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17th Edition of Hotel Investment Conference - South Asia (HICSA) scheduled on April 6-7 at Grand Hyatt, Mumbai

HBI Staff | Hyderabad

Hotelivate is all set to host the 17th Edition of its Hotel Investment Conference - South Asia (HICSA) at the Grand Hyatt, Mumbai on April 6-7, 2022.

While the previous edition sought to understand the damage caused by the pandemic, this edition of HICSA will be centred around resilience. With two of the most challenging years in recent times behind us, HICSA aims at igniting sparks of hope for the hospitality industry as it begins its journey on the road to recovery.

HICSA will be conducted as an exclusively in-person conference, with an aim to instil a sense of confidence in the fraternity. A collection of keynote addresses, group and panel discussions will tell the story of the ordeal we continue to face and the ongoing journey of hospitality towards better days. The theme of this year's conference is about that journey where the collective focus is on working at it harder, trying to make it better, doing it faster, making us all stronger - Harder, Better, Faster and Stronger. The two-day hospitality-focused conference will be aimed at providing a much-needed boost to one of the worst-affected industries in the world with some of its most prominent thought-leaders and trend-setters uniting under one roof.

Commenting on the 17th anniversary of HICSA, Manav Thadani, Founder Chairman of Hotelivate said, "This year's edition will be unique and special in many ways with almost 45% of first-time speakers, another 10-15% of speakers who have spoken just once before and almost 20% of speakers being inspiring women - all bringing in a new perspective to the table. While last year we did a hybrid version for the first time, this year, as per tradition, we are back with an exclusively in-person conference. We are extremely grateful for the support we have received from our delegates, patrons, speakers and sponsors"

On Day 1, the conference will feature some exclusive interviews and keynote addresses in an endeavour to make the event more content-rich. It will have some notable speakers such as Jesper Palmqvist, Area Director Asia Pacific STR, Ritesh Agarwal, Founder and Group CEO, OYO, Aaditya Thackeray, Cabinet Minister of Tourism and Environment, Government of Maharashtra,

Aditya Ghosh, Member - Board of Directors, FabIndia and OYO, Chairman, SEWA Social Enterprises, Katerina Giannouka, President - Asia Pacific, Radisson Hotel Group, Peter Fulton, Group President - Europe, Africa, Middle East and South-West

Asia, Hyatt Hotels Corporation, Dimitris Manikis, President - EMEA, Wyndham Hotels and Resorts and Haitham Mattar, Managing Director - India, Middle East and Africa, IHG.

HICSA will also felicitate Nakul Anand, Executive Director, ITC Limited with a lifetime achievement award, celebrating a professional journey

like no other.

The day will close with the 'HICSA Hotels of the Year Awards' presented by MakeMyTrip, which recognizes the most remarkable new hotel developments in the South Asian region. The nominations include hotels across six categories: Luxury/Upper Upscale Hotel - Urban; Luxury/Upper Upscale Hotel - Leisure; Upscale Segment; Upper Mid-Market Segment; Mid-Market Segment; Budget/Economy

Segment. The winners will be shortlisted by a designated jury and then finally determined by the HICSA 2022 delegates through a voting process and announced as part of the conference program.

Consistent with the HICSA tradition, Day 2 of the conference will feature many relevant panel and group discussions as well as a few keynote sessions with industry leaders. "Travel Trends in South-Asia" will be presented by Rajesh Magow, Co-Founder and Group CEO, MakeMyTrip while Nikhil Nath, Founder and CEO, Knowcross will speak about "Trends in technology". There will also be some thought-provoking sessions like "How Will Management Contract Evolve - Post Pandemic", "Traditional Hotel Companies: Challenges And Opportunities", "HR- Who Ate Our Talent?" - to name a few.

The conference will ultimately conclude with the famous "Hot Seat Debate" moderated by Manav Thadani, which will bring to light the challenging times for leadership. The panel will have Kapil Chopra, Founder and CEO, The Postcard Hotel, Priya Paul, Chairperson, Apeejay Surrendra Park Hotels, Rajeev Menon, President - Asia Pacific (excluding Greater China), Marriott International and Sanjiv Kapoor, President, The Oberoi Group. ■



Enhancing Career Aspirations: Renewing Talent Part 2

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



Our ongoing preparations to engage in the war for talent need us to create a soft battle map. My last piece on this subject focused on career renewal and enhancement. The purpose of this writing is to outline the method by which, individual belief systems can renew our leadership culture. Aligning with the aspirations of existing and prospective talents to create synergy is imperative. Personality culture influences, a systemic variable affecting work culture was discussed the last month. Let us now consider the value of aspiration and belief to create renewal. We must evolve the basic framework required, to enhance our

talent strategy to build future assets to reboot our organizations for success.

Leadership culture reinforces or weakens individual beliefs on account of active or passive orientation. The opposite also holds true in enhancing leadership by strengthening collective beliefs together. Residing leadership cultures tend to become passive over time due to multiple factors. Here is an opportunity to metamorphose into an active culture, bringing hope and restoration for post pandemic resurgence. Career approaches of talents are explicitly shaped by leadership culture, also tacitly influenced by their individual beliefs. The challenge lies in recognizing an associate's situation and attitude to career approaches for corrective engagement, through proactive leadership intervention.

1. Traditional Career Approaches: Rational individual beliefs equate work as a job, showing up regularly and getting the job done as a primary means to remain relevant. This paradigm is supplemented by the inertia of daily routines and tasks. Passive leadership keeps talent employed, without creating aspirational growth opportunities. There is a need to stretch and challenge the capability of talents, rather than being content with their existing competences.

2. Relational Career Approaches: Emotional individual beliefs are attached to their skills, positions and routine recognition criteria to feel valued, while remaining involved at work. Recognition by peers, guests, mentors and influencers creates a relational dimension. Personalities become the job performed, while passive leadership forces talent to remain content in this comfort zone. Mundane relationships get established, necessitating change.

3. Progressive Career Approaches: Active leadership and

established work systems make a large difference, where the appeal lies in a competence based logical career progression. Active mentoring, regular appraisals and feedback mechanisms keep talents on track. Rationality can be leveraged to achieve routine, complex and repetitive tasks in such cases. The need to appeal to the emotional and spiritual dimensions of our talents brings in vibrant synergies.

4. Innovative Career Approaches: Active leadership must seek out engagement opportunities to empathize with the aspirational and emotional needs of talents. This brings the personality completely to work without focusing on rigid career paths, timelines and appraisal formats. Such empowered leadership creates ongoing dialogue, challenges and reinforcement for talents by providing lateral and horizontal growth opportunities to ensure fulfilment at work.

While most reward and recognition systems follow a well-defined criteria, they fail to take into account the passion, drive and emotional fuel that drives many talents to deliver excellence at work. If there are no qualitative systems of communication that enhance growth, development and learning for assets who achieve their goals, there is a tendency for them to slip into a static mind-set. This brings their productivity down to ordinary levels. Organizations that recognize this state of flux in the minds of their people, are endowed with the

ability to take corrective action and reduce attrition. A simple open communication approach is usually adequate to transparently achieve mutual results.

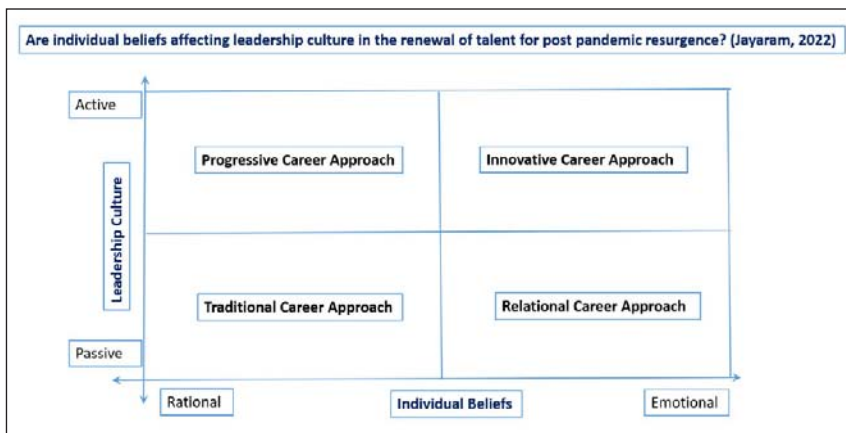
In conclusion, organizations that recognize the limitation of traditional and relational career approaches must reactivate leadership systems to actively embrace change.

