

HOSPITALITY TRAVEL

# CONNAISSEUR

E - MAGAZINE

INDIA | SEPTEMBER 2020

VOLUME-1

ISSUE-2

INR-150/-

## STUDIO APOSTOLI

AN ATELIER OF ARCHITECTURE,  
INTERIOR-DESIGN, ENGINEERING &  
PRODUCT-DESIGN.

## EXPLORE MYANMAR

A COUNTRY ADORNED  
WITH  
HOLY PAGODAS.

## LEARN FROM LEADERS

EXCLUSIVE INTERVIEW OF MR. ROCCO  
BOVA, GENERAL MANAGER OF  
CHABLÉ RESORT.

THE DESIGN ISSUE!

# FROM THE EXECUTIVE DESK



**MR. RUDRA SONI.**

EXECUTIVE DIRECTOR - HOSPITALITY CONNAISSEUR.

“

**"PLEASURE IN THE JOB PUTS PERFECTION IN THE WORK"**

## DEAR READER,

I Recently came across this Quote "**Pleasure in the Job puts Perfection in the Work**", Very simple line but with a deep meaning! We all have our Idols, We like them because they are Successful and They are living the kind of Life we desire to live!

Now the question is that "**If you get a chance to ask them a single question, nothing else, then what would you ask?** Many of us would only ask about the '**Success Mantra**' of their life, and Now take any great leader of this world, They do not have any Success Mantra! They just kept working and things started falling into their place. They never feared about '**Putting in the Work**' or '**Listening to their Heart**', According to me There is no accurate path of success, If you really want to be successful than start putting in the work.

Be Honest with yourself. Learn your Mind, Decide what you want, Make Goals and As I said... Start Putting in the Work. For me, That's the greatest Mantra of Success. Let's come back to the quote... The Pleasure in the Job, means doing something what you like, It doesn't stress you and you can work with gratitude and thoughtfulness.

If you keep getting Positive about your work, There will be a day when you will be having perfection in that work, and eventually that will lead you to the life of success, The life you desired! Honest-Ethical Hardwork always provides **10X results**. So Stay Focused on your work, Stay Honest and You will get the perfection = The life of Success!

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[www.hospitalityconnaisseur.com](http://www.hospitalityconnaisseur.com)  
[support@hospitalityconnaisseur.com](mailto:support@hospitalityconnaisseur.com)  
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**FOR ADVERTISING / PRESS NOTES /  
CONTENT MARKETING.**

Mrs. Kumudini Soni.

+91 70462-44651

submit@hospitalityconnaisseur.com

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# ALBERTO APOSTOLI ITALIAN SPA DESIGNER

## 'KNOW THE ICON'

**MR. ALBERTO APOSTOLI IS CONSIDERED ONE OF THE MOST IMPORTANT AND AWARD-WINNING ARCHITECTS AND TRENDSETTERS IN THE WELLNESS INDUSTRY.**

**Mr.** Apostoli has designed numerous and wonderful spas all over the world, as well as some products and equipment that have become icons for the new way of experiencing the spaces of private wellness. For over 25 years he has contributed to the development of the sector through educational activities, workshops and publications.

His book "Architettura delle SPA" (SPA Design) was published in 2012 and He's a Sustainable Spa Association board member too.

Mr. Alberto Apostoli's approach has now established itself as a true manifesto of "Wellness Architecture",

which arises from the combination of creativity, specialist know-how and technical expertise!

Mr. Apostoli tells: "My goal is to create well-being through architecture. This means compositional harmony, experiential quality, technological perfection, sustainability, use of elements instead of materials, interpretation of the environment; a philosophy rather than a discipline".

Furthermore, He leads a team of 60 professionals including architects, interior designers, engineers and consultants who work in accordance with his vision!



# STUDIO APOSTOLI

AN ATELIER OF ARCHITECTURE,  
INTERIOR-DESIGN, ENGINEERING &  
PRODUCT-DESIGN.



**Studio Apostoli** is an atelier of Architecture, Interior Design, Engineering, and Product Design that has as its primary "Mission" to design with the concept of Wellness at the core of every project.

In over twenty years, Studio Apostoli has realized hundreds of projects across almost every continent, obtaining significant international recognition, numerous awards and been featured in hundreds of publications.

