know more about his plans for the growth and profitability of the property.

Razdan reflects on a three-decade journey marked by evolution, innovation, and unwavering commitment to excellence. “Every sunset is an opportunity to reset. Every sunrise begins with new eyes,” he remarks.

For the last three decades, the hospitality industry has undergone a massive change in terms of technological advancement, guest preferences, etc., speaking about the changes Razdan said, “The hospitality industry has undergone significant transformations, which are fuelled by technological advancements, changing consumer/guest preferences and the emergence of new market players. These changes have pushed traditional hospitality businesses to innovate and adapt to stay competitive in an evolving landscape.”

Amidst these changes, Razdan emphasises that the fundamental formula for business growth remains anchored in simplicity. “Our approach in driving sales growth and profitability is anchored in simplicity, as we focus on sales and it’s supported by unreasonable hospitality to our guests and colleagues,” he said.

“We do adopt dynamic pricing, yield management, distribution channel optimisation, upselling and cross-selling techniques and enhanced and differentiated guest loyalty programs,” these features have been instrumental in staying ahead in the game, Razdan highlights.

Acknowledging the challenges posed by a competitive market, Razdan stresses the importance of equipping frontline staff with the necessary training of tools and knowledge of the product that they are selling. “We give a lot of emphasis to training all frontline staff in knowing the product and selling it effectively. Likewise, our team is trained in a few logic. You Know More – You Tell More – You Sell More.”



As a General Manager, Razdan’s priorities lie in commitment to understanding and exceeding guest expectations. “Our key priorities and strategic initiatives for the property are centered around fundamental principles. We aim to thoroughly understand our guests’ expectations to ensure personalised experiences and exceptional guest services. Leveraging social media platforms, we engage with our audience effectively to enhance brand visibility and connect with potential guests. Constantly monitoring online

reviews allows us to gather valuable feedback and address any concerns promptly, thereby maintaining our reputation for excellence. Additionally, we foster a culture of innovation, continually seeking new ways to elevate the guest experience and stay ahead in a competitive market landscape,” he added.

In the competitive market of Bengaluru,

Razdan’s strategic vision revolves around reinforcing The Leela’s position as a market leader. With a strong brand presence built over two decades, the property distinguishes itself by delivering on its brand promise. “We have a strong brand presence in Bengaluru as a market leader for the past two decades. 100% deliver on our brand promise keeps us ahead in this market,” said Razdan.

Addressing the pressing water crisis in Bengaluru, Razdan shed light on The

Leela Bhartiya City’s proactive measures on sustainability. “Our asset is built on the “The LEED” deliverables. We focus on carbon positive, water positive and zero waste principles.” Not only that but the property also is undergoing rainwater harvesting, wastewater treatment, etc to save water, explains Razdan, “In addition to having rainwater harvesting at the premises, all wastewater is reused in the form of common area cleaning, cooling tower, flushes and gardening. This makes The Leela Bhartiya City as the water-positive hotel in Bengaluru.” ■

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Luxury Redefined: The Leela Bhartiya City sets new standards in Bengaluru hospitality market

HBI staff | Bengaluru

Nestled within Bengaluru's thriving Special Economic Zone, The Leela Bhartiya City stands as a beacon of luxury and sophistication, offering guests an unparalleled experience in hospitality. As a gateway to this vibrant city's future-shaping rhythm, the hotel promises not just accommodation but an immersion into the bustling energy of India's leading startup hub.

From its prime location, accessing Bengaluru's key destinations is a breeze, whether it's the IT corridor, Financial District, airport, or the myriad parks, lakes, and museums that dot the landscape. The weather, famed for its

pleasantness, invites leisurely strolls around the township, allowing guests to soak in the city's ambiance without breaking a sweat.

Upon stepping into the elegant suites, guests are enveloped in comfort and luxury. The amenities rival the best in the world, ensuring a stay that's as indulgent as it is relaxing. Culinary delights await at the hotel's celebrated restaurants, where global cuisines come alive in a symphony of flavors. As the sun sets, guests can unwind by the pool with a refreshing drink or partake in The Leela's traditional lamp lighting ritual, a testament to the hotel's rich heritage.

The culinary journey at The Leela Bhartiya City is nothing short of extraordinary. Five exceptional restaurants cater to every palate, promising a fusion of impeccable taste and discerning indulgence. Falak, perched on the 17th floor, offers panoramic views alongside slow-cooked delicacies from Awadh and the Northwest Frontier. The Lotus Oriental transports diners to the Far East with its flavorful Oriental delicacies, while The Library Bar beckons with its Indo-Victorian charm, offering a curated selection of wines, single malts, and artisanal cocktails.

For corporate and social gatherings, The Leela Bhartiya City's convention center is a seamless blend of contemporary chic and timeless elegance. With over 80,000 square feet of space, including the opulent Grand Ballroom and Royal Ballroom, the hotel offers extensive choices for bespoke events. The meeting rooms, including Bidar, Hampi, and The Boardroom, cater to gatherings of various sizes, ensuring that every event is executed with perfection.

While the hotel boasts several exclusive venues for Meetings, Incentives, Conferences, and Exhibitions (MICE), Rajat Sharma, EAM Conventions, The Leela Bhartiya City Bengaluru, sheds light on their offerings, "Our hotel's dedicated convention center, spanning over 80,000 square feet, boasts a personal arrival porch and lobby, seamlessly connected to the hotel through a sky bridge. Featuring an inventory of 280 spacious rooms, with a minimum size of 470 square feet, exceeding the city's average 5-star room size by over 20%, The Leela Bhartiya City ensures utmost comfort for attendees."

With over 70% of its inventory standardised to accommodate the need for uniformity during events, the hotel offers versatility in event planning. Sharma highlighted that the majority of their clientele hails from metropolitan hubs such as Mumbai, Delhi NCR, and others. "Outdoor activities and team-building exercises find ample space in our expansive lawns and terrace, each spanning over 12,000 square feet. Moreover, the hotel's proximity to a shopping mall adds a touch of leisure to conference proceedings, with amenities like a multiplex available for private screenings and entertainment. Furthermore, The Leela Bhartiya City caters to the logistical needs of event organisers with multiple breakaway meeting venues and boardrooms, facilitating parallel programs and sessions," he added.

In addition to its world-class amenities, The Leela Bhartiya City offers the Amaris Salon and Spa, where guests can rejuvenate their mind, body, and soul with a range of therapeutic treatments and wellness experiences.

The Leela Bhartiya City stands as a beacon of luxury in Bengaluru, offering an unforgettable blend of opulence, comfort, and hospitality. ■



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Ground Reality

There has been a steady surge among hospitality brands for announcements of ambitious hotel openings and expansion in newer and niche destinations hitherto not frequented by the Indian traveller. Take the example of Ayodhya, a host of hotel companies have jumped on the bandwagon to get their fair share of tourists visiting the pilgrim destination to seek blessings at the Ram Temple.

But it is between these announcements lies the ground reality. Such gigantic development of real estate projects would require a huge workforce to manage the property, and deliver on the brand virtue of exceptional service and sustainability ethos. This requires localisation of the brand and tweaking of the umbrella guidelines to meet the needs and suit the profile of the traveller visiting a relatively newer destination in search of an overwhelming experience.

No longer are we living in times when a cookie-cutter model would work across different geographies. The more sensitive the brand is to the evolving traveller, the easier it is to meet their expectations. There is every possibility that the experience at a certain brand in a city location is unsatisfactory, while the similar property would outperform on guest expectations in a largely underdeveloped location. The reverse of this could also be a circumstance. While the addition of new and upcoming hotels is a positive sign, and demonstrates the scope of growth of tourism and interest in newer locations, the crucial requirement of manpower with necessary skill sets and technical know-how in an extremely competitive world is non-negotiable.

And that's where established brands and skill development agencies like THSC have a key role to play by not only creating a dialogue for level-playing field on pay parity, but also making enough room for up-skilling of workforce at regular intervals. The final onus is on the hotel management companies and chains to drive the industry in a direction that is not only prepared for today, but also ready for the future.