The inculcation of

progressive, rational and goal based growth may be a well-defined way to proceed. Talents look forward to ways and means by which they can renew, balance and enhance their lives through their chosen careers. If we must continue to attract, retain and develop our future assets, the first step is to incorporate a qualitative feature alongside dogmatic quantitative methods. If culture does eat strategy for breakfast, it might be useful to check if it is eating into our key organizational resources!

And if strategy must remain aligned with opportunity, the first step is to create a robust talent pipeline to implement all our plans for renewal and resurgence. Recognize that the creation of an attractive culture to retain talent, starts with our own changed behaviour as leaders in the industry! ■

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



'We want to make OneRare into the biggest global platform for food in Web3'

OneRare is the world's first 3D Metaverse for the global Food & Beverage (F&B) industry. Spearheaded by **Supreet Raju** and co-founder, Gaurav Gupta, it is aiding the F&B industry to develop a direct relationship with their audience by leveraging blockchain technology to cut out web2 intermediaries. Through OneRare, patrons can support their favourite restaurants in the same way as we support our favourite influencers, while businesses can discover new markets. Raju, who is an Experience Designer & UI/UX Specialist, started building OneRare in Jan 2021 as a fun side-project for NFTs, but thanks to the tremendous response, they are now on the path to create a global foodverse. **Asmita Mukherjee** spoke with Raju to know how technology and food amalgamates through OneRare.

Q Kindly brief us about the company and yourself?

We started building OneRare in Jan 2021 as a fun side-project for NFTs, but thanks to the tremendous response, we are now on the path to create a global foodverse. We are supported by 20 amazing people in our journey, building our design, tech and marketing.

Through OneRare celebrity Chefs, Restaurants and Food Brands will be able to create virtual food experiences, signature dish NFTs and interact with global audiences. COVID-19 has been harsh on the Food & Hospitality industry. With lockdowns, lowered spending abilities of customers, and affected supply chains, many restaurants had to shut down. We are creating ways for the industry to leverage blockchain technology to develop a direct relationship with their audience by cutting out web2 intermediaries. Patrons can support their favourite restaurants in the same way we support our favourite influencers, while businesses can discover new markets.

Q Are you looking at any possibilities of bringing the taste and smell essence of food into the metaverse?

Food is definitely one for all senses, and we do understand the limitations for not being able to smell and taste in the metaverse. We are keeping an eye on the latest technology advancements to see how this market grows. For the immediate future, the biggest opportunity we see is in giving our NFTs the utility of swapping for a real meal.

Q Do you have any plans to get into the AR/VR side of things in the metaverse?

The Foodverse is being built for immersive experiences related to food, and we are



working on the VR possibilities for this. I think VR is going to be the natural progression for Metaverse as a concept, and with food, it's even more powerful. After all, we do eat with our eyes first!

Q What is your vision in the metaverse of food in the long run?

Our vision is to attract the next wave of blockchain adoption by weaving a simple narrative around food. For many years, blockchain tech has been around us, but we couldn't find apt uses in our regular lives. The Metaverse is here to change all that.

At a B2B level, our Foodverse aims to bring the global food industry to Web3 for the first time - giving them access to global audiences. We want OneRare to become the voice of the Food Industry on the blockchain, and businesses are able to leverage their metaverse presence for rapid growth. OneRare wants to give F&B businesses the power to monetise not just locally, but globally.

Q Kindly explain your business model?

Being a new industry with a daunting learning curve, we want our primary focus

to be on adoption. As we grow the foodverse and add partners, we see many business opportunities in the virtual and real world. We have an in-house marketplace, food-themed gameplay, as well as collaborations with our F&B partners to help us grow.

Q How do you balance NFTs environmental footprint?

We want to build a responsible project, and while our primary cause is Action-against-Hunger, being a food project, we do believe that sustainability is key to the growth of businesses. We have already partnered with Enrex, another blockchain project, to help us reduce our carbon footprint, and we believe the solution for sustainable NFTs will arrive soon. NFTs allow for true ownership, accountability and so many good things, the environmental footprint is probably the only drawback.

Q What are your future plans for OneRare?

Our Gaming Layer will be live in one month's time. We have already onboarded several renowned chefs and we will be ramping up these efforts post-launch. Our aim is to bring the best of the food industry to the Foodverse - from Chefs and Restaurants, to Food Brands and food-related professionals.

Over the course of this year, we want to make OneRare into the biggest global platform for food in Web3, establishing the Foodverse as the ultimate stop. We want to ramp up our virtual reality segment and focus on next-generation shared experiences.

Q Kindly share your investment and collaboration plans with us.

OneRare raised an investment round of USD 2.3 Million in 2021 from some of the best angels and VC funds in the blockchain space. We have also started collaborating with the global F&B industry to bring them into Web3. Some of our announced partners includes; Chef Saransh Goila, Zorawar Kalra & Massive Restaurants, Urban Platter in India. Along with them we have also partnered with Chef Reynold Poernomo (Masterchef Australia alumni), Anthony Sarpong (Michelin-starred Chef from Germany), Arnold Poernomo (Masterchef Indonesia Judge), Jaimie Van Heije (Chef & Owner - Netherlands), and A Rule of Tum (Group of Restaurants in UK).

Alongside, since we are the first food project in Web3, we have also become the official Food Partner for many popular projects and games in the blockchain space like Chumbi Valley, Thetan Arena, SolChicks and more. ■

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TO BEE OR NOT TO BE

A cross-pollination of new ideas is what will spur hotels to stay in good stead, especially in trying times

Early this month in Bengaluru, some entomologists, agriculture experts and ecologists are gathering in a started hotel to discuss with policymakers and other relevant stakeholders, a unique proposition. This Asia Pacific conclave should attract the attention of the hospitality industry for its own reasons.

In fact, earlier in January, a similar conclave in Vegas in the USA had also seen a keen interest by hoteliers. The theme was how bees can be a catalyst for ecology, urban greenery and honey production.

The reason hotels in India might look at this subject is that bees mean honey. The still better spin-off is that it connects to something more material, recognisable, welcome and which rhymes with honey. Custom cocktails, spa treatments indulgent with honey and an array of chefs' creations add to a hotel's kitty.

The hotel industry can also seize the chance to be seen adding its tuppence to a much larger cause: agricultural, environmental and ecological sustainability.

Routine placards advising towel reuse, cfl lighting and water recycling measures added that elegant gloss to any self-respecting hotel. A sustainability measure earlier, it has now transformed into a best practice. Similarly, bee rearing is an innovation at work that supports meaningful change. Hotels in areas of lush vegetation may enter this field easily. City hotels can be more planned in their approach.

I noticed this at a Vancouver hotel. The Fairmont chain initially started the trend. Now hotels around the world are installing beehives on their rooftops.

London has stepped up its act. A company has designed, installed and maintains a couple of beehives at a Bankside hotel which has factored in two large green roofs into the hotel's design. Paris had 300 bee hives thriving on hotel rooftops a decade back. Now they are almost five times in number where hotels have lent their expertise and bee product utilisation opportunities to other establishments like banks, sports stadiums too.

Many Indian hotels perfunctorily maintain a green roundabout at traffic crossings near their properties as a token exhibition of green awareness. Combined with bee rearing such measures can truly attain more meaning.