Aware of how the quality of life depends on the quality of the spaces in which we live, work or entertain, Studio Apostoli focuses on the culture of Wellness with creativity and competence in all the areas in which it operates: Hotel, Resort, SPA, Medical SPA, beauty and Fitness Centers.

In the area of SPA design, in particular, Studio Apostoli is recognized as an international leader contributing not only through iconic interiors spaces but also with innovative products, research, promotion and training activities.

The studio also often supplements the design with consulting services, offering useful guidance to its clients in the areas of strategic management, positioning and communication choices.

“

To Put it in a Nutshell, In over twenty years of activity, 'Studio Apostoli di Alberto Apostoli' has realized over 1000 projects including hotels, offices, wellness centers, shops, residential complexes and villas, dealing with both the architectural and engineering envelope, and the design of the interior spaces , up to the development of detail and of products and complements designed specifically for a specific intervention.

The United States, Europe, Russia, the Middle East and China are some of the world markets in which Mr. Alberto Apostoli worked and communicated his knowledge, through conferences and educational activities; which includes philosophical, historical, economic, sociological and artistic notions in general, also flow into publications and numerous prizes and awards!



# ALBERTO APOSTOLI

SIGNS OFF ON THE INTERIOR DESIGN FOR THE **LEFAY**  
**RESORT & SPA DOLOMITI. (ITALY)**



**Studio Apostoli** has developed the entire interior design scheme for the prestigious 5-star Resort recently inaugurated in Pinzolo, ski area of Madonna di Campiglio. A complex that seems to emerge from the woods and blends perfectly into the landscape in which it is located: in line with the philosophy of the Brand, **Lefay Resort & SPA Dolomiti reinterprets the traditional architecture of the area.**

It rediscovered the recurring elements of mountain buildings, such as timber, stone and the rigorous simplicity of the finishes, and through a strong Italian-style, gives prestige and luxury at an international level.

Based on these environmental elements, **Studio Apostoli** laid the foundations for the **Interior Design Concept**. A design idea that, in accordance with the client's wishes, the Leali Family, and in close collaboration with the Lefay Resorts Project Team, communicates precise values, including Italian lifestyle, contemporary luxury and environmental and energy sustainability.





**The structure** is on nine levels, naturally set in the surrounding mountains - four dedicated to private residences and five to hotel accommodation. There are 88 suites - divided between Prestige Junior Suite, Deluxe Junior Suite, Family SPA Suite, Exclusive SPA Suite and a Royal Pool & SPA Suite - and 23 apartments. The apartments are arranged according to different sizes and compositions, all equipped with kitchen, living room and dining room, plus one, two or three bedrooms with related services.

**Both typologies are characterised by the integration of the sleep and bath areas, zoned and separated by timber screens and by the use of oak paneling and brass inserts, with custom made furniture.**

The large entrance lobby with lounge, reading room, outdoor Sky Lounge, meeting areas, indoor shops and two restaurants make up the large common areas, however **the real heart of the resort would undoubtedly be that of the SPA.**

Covering about 5,000 square meters, the wellness area is spread over several floors, differentiated at a functional level: an entire floor dedicated to treatments, the in&out swimming pool with family sauna, the Lefay SPA Method energytherapeutic paths and the large fitness area. Natural oak parquet, light-coloured leather upholstery and walls in natural granite stone make up the material palette. Ivory or dark stone is used to define the various zones of the wellness area, overlooking the surrounding Dolomite landscape through large windows.

Each area of the Resort is characterised by its own strong identity, yet inserted in the stylistic unicum that pervades the entire complex. Every piece of furniture and every object has been specially studied and designed for this specific location, from the wood panelling to the wallpapers and door handles, resulting in a completely personalised and tailor-made accommodation solution.



# FERMENTED BEVERAGES OF INDIA

AN INFOGUIDE OF TOP INDIAN ALCOHOLIC BEVERAGES.

■ MR. PRAJWAL SONI.

GUEST CONTRIBUTOR - HOSPITALITY CONNISSEUR.



**When** we think of India, alcoholic beverages are not the first thing that comes to our mind, but in India there is a tradition of making alcoholic beverages since Vedic periods.