**Disha Shah Ghosh**

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The Den Bengaluru: Blending luxury, sustainability, and expertise in bleisure

The Den Bengaluru, a LEED Gold Certified property, is a prime example of how luxury hospitality can coexist with environmental responsibility. In a freewheeling conversation with **Asmita Mukherjee, Vinesh Gupta, General Manager, The Den**, elaborates on their eco-friendly initiatives.

The property is leading eco-friendly initiatives that benefit the environment and uplift the local community. Gupta sheds light on the establishment's unwavering commitment to sustainability. "The Den Bengaluru was conceptualised as a responsible and sustainable business," Gupta remarks, "keeping in mind our impact on the Earth and the local & hyperlocal neighborhood." The hotel proudly holds the prestigious LEED Gold Certification and operates as a "Zero Discharge Unit," processing all wet waste internally and independently of municipal systems. Furthermore, The Den champions energy efficiency with its use of eco-friendly equipment and appliances, with 80% of the kitchen being electric. Gupta emphasises the hotel's collaboration with self-help groups and NGOs to bolster eco-friendly practices, such as recycling and promoting homemade produce.

Understanding the rise of 'bleisure' travel, The Den caters to the evolving needs of business travelers seeking a work-life blend. As Gupta explains, The Den positions itself as a Millennial Luxury hotel with the core philosophy of eating. Work. Sleep. Play. "Though the advent of Bleisure is an offshoot of Covid, we believed in this concept at least 5 years before. The idea is how the guest should sleep comfortably, work effectively, eat gloriously and play...well...we hope enjoyably. This is Bleisure is all about, and it is encapsulated in our DNA. Apart from the usual offerings that all hotels have, we at The Den have a Play House – a place where you can unwind and relax – Play station or Xbox, get on to the table games like Tetris and Monkey Kong, apart from the Carrom, Chess, Pool and the other board games," he added.

Amid fluctuating market dynamics, the hotel has witnessed a significant increase in public rates and ADRs (Average Daily Rates), however, Gupta believes that Bengaluru still has room for growth compared to national averages. "This is an extraordinary year, where we have seen Public rates going upwards of USD 200 – something we are experiencing after a long time. However, though the ARR and ADRs have increased by about 20% plus, Bengaluru and Whitefield still has catching up to be done vis-à-vis the national averages." Gupta notes that weekdays witness high occupancy levels driven by corporate demand, whereas weekends present opportunities for rejuvenation and leisure.

The Den Hotel in Bangalore is the first venture of Israel-based brand Dan Hotels in India. It seamlessly combines the values of its



parent company with the unique cultural and business environment of Bangalore. Gupta highlights Dan Hotels' dynamic and innovative approach, "We believe in total localisation and minimal imports; and a classic example is that there is no Head Office representation in India as they believe in local talent and values. We were one of the few hotels that never shut during COVID-19, we did no layoffs and paid full salaries to the team. This very strongly demonstrates our core values and commitment to the team and understanding of local situations where the social security system is still in nascent stages."

Setting itself apart as a top staycation destination in Whitefield, The Den sees competition as an opportunity for self-improvement. Gupta emphasises a philosophy of continuous enhancement, focusing on delivering honest service, stimulating experiences, and seamless efficiency.

"My constant endeavor is "How to Beat Myself". When it comes to product, undoubtedly, it is incomparable, We respect our competition and always learn from them, but we believe that our guests want and yearn for True Hospitality, and that's where we are different," Gupta added.

In the face of Bengaluru's water crisis, the Den leverages its experience as part of the Dan Hotels chain, known for water conservation practices in Israel. Gupta outlines the hotel's initiatives, stating that he said, "We believe in sustainability and protecting our natural resources. We have been at the forefront of water and resource conservation from inception. Apart from Total Rainwater Harvesting and a Zero Discharge Unit; we use flow restrictors at all the Egress points. We have origins in Israel and the country is known for its water management and conservation. The learnings and inspiration come from the Head Office where we are very careful in handling Natural Resources and value every drop of water used." ■

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‘The highlight of this year’s HICSA is going to be the culinary carnival’

With a legacy spanning over two decades, The Hospitality Investment Conference South Asia (HICSA) has continually evolved to reflect the shifting landscapes of the hospitality sector. From exploring the burgeoning market potential of South India to shining a spotlight on the often-overlooked domain of Food & Beverage (F&B), this year’s conference promises to be a melting pot of inspiration, ideas, and actionable insights for hospitality professionals across the globe. In a candid interview with **Manav Thadani, Founder Chairman, Hotelivate, Asmita Mukherjee** delves into the strategic decision behind shifting this esteemed event to Bengaluru, the significance of this year’s theme, “Savouring South Asia: Innovations in Food Tech and Design”, and the key discussions that attendees can anticipate at the 19th edition of HICSA 2024.

The theme of this year’s HICSA is “Savouring South Asia: Innovations in Food Tech and Design,” Speaking on this Thadani remarked, “Until our Bengaluru event last year, we had never implemented a specific theme for HICSA. However, in 2023, we introduced AI as the theme, and it resonated strongly with our audience, proving to be a successful and engaging choice. Building on this positive experience, we have decided to focus on F&B as this year’s theme.”

He mentioned that F&B doesn’t get as much attention in hotel conferences and is often just seen as a space for weddings and parties. “Despite this perception, F&B can be a crucial revenue stream, accounting for 30-50% of total revenues for many hotels. With this in mind, we aim to bring F&B into the spotlight, highlighting its significance and potential within the hospitality industry. Therefore we may talk about subjects that are tech and design-related but specific to food and beverage. Or why not talk about using revenue management of restaurants so that we can increase the revenue per person or have a higher turnover of seats. Plus why is it that independent restaurants generally outperform the hotel restaurants. We hope HICSA 2024 will address some of these issues and provide our operational teams with fresh ideas. Our goal is to delve deeper into this often-neglected aspect of hotel operations, showcasing innovative strategies, trends, and best practices that can help hotels optimise their F&B offerings,” he elaborates.

Highlighting the culinary presentations set to unfold at HICSA 2024, Thadani exclaims, “The highlight of this year is going to be the

culinary carnival on the first night of the conference which brings to life 7 different restaurants across India, all with different cuisines. Additionally, we are excited to announce a new approach to encourage more operational participation. This change was facilitated by the absence of our annual Hotel Operational Summit India (HOSI). Instead, the prestigious MakeMyTrip GM’s Award, which is typically presented at the summit, will now be awarded during the second day of HICSA. This adjustment allows us to integrate operational excellence more closely into the main conference program, providing greater recognition and visibility for hoteliers’ achievements in the industry.”

In addition to the main theme of F&B, the organisers of HICSA are placing a special emphasis on technology and design. This decision comes from the growing interest and representation of delegates from these particular segments. “We also have given special focus again to technology and design as increasingly we realise that our delegate list is evolving to represent more people from this segment,” explained Thadani.

The lineup of discussions and topics at HICSA this year mirrors the current trends and challenges faced by the hospitality sector. “The conference sees industry stalwarts under one roof and a specially curated agenda which addresses current challenges and opportunities. Apart from F&B, there will be sessions on technology where experts will delve into the latest trends shaping the hospitality industry, such as AI, IoT, and data analytics, and how hotels can leverage these innovations to enhance guest experiences and

operational efficiency. Sustainability remains at the forefront and we hope to address that too along with burning issues like the current talent crunch. Real Estate from an investment perspective, franchising and leasing, owning and managing, growth for hotels, and what leaders really think are some topics that will also be covered. To name a few sessions, we will have – “Travel Trends in Asia Pacific”, “Blending Technology with Aviation & Hospitality”, “Beyond the Plate: Restaurant Concepts Creating Magic”, “Creating and Marketing Experiences”, “Design Aesthetics” and of course, “The Hot Seat”! And this is just an indicative list, there is so much more!”