Of course, it's no cynical or sly way to tick positive boxes. Unless the bees have sufficient green area and plantation to forage, merely building hive boxes on the roof has no meaning.

Ever heard of Sweet Revolution? It is an ambitious initiative of the Government of India, to promote apiculture, popularly known as beekeeping. The apiculture market is estimated to reach a value of Rs 33,128 million by 2024. Ukraine and Covid are enough reasons to explore newer avenues for additional, if not alternative growth.

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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good source of business as there has been an increased level of participation in the MICE sector from Delhi, NCR and Mumbai, primarily.

Staycations have also been quite popular this past year, with a lot of our guests driving down from nearby locations like Delhi NCR or taking a prompt flight from Mumbai, Kolkata, Ahmedabad or other accessible cities. Internationally, the UK, Dubai, Germany and France are some of the key markets. Most of the inbound travel that the hotel experienced was domestic followed by international. The hotel is located within the Golden Triangle, caters to many leisure travellers, both domestic and international.”

Despite the uncertainty around travelling,

friends. The spirit of travel in India seems to be really strong as guests are taking off to nearby destinations,” he added.

Since the pink city is famous for destination weddings, the hotel also introduced many parameters to make sure its guests are safe. Kapoor briefed, “With an increase of extravagant travellers who look forward to indulge in niche experiences, Jaipur has witnessed a massive shift in the travel patterns. The pink city has become one of the most preferred destinations for extravagant events and royal weddings. On the wedding front, the post-pandemic weddings have definitely kept us on our toes and going forward, we will continue to ensure our guests are provided with the best services

‘Today’s guests are a lot more evolved, conscious and are on the lookout for unique immersive experiences’

Rajiv Kapoor, General Manager, Fairmont Jaipur has been associated with Fairmont Jaipur for about 3 years. As the General Manager of the hotel, his mission is to position the hotel as the best in the ‘luxury hospitality segment’ and he is pretty much confident that with a history of 150 years in the luxury segment, the hotel is on course to achieve that. **Asmita Mukherjee** spoke with Kapoor to know his plans for the hotel.

and a safe celebration for the most special day of their lives. We also introduced other changes like creating set-ups keeping social distancing in mind and timely sanitization of venues pre and post events. In terms of F&B experiences, we presented more live stations and small plates that are individual portions, in order to avoid sharing.

With the sharp augment in the inbound tourism for India, furthermore specifically Rajasthan, we are expecting a higher proclivity to increased MICE tourism. We also boast a pillarless, 60,000 square foot of conference space to accommodate the growing meetings market.”

Speaking about his short-term and long-term plans for the hotel Kapoor informed, “A few of our short term goals at Fairmont Jaipur include generating good publicity for the hotel and for the other services and experiences we offer. It is our utmost priority to offer our guests with the best services that will exceed their expectations and satisfy their needs. Ensuring the safety of our guests and employees is one of the core responsibilities in front of us. We aim to provide experiences that are authentically local, with service that is truly engaging. Our long term vision includes investing in the positive development of our employees, guests and heartists, while providing genuine experiences in diverse destinations in a manner that promotes long-term sustainability and stewardship. Turning moments into memories for our guests is what we value most at Fairmont Jaipur.” ■

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Nestled amidst the majestic Aravalli hills, with elegantly appointed 245 rooms and suites, it reflects a perfect blend of traditional Rajasthani décor and modern amenities. Fairmont Jaipur is an ode to the pink city with its awe-inspiring architecture and decor, inspired by the Mughal dynasty and Royal Rajputs of yore. Speaking on the essence of royalty which is depicted through Fairmont Jaipur, Kapoor said, “Our main aim was to blend the international heritage of the brand with the ethnicity of the royal city of Jaipur to generate a unique positioning for the brand. As a brand, we are the only Fairmont in India. Fairmont Heartists are empowered to find opportunities to create true emotional connections with our guests. It is these connections, and our role in facilitating them, that sets us apart from our competitors.”

Stating that the hotel has been gaining very good traction for the past few months due to staycations and domestic travellers from mainly Delhi and Mumbai, Kapoor said, “The domestic market is proving to be a



the underlying demand for holidays remained strong, says Kapoor. “A combination of factors along with discounted hotel room costs led to a substantial rise in staycations. Our focus remained on promoting staycations for our guests who could easily drive down from nearby locations like Delhi NCR or fly in from accessible cities like Mumbai, Kolkata and so on.

Today’s guests are a lot more evolved, conscious and are on the lookout for unique immersive experiences and hence heading out to the hills or to luxury properties. Having spent months at home, guests today want to spend time in calming places and indulge in refreshing staycations with their family and

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Tech-enabled Smart Food Court: Dining in the Digital Age

By **Ligouri Godwin**, Chief Technology Officer, Isthara Smart Food Courts

The restaurant industry has been experiencing a digital transformation, one that has been anticipated for years, and which is being accepted by the industry and patrons alike with open arms. Right from apps that give you access to thousands of restaurants and food options at a touch of a button, to technology that helps transform the workplace and the systems that depend on it. Restaurants, food courts and cloud kitchens all over the globe are beginning to realise that there is unlimited potential with the utilisation of technology, more so with the way in which tech can actually streamline their processes, and refine operations.

With technology, segments of this industry are able to provide customers with services which are customer-centric, more efficient, and faster than ever before. Smart food courts and restaurants are becoming the new normal, and customers are beginning to expect this tech integration, no matter where they go or what kind of cuisine they are looking to indulge in. Gone are the days when waiters would come to your table and wait for you to decide your order from a predetermined set of food items, reading off a paper sheet. With the dawn of tech trends within this industry, more operators are choosing to go paperless, and are starting to wholeheartedly welcome the concept of 'smart hospitality'. The

core tenants of 'smart hospitality' revolve around disrupting the processes that this industry had been dependent on for so many years.

When it comes to food courts, in particular, the process of digitisation has had to move one step further, to provide customers with an array of choices while giving them efficiency and utility at the same time. When visiting food courts, customers want to have access to an incredibly large pool of choices while still being able to sit down and enjoy their meal in the midst of a good environment. They also want to have an easy process when ordering their food and want to be able to receive this food at a fast pace, and without any hurdles. A tech-focused platform can offer curated food experiences, efficient customer service and enhanced quality control. Additionally, technology also enables customers to pre-book their meals to avoid waiting time which thereby improves customer service. Digital integrations such as digital menus, self-service kiosks and food discovery and ordering measures are also enabling the growth of this segment. Incorporating technology to better these services might have been a challenge for this industry, but it is one that will, in the long run, enable the industry to move easily into the futuristic landscape that is the evolving hospitality industry.

One of the biggest assets for food courts that are looking to

incorporate tech into their operations is mobile apps. Smart food courts all over the world have begun to experience improvements and notable impacts as a result of branded mobile apps. In India, only a select few smart food court brands like Isthara Food Courts have begun utilising app-based technology to offer better services to customers across food courts. Mobile apps provide food courts with the opportunity to provide their patrons with offers that can help boost customer retention and recall. Customers are more likely to dine at a smart food court after receiving reminders about new dishes, new restaurants and new experiences at these food courts. Apps that provide their customers with loyalty programs can also improve diner frequency, thereby bringing in more repeat customers. In addition, for the health-conscious customers, these apps are also providing inputs on the food being offered, and are also providing complete supply chain transparency to know where their food is coming from. These platforms can also provide customers with new and diverse payment options, enabling them to go cashless and keep up with the changing purchasing trends in the economy.

In addition to enhancing the user end experience, value data technology can also help brands acquire valuable information regarding customer buying patterns and trends using big data and predictive technology. This can help them tailor their dining experience in accordance with customer preferences. This acts as a win-win situation for both the customer and the food court operators, since the restaurant can offer exactly what the customer prefers, and customers can be satiated knowing the food courts will always know and have exactly what they are on the lookout for.

