

For long years OYO rooms have been availing millions of customers rooms filled with happiness, led by the youngest CXO: Harshit Vyas

For eight years OYO rooms are offering standardized stay experience at an unmatched price across the country and many other cities of the world.

“College days are the best moments of life. You meet new opportunities, people, and directions. But the toughest part is which path to ride on.” Says Harshit Vyas.

If you are early in your life, you take wrong decisions early, you correct them early and you grow early.

What are the roles of a balanced leader? You are in a position where you have to manage multiple technicalities and various company issues? what is your opinion about this?

Harshit- The need for diversity is essential in the present scenario. Our company should be diverse and equal. We should make sure that everyone gets equal opportunity.

OYO is something that caught public eyes in a very short period. Tell us the one thing that went right with the organization and it was able to achieve such a huge response from the public, peers as a whole?

Harshit- The biggest value that we were able to create was an entrepreneurial environment and a group of super-talented people. Equal ownership and working as problem solvers without any hierarchy helps people to do their best.

We are now in a post COVID era, How is OYO coping up with the current situation, How it is operating in the lockdown and post-lockdown?

Harshit- Two big segments we have seen going well. Both the small enterprises and customers are being provided with utmost facilities. Also from the last three months, we have provided 100,000 room nights, for self-isolation and quarantine purposes. We are working currently with 50 embassy where there is a direct call line system for the customers. We are also working with around 50+ hospitals.

There is a lot of collaboration with the government since lockdown people are not able to get out of their homes, and then there are so many people on board who are working tirelessly, especially at a high risk of being COVID +ve. What will say about this context?

Harshit- We have always ensured the safety and security of our team members as the highest priority. What is helping out a lot during this pandemic are the technical things we are working on now. For example, in our app- The OYO app, we can communicate with our customers, tell them all the onboard details. We explain to them about OYO and also how to use the app. Whereas our all officials are working from home with all precautions.

Currently, the travel industry is slow! The hotel industry depends completely on travelers. What are the travel trends OYO is witnessing currently?

Harshit- Travelling is slowed down, but not completely shut down. There are still some big significant cities where traveling is still on. People are now opting for personal transport rather than public transport. It is thereby helping the traveling. People are taking more precautions while choosing a traveling medium which is helping us very much.

You mentioned the collaborations your company is currently working on. Due to lockdown they too must be facing many challenges. Can you please share some of them?

Harshit- We have worked with almost 19,000 hotels across the country. But the biggest problem is finding staff. Labors have to travel to their home states. Skilled people don't want to travel to big cities. But we have decided to help everyone. Firstly, 24 crores of discount have been given in the commission which was payable to us. Secondly, we are continuing our weekly reconciliation so that weekly whatever payment is there we will sort it out. In this way, working capital won't be hampered. Thirdly, there is a scheme called OYO secure, it's an online wallet for our partners. We will be giving a 30% top-up to all our partners for recharging etc, for this carrying relevant information to your partner.

Being involved in so many things, leading the company, and heading many domains. how are you able to keep so many people happy around you?

Harshit- It is never just about making people happy. It is all about being honest with your team. If you preach respect among your team members you are surely going to prosper. Thirdly, transparency is the key to building a strong relationship with your teammates.

You are in the hotel industry. People are locked up in their houses. What is the one thing you learned during this lockdown?

Harshit- I am happy that we are getting the number of plants increased day by day. Climate is so soothing these days.

The founder of OYO rooms mentioned in one article, “ I trust this friendship that I have built with Harshit “ . having the kind of support from your team, having such a position in your company what are some of the initiatives you want OYO to take in the coming years?

Harshit- We are focusing on the technological products we have introduced for customer help. As you know customer experience is a journey. You never know who are the happy customers and who are the unsatisfied ones.

OYO has witnessed a large number of lay off in the past few months. So how do you see the comeback and the new employ people?

Harshit- Look whatever articles, newsletters, and journals published about lay off of OYO is not correct news. People were partially paid. They were actively involved in the company work too.

The hospitality/hotel industry has been impacted by COVID, with OYO being the biggest hotel chain in India, how have you managed to stay afloat? Did you plan for this in terms of your runway?

Harshit - I don't think any one of us has planned it. If we would have seen this tragedy coming we would have planned for it earlier.

the reality of life is everything happens with uncertainty.

It's just how we react and tackle the situation.

How does a business prepare itself and become more resilient?

Harshit - I always believe in this principle that, if you have a resilient team and a resilient product that automatically takes the marketing level up. But the main focus can be on efficiency.

New startups are facing problems due to pandemics. What are the suggestions you want to give these budding entrepreneurs?

Harshit- Tough times only teach us to cope up with adversities. Almost 50% of the companies started like this situation only. If your start-up is good, products released are good then you will surely succeed.

You should be fair and not emotional. You should keep the customers, stakeholders, and team members in your eyes. In these tough times, you should surround yourself with your loving ones. Read as much as possible. You gain experience and inspiration by reading. Whenever you are facing any adversity always put yourself in another person's place and then decide for your betterment.