In the past two years, HICSA has found a new home in Bengaluru, a shift that has proven beneficial in attracting many of the tech companies and brands from South India, as noted by Thadani. While this relocation has been fruitful, organisers are now considering the possibility of branching out to fresh locations. “Mumbai has historically served as the primary location for HICSA, with 15 out of the 18 editions being held in this city. The decision to shift to Delhi in 2015 was made to break the pattern of hosting the event in the same city repeatedly. Consequently, for two years, in 2015 and 2016, HICSA was held in Delhi before returning to Mumbai. The 2021 edition was an aberration, as it was held in Delhi again, owing to Hotelivate being based there. Last year, we moved to Bengaluru for similar reasons and experienced tremendous success, making us anticipate this year to be our largest event yet. Hosting in the south allowed us to attract tech companies and brands from South India.”

Despite recent successful ventures in Bengaluru, Thadani hints at a return to HICSA's traditional home in Mumbai for its 20th edition in 2025, "Looking ahead, while exploring new locations has its advantages, the essence of HICSA remains deeply connected to Mumbai. Hence, the plan is to return to Mumbai in 2025, reaffirming its position as the traditional home for HICSA," he said.

While discussing the key takeaways for attendees, Thadani expresses his aspirations for HICSA 2024 to leave a lasting impression on both professional and personal fronts. "I hope attendees at HICSA 2024 will

“ Looking ahead, while exploring new locations has its advantages, the essence of HICSA remains deeply connected to Mumbai. Hence, the plan is to return to Mumbai in 2025, reaffirming its position as the traditional home for HICSA ”

leave with fresh insights and practical ideas they can use in their professional and personal lives. Professionally, they can learn about the latest trends and best practices in hospitality,

helping them make better decisions and innovate in their work. They'll also have the chance to meet new people and build relationships that can benefit their careers.

Personally, I hope attendees will feel inspired by the stories and experiences shared at the conference. I hope they'll leave with a renewed sense of purpose and motivation to pursue their goals. Overall, I want attendees to feel empowered to make a positive impact in their work and lives, and to be part of a community that is driving positive change in the hospitality industry.” ■

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'Our HoReCa clients have saved between INR 2 Lac and INR 15 Lac per year by using our products'



In the dynamic realm of hospitality and commercial enterprises, efficiency, safety, and reliability stand as absolute priorities. Pune Gas, a pioneering force in the energy solutions sector, has taken up the mantle to address the unique needs of these industries with their groundbreaking LPGenius Smart LPG System and India's first LPG-Powered Backup Generator. In a conversation with **Jesal Sampat, Executive Director, Pune Gas**, **Asmita Mukherjee** delves into the story behind these innovations and their transformative impact on businesses, particularly in the HoReCa (Hotels/Restaurants/Caterings) sector.

The inception of the LPGenius Smart LPG System and India's first LPG-Powered Backup Generator was fueled by the dedication of the Pune Gas team to meeting the distinct requirements of the hospitality industry and commercial users of LPG informed Sampat. "The inspiration behind developing the LPGenius Smart LPG System and India's first LPG-Powered Backup Generator stemmed from our commitment to addressing the unique needs of the hospitality industry and commercial users of LPG. These innovations were born out of a deep understanding of the challenges faced by businesses in these sectors, particularly in terms of energy efficiency, safety, and operational reliability. As a company one of our values is also being customer-centric and listening to the voice of our customers, this product is a testimony to that value. LPGenius was born out of just listening to the problems of our customers and finding an innovative and suitable solution for them."

When discussing the advantages and highlights of the LPGenius Smart LPG

System, Sampat emphasized its space efficiency, seamless cylinder management, and optimised energy usage. "Our system is designed to maximize space utilization in commercial kitchens while streamlining cylinder monitoring and refilling processes, thereby enhancing operational efficiency and cost savings for our clients. For example, our LPGenius 5 is the most compact LPG system which takes up less space than even a 2-wheeler, at just 5 feet x 2 feet, imagine an LPG system smaller than a scooter," he said.

Speaking about the challenges encountered by the hospitality industry and Pune Gas's plans to address them with their latest product, Sampat stated, "The LPGenius Smart LPG System is designed to overcome common hurdles faced by HoReCa users, such as cylinder sweating and freezing. By utilizing Liquid off-take (LOT) cylinders, which have been available in India since 2007, we aim to provide efficient and safe operation in compact kitchen spaces. Despite being extensively used in industrial settings, many HoReCa users are unaware of these cylinders.

Our system ensures optimal efficiency and eliminates gas residue, mitigating risks associated with traditional LPG cylinders."

He mentioned that the solution is both safe and cost-effective. Also, highlighted that these innovations will revolutionise operations and profitability in the hospitality and food service industries by saving on fuel costs lost due to LPG residue. "We have numerous success stories and case studies showcasing the tangible benefits and ROI achieved by businesses that have adopted the LPGenius Smart LPG System. We have a range of HoReCa clients that have saved from 2 Lac per annum to 15 Lac per annum and even above 1 Cr per annum."

In the future, Pune Gas remains dedicated to innovation, with plans to introduce new products tailored to the evolving requirements of the HoReCa industry and commercial users. "Our priority is to provide sustainable, efficient, and reliable solutions that enable businesses to excel in a dynamic environment," Sampat concludes. ■

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The 19th edition of HICSA, hosted by Hotelivate, is set to spotlight “Savouring South Asia: Innovations in Food Tech and Design” showcasing the evolving hospitality ecosystem in South Asia. With a focus on food technological advancements, the conference which is scheduled on 3-4 April at the JW Marriott Bengaluru Prestige Golfshire Resort & Spa, aims to foster dialogue, investment exploration, and networking opportunities, shaping the future of the industry. Featuring global CEOs and exclusive interviews, HICSA 2024 promises to be a dynamic platform for exploring trends and best practices in the hospitality sector. From reducing food waste to promoting sustainable practices, the conference seeks to unlock the region’s culinary potential while addressing challenges such as food security and environmental impacts. The event will also feature panel discussions, keynote sessions, and awards ceremonies, offering a comprehensive experience for industry professionals and enthusiasts alike. **Hospitality Biz** reports...

19th edition of HICSA to spotlight Innovations in Food Tech & Design

Hbi Staff | Bengaluru

Commenting on the 19th anniversary of HICSA, Manav Thadani, Founder Chairman – Hotelivate said “We are excited to bring HICSA 2024 again this year to the “Silicon Valley of India”. This year we are focusing on the aspect of technology in our business and no other city would be more appropriate than this one. India is the heart of South Asia’s thriving hospitality industry and this year’s conference promises to be a dynamic platform for exploring investment prospects, trends, and best practices, and to

network with the industry’s brightest minds. We believe HICSA will set the stage for numerous investment ventures in this rapidly evolving region. We are extremely grateful for the support we have received from our delegates, patrons, speakers, and sponsors as we come together in celebration of all things remarkable in food, beverage, and hospitality.”

Vikram Lalvani, Managing Director and Chief Executive Officer of Sterling Holiday Resorts Limited, expressed his thoughts on India’s contributions to food-tech innovations and their impact on the hospitality industry. He emphasised the importance of the HICSA



theme on innovative food technology for a sustainable culinary future, highlighting its role in addressing challenges such as food security, environmental impact, and resource efficiency.

Lalvani stressed the need for solutions to reduce food waste, “I think food waste reduction and the use of smart solutions around this is not only the need of the hour but is imperative for a sustainable solution ahead. Real-time inventory management systems, smart packaging, and storage are some of the ways to tackle food wastage at every point of the value chain – from production to consumption. These are relatively easy implementable solutions in hotels and resorts,” he said.



Manav Thadani



Vikram Lalvani



Federico J. González

He also mentioned that the promotion of organic farming in their resorts as a way to minimise wastage and offer a sustainable dining experience. Emphasising the progress being made by startups, he said, “From a national perspective, our country has a rich culinary heritage with a diverse agricultural landscape. For us to make significant progress in this space, the dynamic ecosystem of startups, entrepreneurs, farmers, and policymakers has started making headway for a more sustainable and inclusive food system,”

This year’s HICSA will feature the presence of three global CEOs at their prestigious conference, which brings together participants from the hospitality, real estate, and investment industries. The 19th Edition of the conference will have Sébastien Bazin, Chairman & CEO of Accor, Mark S. Hoplamazian, President & CEO of Hyatt Hotels Corporation, and Federico J. González, Executive Vice-President of Radisson Hotel Group, as speakers.