IoT forms the core of the technological developments being witnessed in the hospitality industry, and smart food courts that utilise IoT for their daily operations have witnessed an incredible surge in inefficiency. Smart food courts are now using IoT to speed up the line of communication amongst their workforce and alert them in the event of any technical or maintenance related issue, enabling them to fix the problems faster and prevent disruption of the services provided. AI-based chatbots and blockchain applications will also further strengthen the management processes, anticipate inventory and provide stronger transparency in the system.

While technology can aid the customer-centric operations of a restaurant or food court, it is also being used to improve and tackle the operational challenges that food courts are often faced with. Restaurant outlets within food courts have begun relying on management technology to improve communication between customers and employees and to ensure that the food reaches the customers in a shorter period of time. Kitchen display systems are also seeing use across smart food courts to ensure accurate and efficient food processing time and delivery. The food court segment is set for a strong overhaul in the current year, and technology is set to play a key role in providing a much-needed push and evolving the way people dine in this digital age. ■



Women in Hospitality Leadership

Forecasting an Equal Opportunity in the New Normal



According to a report by the Women in Hospitality Industry Leadership, women are gaining representation in hotel company leadership roles (CEO, president, founder, etc.). Although still skewed in favour of men, women now hold one leadership spot for every 10.3 men, an improvement from one to 11.2 in 2019. The same scenario can be seen in the Indian hospitality industry. Women are leading everywhere be it in the form of CEO, founder or General Manager or as an entrepreneur. **Asmita Mukherjee** spoke with some of the women industry leaders to understand the market sentiment regarding women representation just before women's day.

'Qualities most essential to succeed as a thought leader and visionary in hospitality'

QIn the current scenario, what do you think is the most significant barrier for women in the hospitality industry?

The greatest barriers in many ways are the social and cultural dynamics that prevent women from applying to as many roles as men do. Through our non-profit initiative - SAATHIYA - a hospitality skilling academy catering to disadvantaged youth - we actively seek out women candidates for training and work to place them in diverse roles across the sector. This is our primary goal through the ongoing partnership with WICCI Hospitality and Tourism.

As an organisation, we also endeavour to craft policies surrounding work from home and maternity/paternity leave to ensure that all our employees, especially women, are well supported in their professional, as well as, personal development goals. The industry must continually evolve towards being operationally inclusive to promote diversity in the workplace.

QAccording to you, how has the pandemic impacted gender equality in the hospitality industry?

In general, the pandemic revealed the importance of building agility and resilience. The ability to adapt quickly is largely facilitated by knowledge sharing and transferable skill sets between teams.

Diversity of ideas and talent is crucial to building and retaining this kind of internal strength - much of this can be achieved by having balanced teams with equal representation.

QAccording to you, what are the three essential qualities that a women leader in the Hospitality industry should possess to truly make an impact?

As is the case with any purpose-driven leader, the qualities most essential to succeed as a thought leader and visionary in hospitality is a foundational focus on creating business models that benefit our people, our planet and future generations. This requires thoughtful decision making that upholds value-based policies that ensures good governance, sustainable financial strategies and comprehensively responsible initiatives. ■



Shruti Shibula
CEO, Tamara Leisure Experiences



Sushma Khichar
GM, Courtyard & Fairfield by Marriott Bengaluru ORR

'The most significant barrier for women in the hospitality industry is striking a healthy work-life balance'

QIn the current scenario, what do you think is the most significant barrier for women in the hospitality industry?

The most significant barrier for women in the hospitality industry is striking a healthy work-life balance. The operational nature of the role can be demanding, however, fulfilling responsibilities at home is also the primary task for women. Adding the pandemic in this mix is definitely challenging as it requires additional efforts at work as well as at home.

QAccording to you, how has the pandemic impacted gender equality in the hospitality industry?

Women became more vulnerable to COVID-19-related economic effects because of existing gender inequalities which is applicable for women in hospitality too. This, in turn, could possibly reverse the progress made towards gender equality in recent years. ■



Neha Rana Dutta

Chief Human Resources Officer,
Espire Hospitality Group

‘Pandemic has had a near-immediate impact on women’s employment’

QIn the current scenario, what do you think is the most significant barrier for women in the hospitality industry?

In my opinion, it is self-affirmation. Sometimes women do not consider themselves worthy of certain positions, rather they continuously seek acceptance. Barriers are nothing but an exaggerated reality that demonize their counterpart. It is not about being corporeally equal; instead, it is about being mentally equal. Thus the barriers are more internal than external.

QAccording to you, how has the pandemic impacted gender equality in the hospitality industry?

Pandemic has had a near-immediate impact on women’s employment. Women were ready to jeopardise their peaking careers and take several levels of downshifting in order to take care of the emergent domesticity requirements. The declaration of lockdowns and the raving pace of the infection led to:

1. Sudden shift to ‘Work From Home’ culture for all the working professionals of the

house

2. Children were at home as schools closed
3. No after school classes for children – need to be 100% engaged at home only
4. Increased domestic commitments as all the members of the house were homebound

Ironically, all the above and courtesy of our long-standing patriarchal norms, made women more vulnerable and resulted in hard career decisions. Most women’s attrition/ demotion was not employer-driven, instead, women made pronouncements in lieu of taking larger responsibilities at home.

QWhat do you find to be the most challenging part of your job?

Women are often considered, especially in the cut-throat business world, as the kinder and gentler gender. I have always had my own opinion and being assertive is often taken as being aggressive. Women are theoretically supposed to have an empathetic outlook whereas I am more direct and rational. For me, it is hard to imagine leading effectively without doing it assertively. ■

‘I feel disheartened that we do not have enough women in senior leadership roles’

QIn the current scenario, what do you think is the most significant barrier for women in the hospitality industry?

I feel the most significant barrier for women in the hospitality industry is, the lack of varied opportunities across hierarchies and departments. This restricts the scope of growth and causes hesitation in the minds of women about their growth. We can overcome this challenge by changing from stereotype gender-based recruitments as well as creating a culture of nurturing our women’s talent and giving them equal opportunities. I am proud to be a part of ACCOR which promotes gender equality and diversity. RiISE aims to foster an inclusive workplace and touches both gender diversity and inclusion in a broader sense.

QAccording to you, how has the pandemic impacted gender equality in the hospitality industry?

Unfortunately, the pandemic has drastically

impacted all of us in the hospitality sector but more so for women who have had to take a break due to domestic reasons to support the family. However, now that things are looking brighter it is imperative that we support women by offering equal opportunities for them.

QWhat do you find to be the most challenging part of your job?

I enjoy the challenges my job entails on a day to day basis as it makes the job exciting, however, I feel disheartened that we do not have enough women in the senior leadership roles to create a balance in the organization.

It is extremely important to mentor women by guiding them and creating an environment that motivates them to a great future. At the leadership level, it is important that people of different genders with the same responsibility level and same sphere of influence are looked at with parity and take a proactive stance to ensure equality is addressed across genders. ■



Sunaina Manerker

General Manager,
Grand Mercure Mysore



Dacia Godinho
Commercial Director,
DoubleTree by Hilton
Goa - Panaji

‘Women have beautifully balanced this role with grace, elegance, communication style and convincing tactics’

QIn the current scenario, what do you think is the most significant barrier for women in the hospitality industry?

There have been changes to the standard form of functioning. One of the many changes is about women in a leadership roles. Women have beautifully balanced this role with grace, elegance, communication style and convincing tactics. As a result, making stereotype barriers manageable with their natural situation handling skills.

QWhat do you find to be the most challenging part of your job?

The need to be “everything for everyone” but in hindsight being a working woman has a positive effect. A woman is financially independent, builds a wider network as she pursues her career, feels accepted and utilizes her time effectively by building memories with her loved ones. There is a saying-women belong in all places where decisions are made.

QAccording to you, what are the three essential qualities that a women leader in the hospitality industry should possess to

truly make an impact?