Today in India everyone will talk about Whiskey, Gin, Brandy & Wine. But... these all are western, it's not Indian culture! people have forgotten our Indian roots of alcoholic beverages.



**TODAY WE WILL BE DISCUSSING TOP 3 INDIAN ALCOHOLIC BEVERAGES IN THIS KEYNOTE ARTICLE.**

## WHAT IS ALCOHOL?

Alcohol is basically liquid resulting from the fermentation of sugar substances, which is isolated by distillation. The word was first used by alchemists, who derived it from the Arabic word 'al kohl', which originally meant pulverized antimony and then mean to came any product used crushed to a powder. in the middle ages alcohol was considered an elixir of life from which it acquired the name eau-de-vie.

It came to use as a drink towards the end of 15th century when all kinds of herbs and plants were introduced to it. Finally the invention of rectification and still transformed it into mass market. Alcohol has antiseptic properties but it becomes toxic when quantity exceeds in blood.

## INDIA AND ALCOHOL

Fermented food preparation, as mentioned in literary texts, is more than 3,000 years old in India.

The Rig-Veda shows that fermentation technology took its first step in connection with the preparation of Soma juice (alcoholic beverage). There is also another drink, known as sura (wine/beer), prepared by fermentation of boiled rice/barley. It is known from different sources that during the post-Vedic period (600 BCE to 100 CE) many beverages like medeka (spiced rice beer), prasanna (spiced barley or wheat beer), asava (sugarcane beer), etc. were some of the most popular drinks in India!!



## "THE TOP THREE"

### #3 - HANDIA

Handia (Also handi or hadiya) is a rice beer originated in the Indian states of Bihar, Jharkhand, Odisha, Madhya Pradesh, Chhattisgarh and West Bengal. Karma puja - a major tribal festival is celebrated among these states, these festival is very sacred among the tribal groups such as Baiga, Oraon, Binjhawari, Munda, Majhwar, Ho, Santhal and many more tribal communities and This festival is associated with harvest.

Any tribal festival is incomplete without this rice beer called Handia. The word handia probably owes its origin to handi in which it is made. Handia is considered as the most sacred drink among Munda and Santhal tribes, these both tribes claims to be inventor of it.

The locals have inherited the process of making the drink from their ancestors as the craft passes on from one generation to the other since ages. Handia is prepared by mixing boiled rice with traditional fermentation culture. it is made by mixing traditional fermenting culture Ranu tablets (Bakhar), with boiled rice and allowing them to ferment in an earthen pot (Handi) for 2-3 days with mouth slightly open. After fermentation, the fermented slurry is filtered and weak cream-coloured product is taken as drink.

Ranu tablets or Ranu goti are the mixtures of roots, barks, rhizomes, leaves of about 20-25 plant species, which these indigenous people collect from the forests. Sometimes one may even find that handia from previous batch is added to new batch as a starter. Handia is best accompanied by a chutney of tamarind, chilli and salt.

### #2 - CHHANG

Chhang is one of the important and indispensable barley based alcoholic beverage prepared and consumed by the people for centuries. Chhang forms a part of sociocultural life of the people of Ladakh and no social activity is complete without the beverage.

The preparation process of this is as follow, first the barley is cleaned from any immunities than it is boiled and then it is spread on a canvas known as khol-char made of weaven Yak's fur. On cooling the boiled grains, locally available starter culture in form of tablets known as phabs is added to the content. The tablets are ground to fine powder and mixed with boiled grains. Then its grains are transferred to a cloth bag and weight is kept above it. It is allowed to ferment for 4-10 days depending on the temperature after that, chhang is extracted by adding water to this content until it gets submerged and then pressing it.

The content is pressed for four times. The filtrate is termed as machu meaning concentrate, or tang-po meaning first. After first filtrate is taken out of the drum, water is again added till the fermented grains get submerged.

The filtrate is again taken after 2 - 5 hours. and it is termed nyis-pa meaning second. The process continued and the third and fourth filtrates termed sum-pa and gyi-pa, respectively are taken.

## #1 - MAHUA

**Mexico has tequila, USA has bourbon, Russia has vodka what does India have?**

Mahua is a drink made from flowers of Mahua plant, this flowers are naturally sweet and are grown in plains of India such as Madhya Pradesh, Chhattisgarh, Gujarat and Maharashtra.