Accor promises nonstop potential and opportunities with its tagline – “Live Limitless”. In a thought-provoking keynote session at HICSA2024 titled “Live Limitless: Going ALL The Way”, Sébastien Bazin – Group Chairman & CEO – Accor, will talk about his vision in the ever-evolving hospitality scape. “We are proud to be partnering with Hotel Investment Conference South Asia for their 2024 event. HICSA is an incredible platform for the global hospitality industry, bringing us together in India – a country which is alive with endless potential for the travel sector and unique experiences. It is clear that India’s moment is now, actively shaping tomorrow’s journeys and paving the way for the future of hospitality. Our collaboration with HICSA reflects our commitment to India and our vision to become a true trailblazer in this vital market”,



Mark S. Hoplamazian

said Sébastien. He has a finance background and has held various leadership roles in the hospitality sector. He joined Accor’s Board in 2005, became its Chairman and CEO in August 2013, and chairs the Gustave Roussy Foundation’s Board. Additionally, Sébastien has been on GE’s Board since 2016 and took on the role of CEO for Accor’s Luxury & Lifestyle division in January 2023.

Accor, a leading player in the hospitality industry, is gearing up to showcase its endless potential and opportunities at HICSA2024. Under the theme “Live Limitless: Going ALL The Way”, Sébastien Bazin, Group Chairman & CEO of Accor, will delve into his vision for the future of hospitality. The keynote session promises to offer insights into the dynamic and ever-evolving landscape of the industry, highlighting Accor’s commitment to innovation and excellence. With its tagline “Live Limitless,” Accor aims to inspire and redefine the boundaries of hospitality, setting the stage for a transformative experience at HICSA2024.

“We are proud to be partnering with Hotel Investment Conference South Asia for their 2024 event. HICSA is an incredible platform for the global hospitality industry, bringing us together in India – a country which is alive with endless potential for the travel sector and unique experiences. It is clear that India’s moment is now, actively shaping tomorrow’s journeys and paving the way for the future of hospitality. Our collaboration with HICSA reflects our commitment to India and our vision to become a true trailblazer in this vital market”, said Sébastien.

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In an exclusive interview, Manav Thadani – Founder Chairman of Hotelivate, will engage with Federico J. González – Executive Vice Chairman – Radisson Hotel Group and CEO – Louvre Hotels Group in a conversation centered around “Happiness and Change”. Commenting on this edition of HICSA, Federico said “HICSA is a platform to explore and capitalize upon untapped growth opportunities within the multitude of destinations in India. As one of the largest international hotel groups in the country, Radisson Hotel Group remains committed to deepening its presence in this vibrant market. The engaging discussions at HICSA will provide an opportunity to not only address the challenges confronting the industry but also to collaboratively map out the areas of upliftment within the sector. At Radisson Hotel Group, we are actively driving change through industry-leading initiatives such as the Hotel Sustainability Basics and a commitment to Net Zero. Our diverse portfolio of country-specific brands as well as our growth strategy and recent accolade as ‘Best Hotel Chain – South Asia by Pacific Area Travel Writers Association (PATWA) International Travel Awards’ at ITB Berlin 2024 stand as a testament to our focus in India as well as our commitment to excellence.” Federico has extensive global executive leadership experience in hospitality, leisure, and FMCG. He was CEO of NH Hotel Group and Deputy GM of Disneyland Paris. He also held senior roles at Procter & Gamble. Federico is known for his marketing expertise and has authored three books. He advocates

for ambitious profitability, purpose, and diversity in organisations.

On Day 1, the conference will feature some exclusive interviews and keynote addresses in an endeavour to make the event more content rich. The day will close with the 'HICSA Hotels of the Year Awards' presented by MakeMyTrip, that recognizes the most remarkable new hotel developments in the South Asian region. The nominations include hotels across six categories: Luxury/Upper Upscale Hotel; Upscale Segment; Upper Mid-Market Segment; Mid-Market Segment; Budget/Economy Segment; Boutique Hotel Segment. The winners will be shortlisted by a designated jury and then finally determined by the HICSA 2024 delegates through a voting process and announced as part of the conference program.

The first full day of the conference will culminate into a 'Culinary Carnival' – a

celebration of gastronomy, bringing together talented chefs, artisanal food vendors, and passionate hoteliers at the JW Marriott Bengaluru Prestige Golfshire Resort and Spa. In line with the theme this year, the focus will be on a gastronomic extravaganza. A diverse and mouth-watering array of dishes from celebrated restaurants, both standalone as well as in hotels, across India will showcase their cuisines, from street food classics to gourmet delicacies. Marriott International, ITC Hotels, InterContinental Hotel Group, Massive Restaurants, The Leela Hotels, Resorts & Palaces, Hyatt International and Atelier House Hospitality and would be some of brands showcasing their top restaurants.

Day 2 of HICSA will feature curated panel discussions and mini keynote sessions with industry leaders. Post the famous "Hot Seat: Leaders on Fire", which will bring to

light leadership dilemmas, the conference will ultimately conclude with the prestigious MakeMyTrip General Manager of the Year Awards 2024. While the Hotel Operations Summit India (HOSI) took a hiatus in 2023, our commitment to celebrating excellence in the hospitality industry remains steadfast. These awards have been seamlessly integrated into HICSA as a part of the main conference. These awards are a wonderful opportunity to recognize and highlight the hard work and outstanding performance displayed by the General Managers untiringly running the show. The closing dinner will be at Falak, The Leela Bhartiya City as the perfect end to this event. The 19th edition of HICSA promises to be a remarkable convergence of insights, innovation, and inspiration, offering an unforgettable experience that will leave a lasting impact. ■

CareEdge Ratings report forecasts continued revenue growth for hotels in FY25

HBI Staff | Hyderabad

CareEdge Ratings estimates that in FY24, hotel industry will end at RevPAR growth of 12-14 per cent on the high base of FY23. The robust resurgence in demand, coupled with the gradual alignment of supply and demand of branded hotels room inventory, has been a noteworthy facet of the hospitality sector's post-pandemic trajectory.

The growth momentum in the hotel industry is expected to be sustained in FY25, resulting in likely y-o-y revenue growth by 9-11% backed by healthy domestic leisure and business travel and complemented by increasing foreign tourist arrivals, contributing to an improved credit profile for industry players. This will make it the third straight year of an upcycle. Pan-India, average room rates (ARRs) are expected to be around Rs 7,200 to Rs 7,400 in the current fiscal, which is likely to rise further to Rs 7,700 to Rs 7,900 in FY25. The hospitality sector's commendable recovery in occupancy rates and average rates has in turn cushioned its RevPAR, estimated to have climbed to an average range of Rs 4,800 to Rs 5,000 by the end of FY24 up from the 4,300-range registered in FY23 and is expected to grow by 9-11% in FY25 on the high base of FY24.

While supply of room inventory is expected to experience a delayed catch-up due to the protracted setup period for greenfield hotels, organized players are strategically expanding their footprint in an asset-light manner. Anticipated supply growth is estimated to range from 4% to 5% compounded annual growth rate over the next 4-5 years, adding over 50,000 rooms to the country's current inventory of approximately 160,000 branded rooms.

Capacity additions on the rise; Midscale-economy segment gaining share

Presently, supply is more balanced across different segments, as compared to an earlier mix that was heavily weighted towards luxury and upper upscale hotels. Over the years the supply concentration in the luxury-upper upscale segment has reduced from 39% in FY15 to 32% in FY23 and is expected to reduce further to 26% by FY27 as the majority of new supply is coming in Upscale, Upper midscale and Midscale/Economy sections. This reduction in supply share is despite new rooms being added in all the segments; better balance has arisen due to material supply growth by rooms in upscale, upper midscale and midscale-economy segments. Several global/Indian hotel operators have also launched sub-brands with a clear focus on



quality within key destinations which not only helps them in swiftly building a pool of quality inventory with presence across segments but also aids in better allocation of their capital.