The first one is the ability to learn and adapt quickly. The second important quality is to have a vision for yourself and your career growth. Creating a vision is about what you aspire to be and the major accomplishments you hope to attain and understanding the steps involved to achieve the vision and have a lasting impact. You have to identify your existing strengths and values and carve out time to improve upon skill gaps and values that will take you near to your vision. Dream big! And the third quality a woman leader should have is the ability to seek out mentors and also mentor other upcoming talents. Mentors can be people whom you look up to and have achieved what you have envisioned for your own career. Mentors will help you learn more about your career and industry, provide honest feedback, brainstorm ideas for your career growth and ultimately make you a better leader. A key aspect of becoming a better leader is also to mentor young talent since it will improve your leadership skills, reinforce your knowledge and provide a sense of fulfilment. ■

‘Gender does not matter - what matters, in the end, is what you are delivering’

QIn the current scenario, what do you think is the most significant barrier for women in the hospitality industry?

Women in hospitality have a substantial responsibility to adhere to the balancing act. From having a good work and life balance to a fulfilling personal life, is bliss on its own accord. Women are struggling hard to balance family responsibilities combined with work, where one has to spend a lot of time interacting and hosting guests, which at times is hard and daunting to most women.

QAccording to you, how has the pandemic impacted gender equality in the hospitality industry?

Interestingly, the pandemic has actually created a positive role in gender equality as they were rightsizing in many places. Institutions,

companies, and families have recognized the central role that women played in all of these. That recognition today has contributed towards a neutral perceptive. In fact, the pandemic has made people conscious whether it is male or female, institutions still have to run so do companies and families regardless of who is running it or how. The fact that it has to run has become critical.

QWhat do you find to be the most challenging part of your job?

I truly believe that gender does not matter - what matters, in the end, is what you are delivering.

Creating an environment where fabulous talent from all genders and diverse backgrounds can flourish will be the key to success for all future women leaders. ■



Kamini Patel
Brand Director & Food
Consultant, Aramness Gir

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'The market is becoming extremely competitive as brands seek guest attention in many of the same ways'

The swift and massive shock of the coronavirus pandemic took everyone aback and forced every company to enact concrete adaptation measures, especially when it comes to technology. In a conversation with **Asmita Mukherjee, Rakesh Ramchandani, VP & Head – Travel & Hospitality, Cybage** said technology in hospitality has redefined how the entire ecosystem functions. According to him, due to the extended help of technology, hotels and restaurants now can focus on engaging, empowering, and delighting their guests using guest satisfaction scores.

Q According to you, what are the new technologies that are gaining momentum in the hospitality industry since the pandemic started?

Technological advances that can help hotel chains streamline their operations, reduce cost, surge revenue generation opportunities and still uphold the customer experience are the need of this hour.



We can divide the tasks that the hospitality industry performs into different categories. The first among them is the routine tasks. These include ordering key cards or refilling the toiletries and washing sheets. Then there are the non-routine tasks, such as designing floorplans and meeting rooms or personalizing baskets for guests. There are also cognitive tasks, such as forecasting demand, setting up rates, and conducting audits. And then, there are manual tasks like housekeeping services of vacuuming the room, cleaning the washroom, and generating key cards. There is some automation involved in the cognitive tasks with PMS, Guest Management, and Revenue Management Systems to forecast trends and make informed decisions with

the offered data and reports. This also makes setting the inventory and rates, then upselling accordingly possible.

The new COVID and post-COVID trends will transform manual, routine, and non-routine tasks into contactless ones. And in my opinion, the industry has already begun to achieve this goal at an incredible rate. Some of these are: Explore using Voice Search, Chatbots, Mobile Check-In and the Contactless Experience, Facial Recognition and Smart Cards, Artificial Intelligence and Big Data, Virtual and Augmented Reality, Internet of Things (IoT), Robots in Hospitality etc.

Q Which technologies have you recently implemented for your hotel/hospitality clients?

Cybage has implemented numerous technologies, helping its customers witness marked improvement in their business models. A few examples are Integration-based solutions, Cloud Technology, Distribution Channel optimization, Digitalization for Smart Practice etc.

Q Is a change in mindset required for adopting these technologies?

A more optimistic perspective is needed to avoid being left out of the race or out of the market. To maximise adoption, businesses must always place an equal focus on both the technology and the people. On a backdrop of changing consumer expectations and increasing competition, the industry now needs to consider how it wants to grow long term. Still, several hotel groups and chains today continue to play the waiting game and rely on existing pre-pandemic resources (e.g., Loyalty Scheme members), which will reduce revenue streams, combined with inefficient ways of operating.

Many remain hampered by older systems and hardware that, at best, can be costly to maintain and cannot be integrated with newer

technologies. And, at worst, they are no longer fit for purpose or current trends. Currently, the industry is undergoing rapid and vast expansion in regard to technology. The market is becoming extremely competitive as brands seek guest attention in many of the same ways. One of the critical drivers for Technology Adoption in this industry is the need for integrated, seamless experiences across all the touchpoints in the guest journey.

Technology in Hospitality has redefined how the entire ecosystem functions. It differentiates the business from the competition and helps exceed guest expectations. Hotels and restaurants can focus on engaging, empowering, and delighting their guests using guest satisfaction scores. Sustainable Practices, as well, have become a critical aspect in Travel and Hospitality.

Customers themselves have started viewing "data" as more of an asset than a mere buzzword. Big data allows hotels to adapt to trends in real-time, run targeted marketing campaigns, and so much more. Digitalization in this industry can enable fully-integrated applications, using analytics to improve hospitality decision-making, strengthen competitiveness, and improve strategies performance.

Q What was the ROI after implementing these technologies?

A hotel witnessed significant gains in direct bookings. To achieve this, they incorporated a Cloud Hotel PMS and an integrated channel manager in their tech stack, with channel manager connectivity. They not only streamlined their end-to-end operations but have also witnessed a steep rise in revenue. Another business, which opted for various tech implementations, now controls rates and distributes inventory from a single platform. They can also monitor occupancy rates constantly to eliminate under-bookings and boost revenues.

Using modern technology, restaurants are implementing various solutions for Easy Ordering, Digital Payment, and Social Media presence. Digitalisation is helping them adopt the Cloud Kitchen into their business model. By leveraging this technology, restaurants are able to improve on top-line revenue and optimise their operational expenditures.

Amid the pandemic, contactless & cashless transactions have seen a steep increase because of which Digital Payments are not just a requirement but a necessity. New payment models are at the top of the list of travel executive priorities. ■

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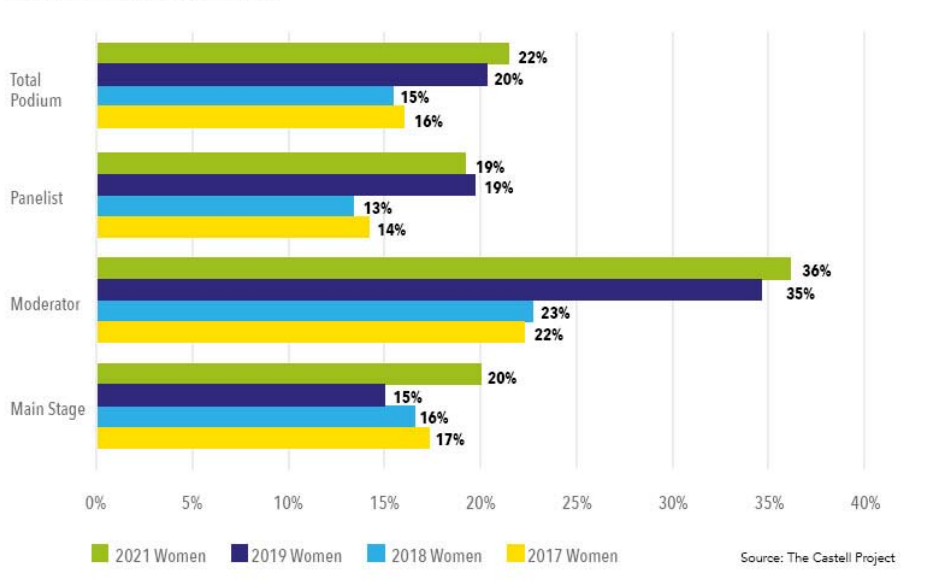
Women now hold one leadership spot in the hospitality Industry for every 10.3 men, an improvement from one to 11.2 in 2019, says Report