This flowers are naturally sweet and gives Mahua its floral identity. It is prepared by single distillation in a homemade pot still. Women plays a major role in production and selling of Mahua. It is most probably the only drink in the world that is made from the sweet flowers.

Apart from making alcohol Mahua flowers are used to make laddos, jams and chutneys. The art of making Mahua is passed on from one generation to another. Mahua has a potential of being a national drink, and by seeing this potential Mr. Desmond Nazareth founder of Agave India Company has made the process of making more sophisticated and bottled it and started selling it in two states Goa and Karnataka. He is working with authorities of other states in order to sell it there also, so that everyone gets to know about this national treasure!

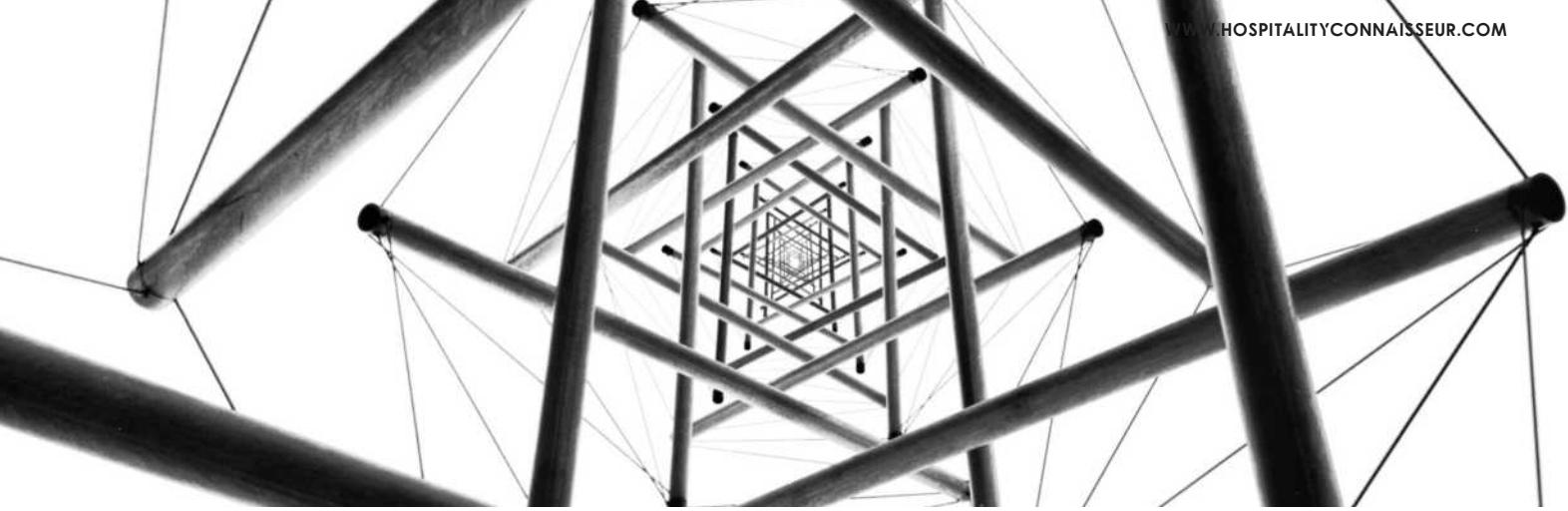
These are the top three spirits that India have, but there are many more such as Fenni from Goa, Po:ro Apong from Assam, Chuwarak from Tripura, Kiad from Meghalaya, Zutho from Nagaland, Toddy from Andhra Pradesh and Kesar Kasturi from Rajasthan.

It is important for us to preserve this culture of making alcohol, most of the art of making this spirit is passed from generations to generations without any documentation.



*"Drink because you are happy, but never because you are miserable"*

-G.K Chesterton.