"On the back of the surge in domestic demand and underlying GDP growth, the players in the industry are witnessing strong capacity utilization. With the sharp increase in capacity utilization combined with stable supply growth, hotels are seeing significant ability to yield the demand for branded hotels on an ongoing basis which shall support the strong ARR at current levels or drive some growth as well. While the material contribution from international travelers is yet to materialize, currently the domestic demand is the key driver. With the current travel momentum expected to continue and anticipated demand likely to outpace current supply, FY25 is likely to witness steady high occupancies in the range of 68-70% and continued RevPAR growth at 9-11% which shall aid in overall improvement of the credit profile of the players in the industry", said Ravleen Sethi, Associate Director, CareEdge Ratings. ■

Neo-Skilling #3 | Changing Culinary Careerscapes

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

Neo-Skilling #2 uncovered exponential approaches to enhance emerging talents using multiple facets of modular skilling. This exposition reveals use-cases wherein the principles of neo-skilling have been adopted by society today. An emergence of several choices with diverse alternatives through which talents express themselves, has reincarnated staid belief systems. Industry pressures for talent need tapping every potential source, with the ability to apply diverse skill-sets in VUCA conditions. Traditional approaches that have been followed for decades supported career opportunities only from unidimensional perspectives. Talents seek multi-dimensional opportunities for application today as exploding non-traditional business formats also welcome neo-renewal of culinary competences. Heterogeneous modes have now arisen, challenging the status-quo of old homogeneous approaches.

Examining the neo-culinary career-scape closely reveals that the joy of cooking is not restricted by technical training but enhanced by



1. Customary Choices: Food production jobs have historically required micro-skilling and specialization. Typical unidimensional approaches led to the dedicated evolution of talents in cuisines, bakery, pastry and chocolate as an example. Such options led to chefs gaining additional related administrative skills for career-growth, while others chose entrepreneurship. Signature offerings were branded by restaurateurs who remained homogeneous specialists. These approaches only served the requirements of limited contexts.

2. Amalgamated Choices: Supply-chains, logistics, delivery, packaging models integrated as an aftermath of the pandemic creating business synergy. Amalgamations facilitated production competences heterogeneously by bringing the quintessential food package to doorsteps. Innovative business models like zomato, swiggy, dunzo, blink-it etc provided incremental advantage to delivery systems like amazon and big-basket. Incorporation of transportation as a crucial element also led to amalgamations like uber-eats progressing disruptive possibilities.

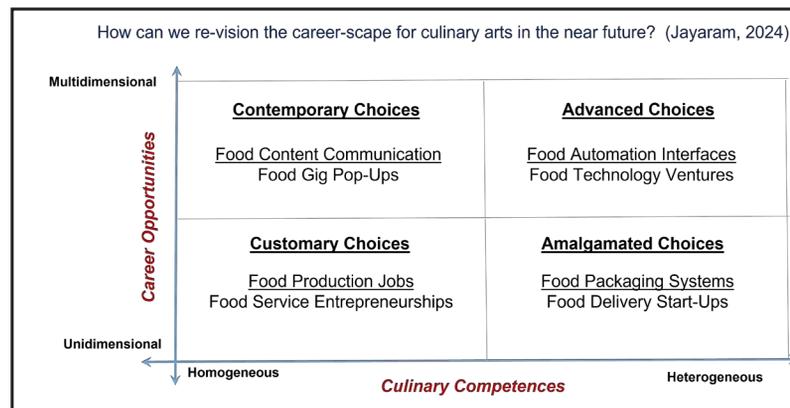
3. Contemporary Choices: The renaissance of a new breed of culinary specialists who research, train and publish digitally has set off a low capital, highly popular food content dimension as seen on social media handles. Chefs' competences with food content communication have led to the re-positioning of culinary specialists in new avatars. Whether highly sought-after signature private practitioners or celebrity pop-ups with bespoke recipes, this rare experience continues to extract a premium in urban food-gigs with a branded social value and pizzazz.

4. Advanced Choices: Technology ventures integrate with culinary careers as AI synergizes with chefs today. Apps and food-automation interfaces lend greater value to food as responsible, sustainable and appropriate eating provides impetus to solutions like calorie-mama. While mechanical blenders and

processors have enhanced chef performance, the emergence of models like wonder-chef in domestic applications strengthens heterogeneity. An AI based cooking platform cloudchef, empowers moderately skilled chefs for careers in food-service!

Unidimensional approaches to chef-careers have limited meaning in current contexts. Multidimensional application requires amalgamation of higher, complementary and related competences - critical to any new-age career. While future forecasts for chefs continue to follow linear projections, these limitations arise largely from homogeneous paradigms. Anticipate many innovative culinary explosions to follow - whether with technological hard systems or cultural, anthropological and social systems. Garnishing these on social media to engage eye-balls requires a deeper empathy of how food experience-seeking human minds tick today. Future chefs do not wish to remain beleaguered life-long slaves in kitchens. Digital knowledge updates, focused, sharp, physical micro-skilling, empowered higher education global exposures in diverse training formats will now shape our *neo-chefs*. Neo-skilling- one real solution to incubate our future bound, talented culinary professionals. ■

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



an all-encompassing passion. Complementary competences in science, engineering, technology and media have created modes of application celebrating food quality, convenience or even communication. The emergence of neo-culinary careers like food-stylists, food-photographers, food-writers, dietitians, nutritionists, private food-pop-ups and even content creators is the writing on the wall. A smattering of multiple competences is being integrated today as experimental talents find their manna in the food space. This is also leading to the emergence of hitherto undiscovered demands and target audiences that are shaping their life-styles to leverage these unique services. The juxtaposition of opportunities with competences will reveal greater scope.

Unidimensional culinary career opportunities have remained at the fore-front - building generations of career chefs, restaurateurs and food entrepreneurs. These competences have also expanded to accommodate the demand of scaled-up business model formats. Older formats have been challenged by individual contributors who operate multi-dimensionally. Culinary core competences are not seen any more as limiting factors, since their homogeneity has been expanded. A plethora of supported business opportunities have emerged by amalgamating with sectors like logistics and transportation.

‘We have cutting-edge tools designed to optimise revenue generation’

With over two decades of experience in sales and marketing, **Rajan Malhotra**, serving as the **Commercial Director of Conrad Bengaluru**, believes in creating unforgettable experiences and introducing innovative offerings for guests. In a conversation with **Asmita Mukherjee**, Malhotra discusses the dynamic shifts within the hospitality industry, the cutting-edge technology the property is using to optimise revenue management, and highlights Conrad Bengaluru’s dedication to crafting personalised guest experiences.

Q Could you provide insights into the current market trends shaping the hospitality industry?

The hospitality industry in India has rapidly evolved in recent years, embracing innovation and technology to enhance guest experiences. There is a focus on providing ultimate comfort and tranquility through culinary advancements and curated stays.

Currently, the industry is prioritising sustainability, eco-conscious practices, and health and wellness, while also offering personalized and locally immersive travel experiences. At Conrad Bengaluru, we have noticed a significant increase in guests visiting for both business and leisure purposes. Our property, conveniently located in the CBD area, caters to those seeking a convenient work stopover without missing out on the opportunity to explore the city’s rich heritage and tourist attractions.

Q What are the main sources of revenue for the property, and what strategies do you plan to implement to enhance revenue through diverse channels?

Our revenue is generated from several avenues, both online and offline. We are present on all major OTAs and GDS channels to provide optimum visibility to customers traveling to Bengaluru. Our banquet facilities and restaurant offers are also featured on numerous online platforms. Additionally, we have a dedicated sales team that reaches out to corporates, individuals, and allied services.

We offer various packages and services to different people since we understand that everyone’s demands are unique.

Q How does your hotel approach revenue management, and what tactics have proven successful in maximising revenue streams?

We have cutting-edge tools designed to optimise revenue generation across multiple facets of hotel operations. The G3 RMS ensures intelligent revenue cycle optimisation for rooms, maximizing RevPAR by effectively managing demand across room types. Additionally, various tools are available to maximise opportunities in F&B catering outlets and ancillary revenues, allowing for a comprehensive approach to revenue enhancement.



Q As the Commercial Director, what new products or initiatives is Conrad Bengaluru introducing to stay ahead in the competitive hospitality landscape?