HBI Staff | Hyderabad

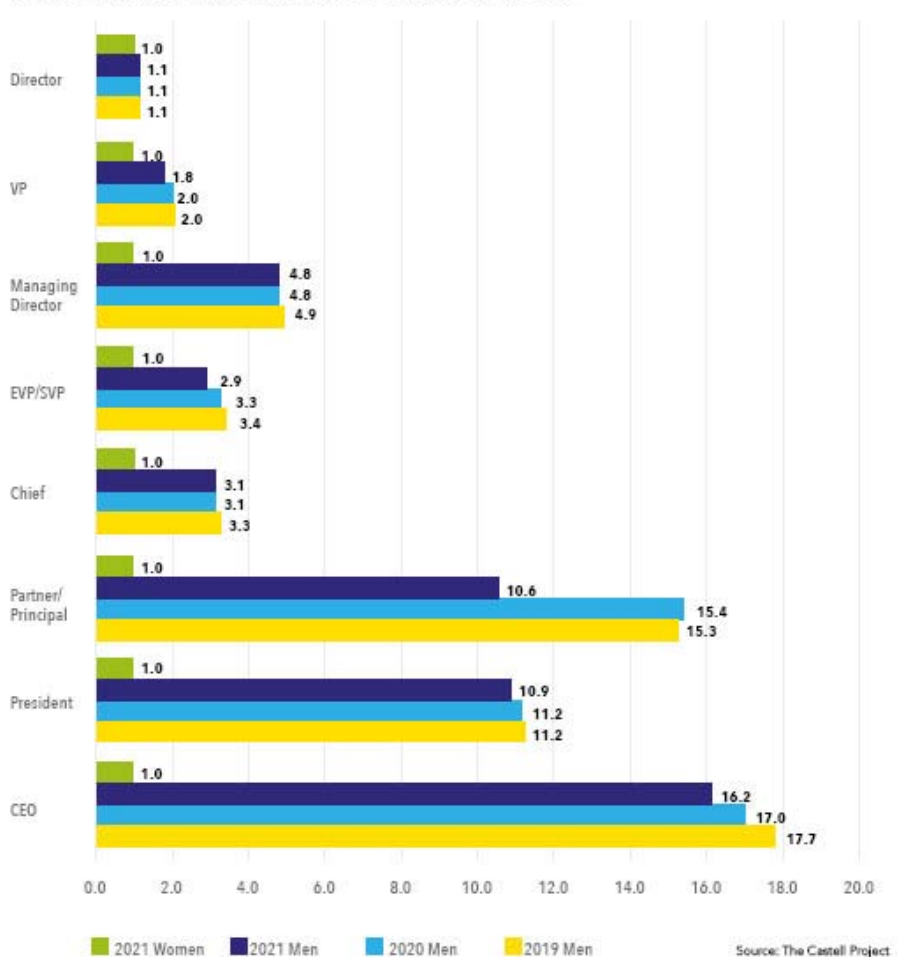
Castell Project, Inc., recently released the 2022 Women in Hospitality Industry Leadership report. The report says, women are gaining representation in hotel company leadership roles (CEO, president, founder, etc.). Although still skewed in favor of men, women now hold one leadership spot for every 10.3 men, an improvement from one to 11.2 in 2019. It also says that at the manager/director levels, women now hold 1 in 3 hospitality brokerage positions and 1 in 6 at the VP/SVP/EVP level. The number of male VP/SVP/EVPs at hotel investment conferences did not change materially while the number of women doubled. Broker representation went from one woman to 10.1 men in 2017 to one woman to 7.2 men in 2021. Hospitality brokerage competes with general commercial real estate for talent. CREW Network reports that more women occupy brokerage positions than ever before (29 percent), a 6 percent increase from 2015. the report added women speak at 22 percent of hospitality investment conference podiums, up from 16 percent in 2017. This is important because women's visibility on the podium accelerates careers and inspires other women.

"As the hospitality industry rebuilds the jobs it has lost since the start of the pandemic, developing career opportunities for women and minorities is even more vital in the hotel sector," said Peggy Berg, chair, Castell Project, Inc. "This report tracks progress and we are seeing more women in senior executive roles, successfully advancing every aspect of their companies. There are more women on the podium, building their own careers and inspiring others. There are more women owners, including women of color. Recognition of the value and importance of diverse

Women's Share of Podium

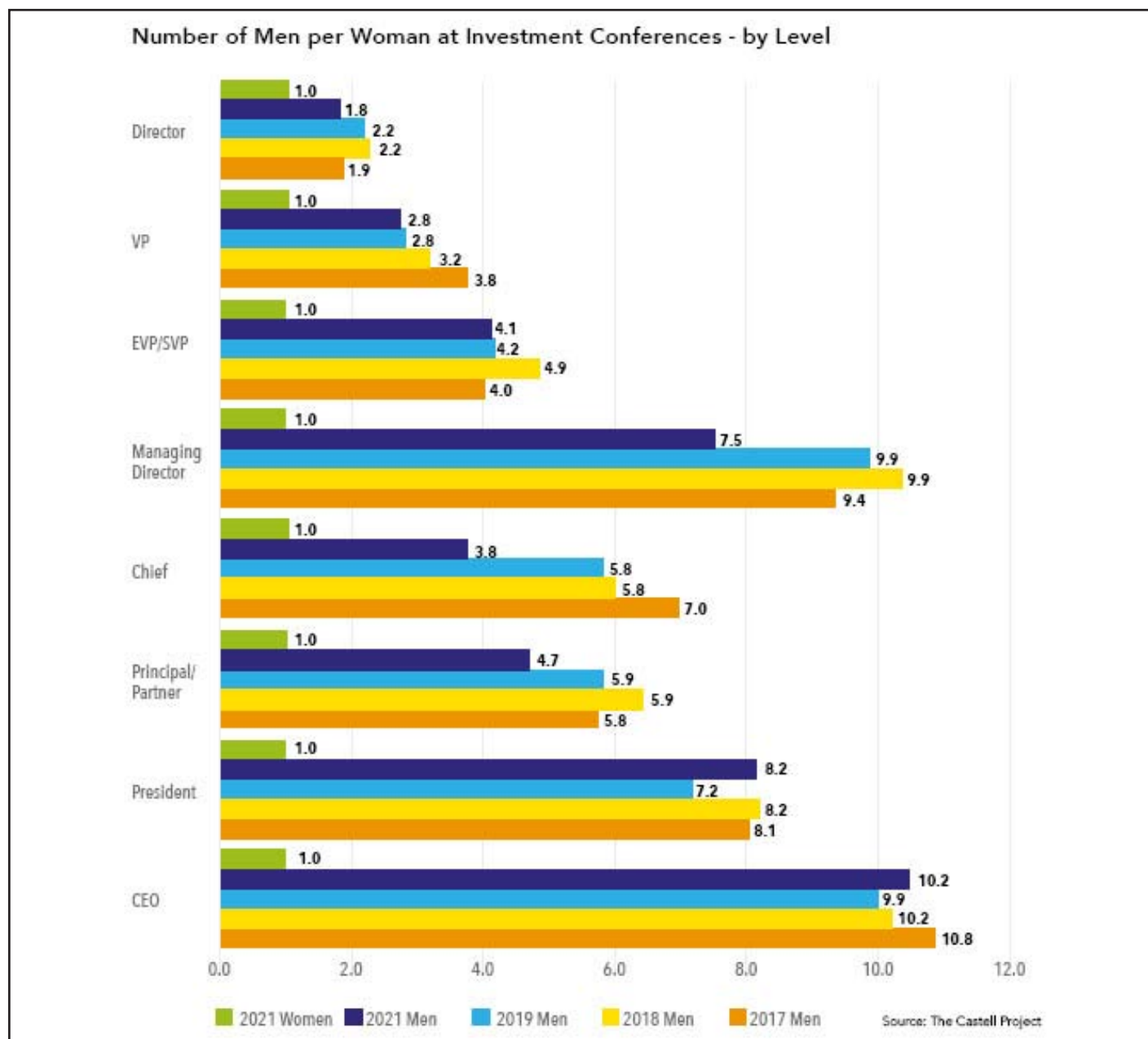
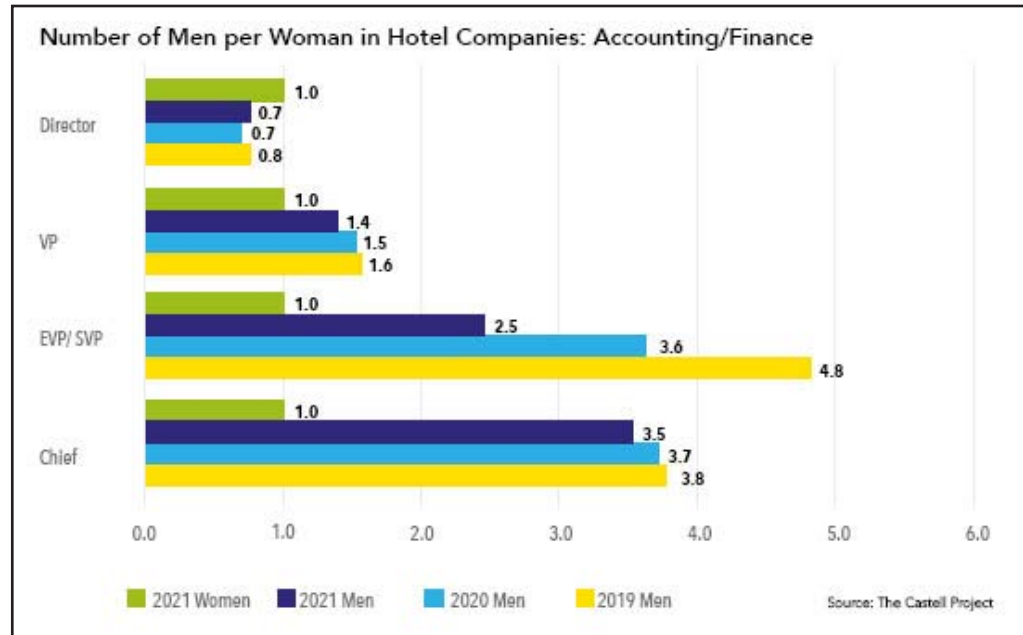


Hotel Companies by level: Number of Men per Woman



leadership is now widespread, so we expect these trends to accelerate,” he added.

“We are also seeing new challenges,” Berg added. “Enrollment at college and university hospitality programs is declining among men as well as women. Hospitality advanced education is the industry’s talent pipeline. Our Castell@College initiative inspires students by showing them desirable futures through the hospitality industry. However, broader work to upgrade the industry’s reputation as an employer and career option is critical for women and the industry.” ■





Boarding the journey to a flavourful feast at Platform 65

Asmita Mukherjee | Hyderabad

Bringing in a much-needed breath of fresh air to the Hyderabad dining scene, Platform 65 not only entertains children and adults alike with its train-themed décor but also wows with its lip-smacking multi-cuisine fare.

Platform 65 was founded by Mr. Sarveswara Rao, Mr. Sadgun Patha, Mr. Vinodh and Mr. Madhu.

With a diversified menu of more than 500+ multi-cuisine offerings, the Dilsukhnagar outlet of the restaurant bustles at the seams even on weekdays with a full-house. Platform 65 excels at bringing an amalgamation of the best South Indian, North Indian and Chinese dishes. Here food is served to the patrons through a mini moveable train, while every table has been named after a different station.



Sadgun Patha
MD & Co-founder, Platform 65

The unique Velluli Kodi Charu soup served here sets one off on a journey of flavourful food. Dishes such as Allam Kodi Wings Roast and Velluli Chepa Vepudu show the expertise of the chef in Telugu cuisine. These dishes blend different flavours beautifully in a concoction of flavourful Indian spices. Similarly, the Chicken Tangdi Roast and the Hakka Chilly Chicken of Platform 65 makes one greedy for more food. The ambience makes the dining experience more delightful, and it is especially entertaining to see mini trains bring food to your table on tiny railway tracks. The Gongura Chicken Biryani containing soft and juicy chicken pieces with a mild tinge of sorrel leaves makes for a fulfilling main course. The drinks menu of Platform 65 is also a reflection of the uniqueness of the cuisines. To cleanse the palate, mocktails such as the Kiwi Delight and Orange Mojito are excellent choices. Among all of these items, the show-stealer is the Apricot

Delight dessert, which takes the form of an apricot cake topped off with ample crushed nuts, tutti frutti and generous dollops of whipped cream.

While speaking about what inspired him about the concept of Platform 65 Patha explained, “The young and dynamic population of Hyderabad prefer to explore the hidden gems and simultaneously raise the demand for F&B industry. This inspired us to bring this unique concept to the F&B industry to surprise the customer with a new and different experience, ambience and food. After prolonged research, we came up with the new and unique trend in the food industry where food is served by a toy train.”

Patha added that the restaurant is currently having six branches covering across two Telugu states, namely Telangana and Andhra Pradesh. “In the next three to four months, we are planning to open three more franchise stores of Platform 65 in Bangalore, Warangal and Rajahmundry. By the end of 2022, we are planning to open twelve plus branches of Platform 65 across India. Currently, we are focusing on the southern part of India, starting from next quarter we are planning to expand our business in the North,” he said.

While explaining the business model of the restaurant, Patha said, “We are offering 2 models FOFO (Franchise Owned Franchise Operated) and FOCO (Franchise Owned Company Operated) model. As of now all the outlets we have launched are run on the FOCO model, this was done to standardise the operations at all outlets. In the future, we shall also run on the FOFO model.” ■

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'Our larger goal is to become INR 1,000 crore company by FY25-FY26'

From selling 700 packaged drinking water bottles daily in 2010 to 20 lakh bottles daily, Clear Pani has redefined India's packaged drinking water segment through sustainability, quality and innovation. After clocking an astounding growth rate the company is now aiming to become an INR 1,000 crore company by FY25-FY26. **Asmita Mukherjee** spoke with **Nayan Shah, Managing Director, Clear Pani** to know his plans for the company.

Q What is the USP of Clear Pani? How has the journey been so far?

Energy beverages Pvt. Ltd. was established in 2005. The current energy drink was the product which the company launched in the same year. We forayed into the drinking water segment in 2010 with an aim to provide safe and hygienic bottled drinking water. The initial years in the energy beverage business provided me with crucial insights into the FMCG segment. Clear Pani has pioneered the concept of square-shaped bottles with co-branding in India. Initially, it outsourced the manufacturing to units located in Ahmedabad, Mumbai and Jaipur. The major turning points of the company were bagging the first contract with leading Caterers, winning the tender of erstwhile JET Airways, Air India, Marriott Group of Hotels and opening the first manufacturing facility in Ahmedabad in 2015. This was followed by another ultra-modern factory

in Surat. From manufacturing 5,000 bottles in a day, it increased to 2 lakhs in 2011 and 7 lakh bottles in 2018. Today, the company manufactures around 25 lakhs bottled per day in 22 (including own and outsourced) plants across India for its production.

Q What are the new products we can expect from Clear Pani in the next few years?