In today’s hospitality landscape, guests eagerly anticipate tailor-made experiences that cater to their specific preferences and needs. With this in mind, we continuously innovate by refining our stay offerings to ensure a personalised touch.

For leisure travellers, for instance, our executive lounge provides an ideal, tranquil setting for work and meetings, complemented by a selection of culinary delights and beverages. After a busy day of work, guests can unwind and recharge at our spa, which offers rejuvenating treatments and services.

Families with children for example can expect engaging packages featuring exciting activities, allowing parents to enjoy some well-deserved relaxation, whether indulging in our crafted delicacies, unwinding at the spa, or a refreshing swim in our pool with stunning views of Ulsoor Lake, we make sure our packages curated are well suited for each guest.

At Conrad Bengaluru, we are committed to creating unforgettable experiences for our guests, constantly introducing new flavors and exciting events to ensure lasting memories and satisfaction.

Q What unique amenities does your hotel offer?

Located at the CBD, our hotel offers a prime advantage, making it an ideal choice for guests seeking quick work-related stopovers or families looking for convenient staycation options.

We are committed to staying innovative and keeping up with current trends and preferences. Our diverse range of restaurants offers a variety of delicious cuisines from Pan Asian and Mediterranean to inspired Indian and global culinary offerings. Right from MIKUSU’s Pan Asian cuisine to TIAMO’s Mediterranean delights, inspired Indian delicacies of Indian Durbar to the global culinary offerings of Caraway Kitchen, our centrally located hotel ensures a feast for every palate.

Additionally, our spa provides a relaxing sanctuary with a wide selection of rejuvenating treatments. We provide a wide selection of options tailored to help guests within the city to unwind and relax from all the hustle and bustle in Bengaluru. ■

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M+A+S=H

By **Nathan Andrews**, Author & Hospitality Consultant

Years back, when I had the privilege of setting up the first Ecole Hotelier Lausanne EHL campus in India, I remember the then CEO Yateendra Sinh saying that what set EHL apart from other hospitality institutes in the world was that they gave equal emphasis to the 'art' and 'science' of hospitality. What he meant was that historically European and Indian educational institutions had focused on the 'art' aspect, training students to deliver a great customer experience, be it through the rooms or through food and beverage, both production and / or service; while ignoring the 'science' of hospitality, the equally important business elements of marketing, finance and human resources.

The American colleges on the other were very strong on the 'science' part, but paid little attention to the 'art'.

While EHL was absolutely correct in the need to incorporate and balance both aspects, I believe there is a third element that has been completely missing from most training and development programs, which is the 'math' of hospitality. What do I mean by this?

In a nutshell, I am talking about Return on Investment ROI, Return on Investment to the owner of the property. The hospitality industry is largely a micro focused business, focusing on the finer details to



delivering customer satisfaction, they now have unhappy owners and management companies complaining about poor ROI breathing down their neck and are bewildered because no one told them about the math of hospitality.

The math is much more than just a healthy GOP, the math goes below the line beyond the NOP, EBIDTA to the PAT, which is the final return to owner who has invested in the development of the hotel. Quite often by this stage there is nothing much left for the investor after accounting for management fees, depreciation and tax; the owner is disgruntled, starts looks at the business as an underperforming asset and takes out his or her frustration on the hapless General Manager.

All this could be avoided if all parties involved understood the third element, i.e. the math. The 'math' is not just good financial structuring and tax planning, the math is the real estate element of our industry. My own learning in this regard came from one of my former bosses Mr. Unmesh Joshi CMD of the Kohinoor Group. At that time, I was heading his real estate business, but he mentioned once that at the end of the day he looked at all his businesses which included hotels, education and the real estate business through a real estate lens. Were they delivering an equivalent or better return than the real estate opportunity cost?

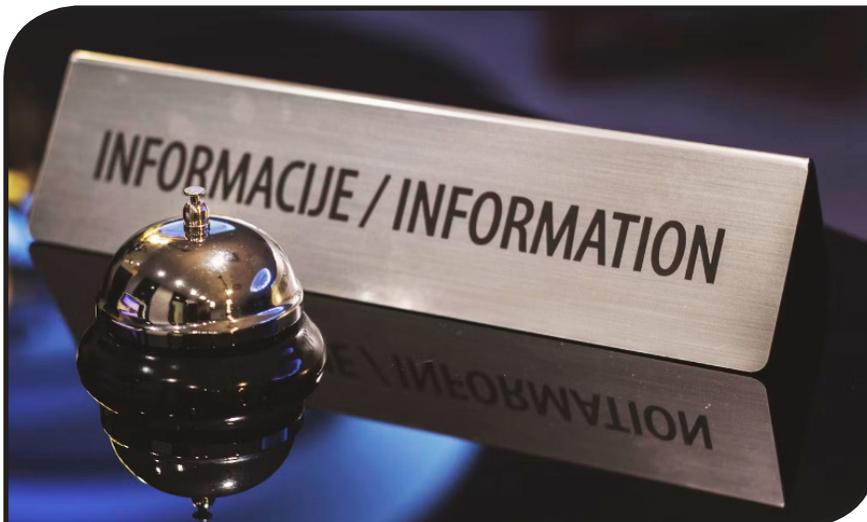
A hotel is at a fundamental level a piece of real estate, there is cost of land, cost of development and cost of finance. The returns by nature are slow in comparison to other real estate asset classes where the investment cycle can be much faster sometimes even under five years, however at some point definite point in the foreseeable future, in my opinion a maximum of eight years the investor must be able see a positive return on their investment which includes their holding cost for the interim period.

Management companies and their General Managers need to understand this. Too often the investment required by the brand bears no relation to the actual ROI. The pitch to the investor is more emotional, or ego driven backed up by unrealistic terminal values that make the projections look positive. The sad reality is that the real 'math' soon raises its head and the bragging rights of an inordinately expensive

asset soon wear off, giving way to dissatisfaction at best, unserviceable debt at worst. Without the resources and the patience to wait for that elusive terminal value the owner throws in the towel, is unable to reinvest in the maintenance of the property and a vicious downward spiral begins detrimental to all concerned.

'Art' and 'science' are indispensable to our industry but the 'math' is equally critical, if the business has to add up!! ■

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



ensure customer delight. Consequently, the first years of any aspiring manager is focused on ensuring this last mile service delivery and if they do this well, they find themselves entrusted with a hotel to manage independently. Here is where the missing elements of science and math becomes critical.

From a micro focus the GM is now suddenly expected to make and deliver annual budgets, maintain a healthy GOP, capture market share and keep the owner of the asset happy. Most stumble at this stage, ending up sadly as 'Maitre d's in the General Manager's office and wondering why the ask from them has suddenly changed. Great at

Feast of transformation: Bengaluru's Hotels Elevate the F&B scene in 2023

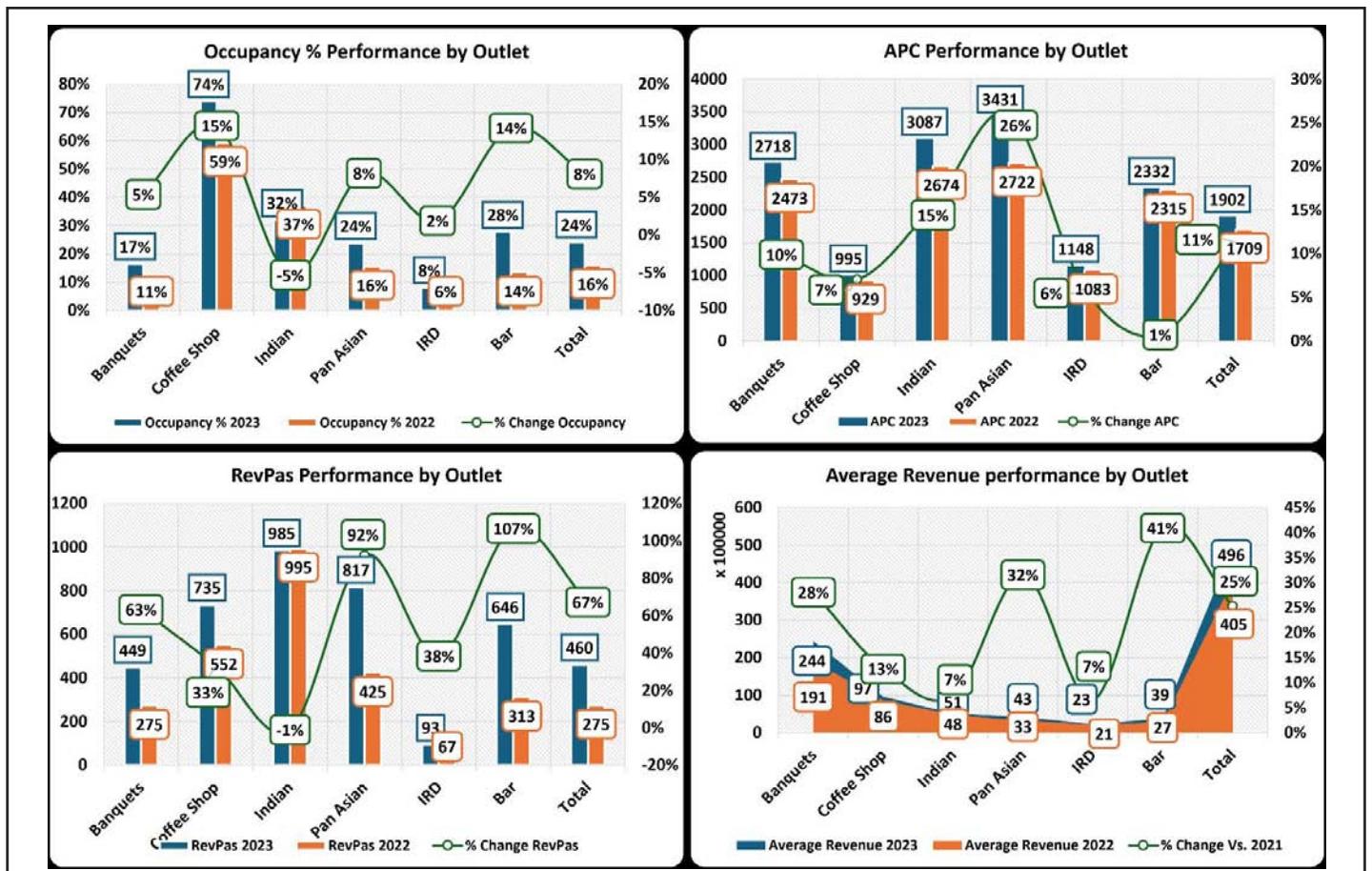
The year 2023 marked a period of significant resurgence for the Food & Beverage sector within Bengaluru's luxury and upper upscale hotels, charting a

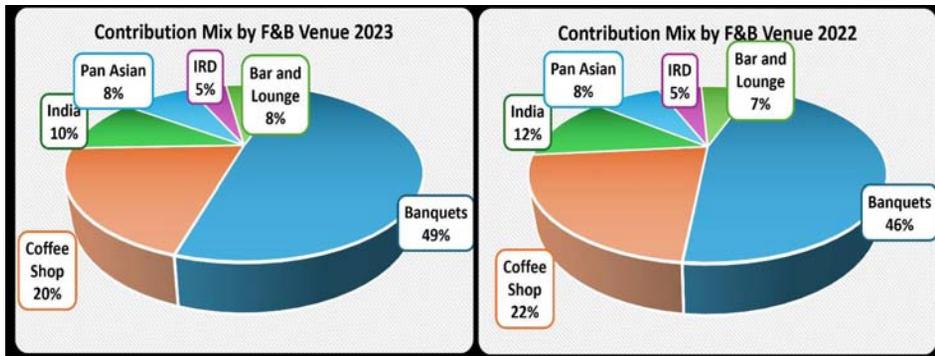
course through renewed consumer confidence and a reinvigorated market. Occupancy rates across the outlets experienced a notable uptick, with Banquets and Coffee Shops leading the

charge, showcasing an increase of 5% and 15% respectively, reflecting a year rich with engagements and celebrations. This surge is mirrored in the Average Per Cover (APC),

DISSECTING PERFORMANCE - THE HEARTBEAT OF HOSPITALITY								
		Banquets	Coffee Shop	Indian	Pan Asian	IRD	Bar	Total
Occupancy %	2023	17%	74%	32%	24%	8%	28%	24%
	2022	11%	59%	37%	16%	6%	14%	16%
APC	2023	2718	995	3087	3431	1148	2332	1902
	2022	2473	929	2674	2722	1083	2315	1709
RevPas	2023	449	735	985	817	93	646	460
	2022	275	552	995	425	67	313	275
Average Revenue	2023	2,44,28,710	97,06,477	51,04,533	42,83,520	22,50,618	38,61,454	4,96,35,313
	2022	1,90,73,813	86,06,419	47,55,260	32,55,296	21,13,176	27,40,042	4,05,44,006
% Change Vs.Ly	Occupancy	5%	15%	-5%	8%	2%	14%	8%
	APC	10%	7%	15%	26%	6%	1%	11%
	RevPas	63%	33%	-1%	92%	38%	107%	67%
	Average Revenue	28%	13%	7%	32%	7%	41%	25%

Full year Outlet wise break up of Occupancy, APC, RevPas and Average revenue along with % Change vs Q1 2022 done by the F&B department in a luxury and upper upscale hotel.





which saw a commendable rise, particularly in the Pan Asian outlets that enjoyed a 26% increase, heralding a pivot towards high-end gastronomic adventures.

As the city's culinary hubs navigated the new normal, the Revenue per Available Seat (RevPas) and Average Revenue demonstrated a robust upswing, signifying a sector that has adeptly tailored its offerings to the evolving palates and preferences of its clientele. With a 28% growth in Banquet revenue and a 41% increase in Bar earnings, the story of 2023 is one of triumph over adversity, underscored by a 25% boost in total F&B revenue, painting a picture of a sector that not only endured but thrived.

DISSECTING PERFORMANCE - THE HEARTBEAT OF HOSPITALITY

The tapestry of 2023's F&B performance is rich with detail, where each outlet contributed its unique thread to the sector's overall vibrancy. The Coffee Shop, a perennial favourite, fortified its position as a key player with a staggering 74% occupancy, reinforcing its role as the social and networking nucleus of the hotel. The Banquet space, reimagined through innovative offerings, capitalized on the renewed demand for social gatherings, reflected in a significant 63% increase in RevPas.

The monthly pulse of F&B operations beat strongest in the festive months, with December showcasing the zenith of occupancy and revenue, aligning with global festivities and local celebrations. This period highlighted the sector's capability to scale operations, meet heightened demand, and deliver exceptional experiences that resonate with guests.

The data further elucidates a shift in dining preferences, where the splendour of Pan Asian cuisine captured the imagination and appetite of guests, contributing a sizeable 32% increase in average revenue. Meanwhile, the Indian outlets, despite a slight dip in occupancy, held steady in their revenue contributions, underscoring the enduring appeal of authentic culinary offerings.

The F&B segment analysis for 2023 reveals a discernible change in the dining landscape. Banquets gained prominence, accounting for nearly half of the F&B revenue, a growth reflecting an increased patronage for events. The Coffee Shop and Indian cuisine segments saw a slight decline, hinting at evolving consumer preferences. Meanwhile, the steady figures for Pan Asian cuisine and IRD suggest a consistent demand for these services. Notably, the Bar and Lounge segment experienced growth, indicative of a rising preference for

leisure dining experiences.

Q1 2023: A QUARTER OF SIGNIFICANT RECOVERY

The first quarter of 2023 was pivotal, accounting for the majority of the year's growth. This surge is attributed to the sector's recovery from the pandemic's impacts, with increased consumer confidence and demand for dining experiences. The remarkable rebound in Q1 set the tone for a year of prosperity and growth across all F&B outlets.