Clear Pani has been at the helm of innovation since its inception. Having established our foothold in the drinking water segment, we are now eyeing to foray into health beverages targeted to youth and kids.

Q Kindly tell us about your marketing spend.

We are highly focused on branding Clear Pani on Digital as well as OTT platforms by associating with various production houses for infilm/series branding. We spend close to 25 million INR on a yearly basis.

Q What is your pricing strategy for Clear Pani?

Clear Pani is a BIS, FSSAI, ISO 22000, ISO 9001:2015 & HACCP- certified organisation with almost a decade of experience in packaging and bottling purified drinking water. These water packages are available in various sizes - 200 ml, 500 ml and 1-litre to cater for multiple purposes. The 200ml, 500ml and 1000ml bottles are attractively priced at INR 6, INR 10 and INR 25, respectively.

Q What are your investment and expansion plans for FY 2022-2023?

The company had grown at an astounding rate and clocked INR 61 crore in FY 20 but came down considerably to INR 43 crore in FY21 at a loss of INR 3.5 crore. It is now eyeing to cross INR 100 crore in revenue by



the end of this fiscal year and scale up to 50 units across the country in the next 12-18 months. Additionally, its larger goal is to become an INR 1000 crore company by FY25-FY26.

Q Kindly tell us about your HoReCa clients.

Our clientele includes hotels, hospitals, airlines, institutions, production houses, petrol pumps, automobile showrooms. Some of the leading names include Fortis Hospitals, Air India, Taj, St Regis, Amazon, BMW, Mercedes, Avadh Utopia, PVR Cinemas, Red Chillies, Air Asia, Reliance Retail, Shell in our portfolio.

Q What international markets are you planning to expand into?

Currently, we are present in 12 Indian states and three countries- Bahrain, Dubai and Africa. We are now aiming for a Pan India presence by the end of 2023. ■

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thinKitchen launches The Connoisseur Collection

thinKitchen launches The Connoisseur Collection featuring a set of nosing whisky glasses and a set of all-purpose wine glasses. A mix of innovation, science and passion, the collection is a collaborative effort between Dartington Crystal, UK's renowned glassware manufacturers, Vaniitha Jain, India's leading expert in wine and spirits culture, and thinKitchen, India's only omnichannel retailer of global, premium kitchen and homeware brands.

Handcrafted in England using age-old mouth-blown glass-making skills, The Connoisseur Collection makes for a covetable piece for beginners and experts and is available at thinKitchen's website. A set of two wine glasses is available at INR 8299 & a set of 2 Whisky tasting glasses is priced at INR 6299.



American Standard introduces Acacia SupaSleek Square Wall Hung Toilet

American Standard has introduced their all-new Acacia SupaSleek Square Wall Hung Toilet. Dedicated to the consumer with discerning design tastes, Acacia SupaSleek Square Wall hung toilet is truly the best of both worlds in design and technology. Designed with HygieneClean technologies, it features the patented Aqua Ceramic technology that prevents dirt and dark ring stains from sticking to its ceramic surface, and ComfortClean technology which effectively inhibits the growth of E. coli bacteria. The Hygiene Rim technology in the rimless bowl ensures better hygiene and ease of cleaning, at the same time powering the Double Vortex Flushing System with unrivalled flushing capabilities.

House of Suntory adds Yamazaki 12 Years Old in its portfolio

Yamazaki 12 Years Old is one of the world's rarest and most sought-after whiskies embodying the heart and style of the Yamazaki brand, Suntory's flagship single malt whisky. With an exceptionally complex yet refined Japanese taste harmoniously balanced with fruity sweetness, it appeals to novice and experienced whisky drinkers alike. The whisky has also won several international accolades that are a testament to its superior quality and taste.



Roca launches Everlux Finishes

Roca's exclusive Everlux coating allows users to create exceptional spaces filled with personality. It adds an extra touch of elegance to every corner of the bathroom space. With its stylish side or front handle, the Insignia collection on the other hand adds delicate details to its design. The Everlux bathroom faucets are highly resistant to scratches, shocks and abrasive cleaning products to ensure a high durability surface. The anticorrosive and anti-limescale treatment does not allow the colour to change with the passage of time thus maintaining intensity and uniformity.

MARRIOTT INTERNATIONAL



Vedagiri Rajaram, Director of F&B, Sheraton Grand Bengaluru Whitefield Hotel & Convention Center

With 13 years of rich and diverse experience, Rajaram is a Food & Beverage specialist who started his hospitality journey with the Royal Orchid Bangalore. Prior to joining Sheraton Grand Bengaluru Whitefield Hotel & Convention Center, Rajaram established his career with prominent

hotels like Oberoi Hotels & Resorts at Trident Nariman Point and Trident Hyderabad, The Leela Palace, Udaipur and Vivanta by Taj, Hyderabad.



Rishi Mehra, Director of Food & Beverage, The Westin Pune Koregaon Park

Mehra will be using his expertise to nurture a business environment, analyze and suggest trends within the hospitality industry that will consistently deliver positive results whilst improving guest satisfaction and profitability. Mehra is a customer-centric & performance-driven Food and Beverage professional with

more than 17 years of Food and Beverage experience, specializing in full-service hospitality operations. He would utilize his extensive hospitality background in providing hands-on leadership to achieve solid business results. He envisions to address guest needs and concerns to continuously improve service standards, quality and profitability.

HILTON HOTELS



Rajan Malhotra, Commercial Director, Conrad Bengaluru

With over 18 years of experience in the hospitality industry, prior to this he was leading the sales and marketing team and was part of the pre-opening leadership team at India's first iconic brand Raffles. Having pursued his post-graduation diploma in Business Administration, Malhotra comes with a wide gamut of knowledge pertaining to the industry. Thus, his new role at the property

would entail a focus on various areas such as business development, budgeting, forecasting and achieving the hotel's commercial objectives. In his new role, Malhotra seeks to work towards implementing strategies that will help elevate the brand in the market and to lead a team that will foster connections and growth.

ACCOR HOTELS



Farshid Billimoria, Director of Revenue, Sofitel Mumbai BKC

Billimoria comes with nearly a decade of distinguished hospitality and software experience in Revenue Management and Reservations, with a Bachelor's degree in Hotel Management from WelcomGroup Graduate School of Hotel Administration, Manipal.

In his role, Farshid will be

responsible for driving top-line revenue and market share through the implementation of strategic pricing and inventory controls for the hotel including, the food & beverage and banqueting areas. His role further involves supporting the Reservations team and working closely with the Sales and Marketing teams to manage room business and online sales.



Murali Venkatesh, Talent & Culture Manager, Grand Mercure Bengaluru at Gopalan Mall

With over 15 years of rich experience in the Hospitality HR arena, Murali Venkatesh joins Grand Mercure Bengaluru at Gopalan Mall as Talent & Culture Manager. In his capacity, he will spearhead the Talent & Culture Department of the 212 key premium five-star hotel. His prime focus

during his tenure will be to recruit, retain and develop talent as the industry walks out of the pandemic.



Nisha Kumari, Head Chef (Restaurant 'Zia') Fairmont Jaipur

Fairmont Jaipur today appoints Chef Nisha Kumari as the Head Chef of its recently launched barbecue restaurant 'Zia'. With a rich experience of over 5 years, Kumari has trained with Albert de Mun - Paris VII and represented India in the Young Chef Olympiad 2016 between 67 countries. She is also the

winner of Super Chef 2015 in Bangkok. Her love for the aesthetic presentation of food and beverage makes her a perfect fit for Zia.

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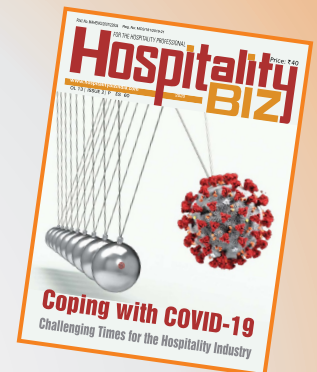
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