STRATEGIC RECOVERIES AND EXPANSION OPPORTUNITIES

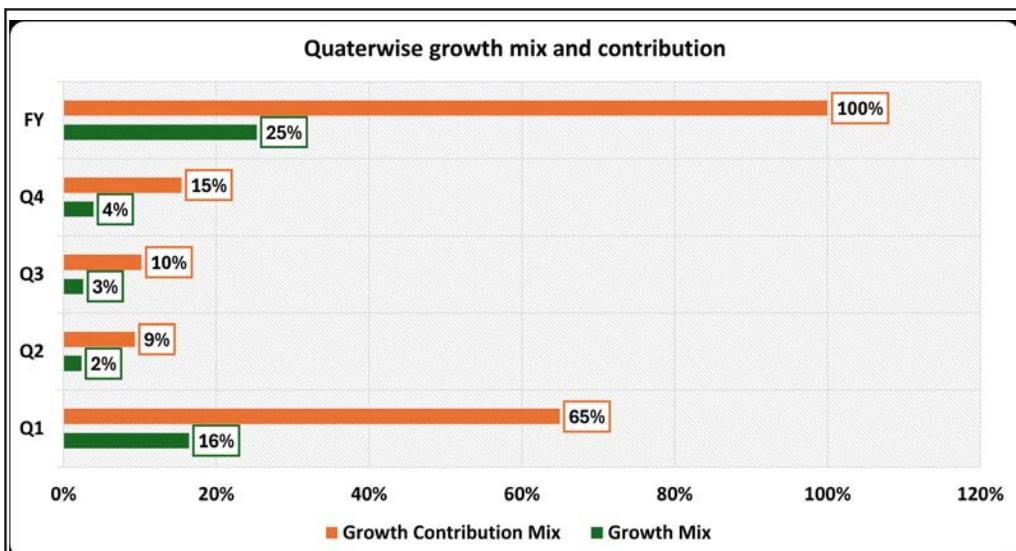
The sector's ability to rebound and demonstrate potential for further growth is noteworthy. With strategic focus areas identified, there is a clear path forward to sustain and build upon this growth. Emphasizing customer experience and leveraging data-driven strategies will be crucial in navigating the future landscape of the F&B sector.

ENGAGEMENT AND INNOVATION: THE ROAD AHEAD

As Bengaluru's F&B sector continues to flourish, the emphasis on enhancing customer experiences through innovative offerings and strategic market positioning will be key. The sector's resilience and adaptability to changing consumer preferences and market dynamics will shape its trajectory towards sustained growth and profitability.

CALL TO ACTION: UNVEILING DEEPER INSIGHTS

We invite industry professionals, enthusiasts, and stakeholders to explore the detailed contributions of each F&B outlet and the strategic insights derived from this year's performance. For an in-depth analysis and to understand the factors driving this success, visit Compset.in or reach out at support@compset.com.au. Delve into our comprehensive report to navigate the intricacies of Bengaluru's F&B sector and leverage these insights for strategic decision-making and growth. ■



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IHG HOTELS AND RESORTS


**Anand Nair, GM,
InterContinental Chennai
Mahabalipuram Resort**

Anand Nair is renowned for his acute business strategy, competitive market stabilization and a proven track record of year-on-year profitable business growth. He is recognized as a highly motivated and dynamic leader with a deep understanding of the business and luxury market.

Nair joined IHG South West Asia in 2018 as General Manager and most recently served in the same capacity at Crowne Plaza Chennai Adyar Park. In his new role, Nair will oversee the complete operations and management of the resort, ensuring the highest levels of guest engagement, profitability to build on the positioning and reputation of InterContinental Chennai Mahabalipuram Resort.

RADISSON HOTELS


**Sachin Malik, Executive Chef,
Radisson Blu MBD Hotel**

Radisson Blu MBD Hotel Noida has appointed Sachin Malik as the hotel's new Executive Chef recently. Malik brings over 18 years of culinary expertise garnered from Indian hospitality chains and international giants, offering a diverse fusion of international cuisines and authentic Indian flavours to the Food & Beverage industry. In his most recent

role, Malik contributed his talent to Wyndham Hotel Group in Bahrain, overseeing F&B operations and crafting themed menus to delight guests. In one of his roles, he led a team of chefs responsible for catering to prestigious state events held at the President's House of India, including dignitaries such as the King of Bhutan, the President of China and various VIP delegations.

**Nikhil Sharma, MD and ASVP
(South Asia), Radisson Hotel
Group**


Radisson Hotel Group has appointed Nikhil Sharma as the Managing Director and Area Senior Vice President (ASVP) for South Asia. In his new role, Sharma will lead Radisson Hotel Group's operations in the dynamic South Asia region, which boasts over 165 hotels in operations and development. He brings a wealth

of experience and will play a pivotal role in strengthening the Group's leadership in the Indian market, nurturing relationships with its valued partners, driving revenue growth and ensuring operational excellence. Sharma joined Radisson Hotel Group from Wyndham Hotels & Resorts (WHR) where he served as Market Managing Director Eurasia, overseeing Business Development, Operations, New Openings, and Sales & Marketing.

INDIAN HOTELS COMPANY LTD


**Ranjit Phillipose, Sr VP,
Operations Goa, IHCL**

The Indian Hotels Company (IHCL) appointed Ranjit Phillipose as Senior Vice President – Operations, Goa recently. A celebrated visionary for his outstanding achievements in opening new hotels and rebranding initiatives across the world, Phillipose brings a wealth of experience in exceptional hospitality leadership spanning three decades with IHCL. Phillipose

embarked on his professional journey in 1993 with IHCL at Taj Coromandel, Chennai. Over the years, he has showcased versatile skills and remarkable leadership acumen by spearheading pre-opening task forces in Mumbai, Seychelles and Mauritius. As Goa's tourism landscape continues to evolve, Phillipose stands at the helm of it all with a portfolio of over 30 units and a mammoth workforce of 2500 personnel steering the brand toward new horizons of success.

ACCOR HOTELS


Rajat Sethi, GM, Fairmont Jaipur

Fairmont Jaipur has appointed Rajat Sethi as the new General Manager. Bringing over 25 years of rich experience in the hospitality sector, Sethi offers a mix of leadership acumen, operational proficiency and a history of achievements to his latest position. As General Manager, he will be responsible for leading Fairmont Jaipur towards continued success and excellence in guest service. Sethi will

work closely with the hotel's leadership team to develop and implement strategic initiatives aimed at driving revenue growth, maximizing operational efficiency and maintaining Fairmont Jaipur's position as a premier luxury destination in Jaipur. Prior to joining Fairmont Jaipur, his most recent position as General Manager, at ITC Grand Bharat, a Luxury Collection Retreat and ITC Classic Golf and Country Club.

MARRIOTT INTERNATIONAL

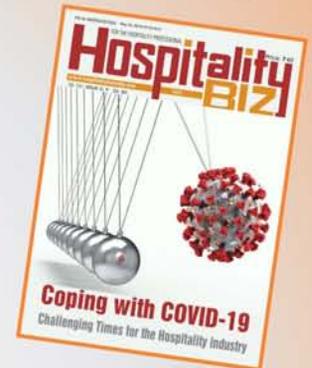
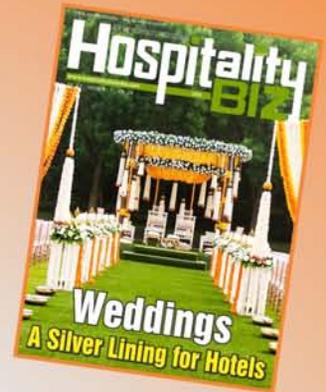

**Peeyush Sinha, F&B Director,
JW Marriott Bengaluru**

JW Marriott Bengaluru Prestige Golfshire Resort & Spa appointed Peeyush Sinha as the Director of Food and Beverages. In his capacity as the Director of Food and Beverages, Sinha will provide strategic leadership to the F&B operations, focusing on maximizing revenue, introducing innovative concepts and enhancing the overall dining experience for guests.

His responsibilities also include ensuring synergy between departments and maintaining the highest standards of guest service. His previous role as Food & Beverage Manager, coupled with his experience at esteemed properties such as Westin Hyderabad Mindspace and Le Meridien Mahabaleshwar Resort & Spa, has equipped him with the skills necessary to excel in his new position.

FOR THE HOSPITALITY PROFESSIONAL

Hospitality BIZ



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