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# DRIVE & DINE

**DRIVE & DINE BY DHUAAN : A BROTHER-SISTER DUO BRINGING TO INDIA A NEW GENRE OF DINING.**

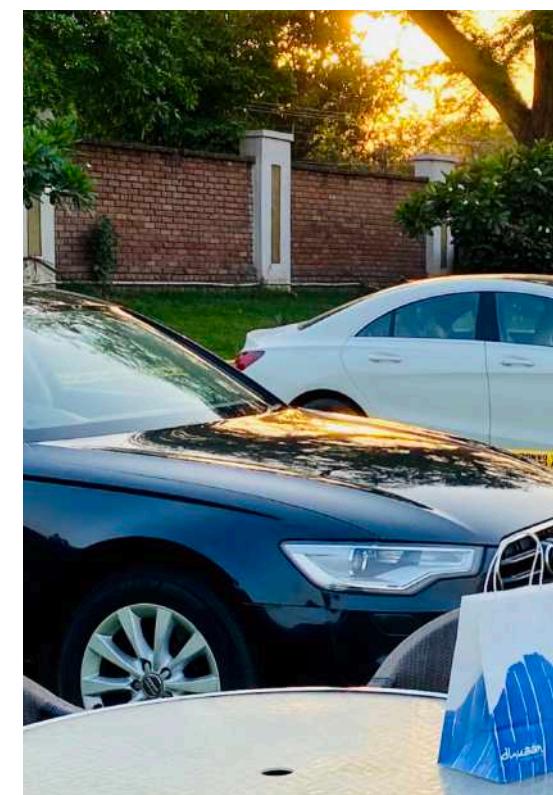
**An open to air no-contact dining experience, where guests can dine in their car, with a personal garden space for each car and food delivered by golf carts!**

**This** Interesting Concept of "Drive & Dine" is launched by Ms. Insha Malhotra and her brother Mr. Yash Malhotra, The Cornell University's Hotel School Graduates, Who are now working in the hospitality space in India with their family's business in Kanpur - Status Hospitality Group, the state's largest hospitality company with a collection of ten restaurants, sixteen event spaces, and four hotels, after having worked in finance and hospitality in Chicago, USA.

In these Uncertain Times, Status Hospitality Group is Changing the Way we (Drive and) Dine!!

Sounds from the Parisian Hôtel Costes music selection keeps the energy high, but socially distanced rope partitions help keep the scene from evolving into an undistanced affair.

These parked cars with picnic tables and dangling fairy lights have temporarily transformed the city of Kanpur. The element of uncertainty and fear doesn't seem to be looming over this 12-acre estate in Cantonment.



*"One of our resorts in Cantonment houses three restaurants including Dhuaan, and a selection of private event lawns that are used for weddings and large events. Given the limited scale of permissible social gatherings, we thought of aligning one of our spaces with Dhuaan and do something fun with it - guests who have been home for months now have this urge to step out but with certain inhibitions - Drive & Dine is providing them with just that."*

Says **Ms. Insha**



## This is Drive & Dine by Dhuaan - a child of the pandemic, bringing to India a new genre of dining.

Inspired by the 60's drive-in movie theaters, Status Hospitality Group has introduced a movie going style - physical distancing and dining experience with fresh food from the kitchen delivered in the resort's golf cars.

At the helm of the affairs are Insha and Yash Malhotra, who graduated from Cornell University's School of Hotel Administration and worked in the hospitality and finance space in Chicago and New York City prior to joining their father's hospitality business.

Insha also mentioned that the group is planning on making Drive & Dine a seasonal experience operating from August through October, after the rains settle down and before the wedding season kicks in!

*Well, Status Hospitality Group, is Uttar Pradesh's largest hospitality company with a collection of ten restaurants, sixteen event spaces, and four hotels - including The Landmark Towers, Kanpur's only five-star property and Dhuaan, the flagship mediterranean restaurant which is a recent awardee of ET NOW's Best Small-Town Restaurant of India.*




---

*"We conceptualised Drive & Dine in early May, though wanted the heat and monsoon to wear off before we got going - in hindsight it now seems like the right decision because our industry can be a bit unforgivable if you don't get it right in the first instance."*

Says Mr. Yash

# TRAVELOPEDIA

## "MYANMAR" A COUNTRY ADORNED WITH HOLY PAGODAS.

Image by : Charlie Costello | Travelopedia : Hospitality Connisseur.

**Official Name:** Myanmar.

**Location:** South East Asia.

**Total Area:** 06,76,575 km<sup>2</sup>

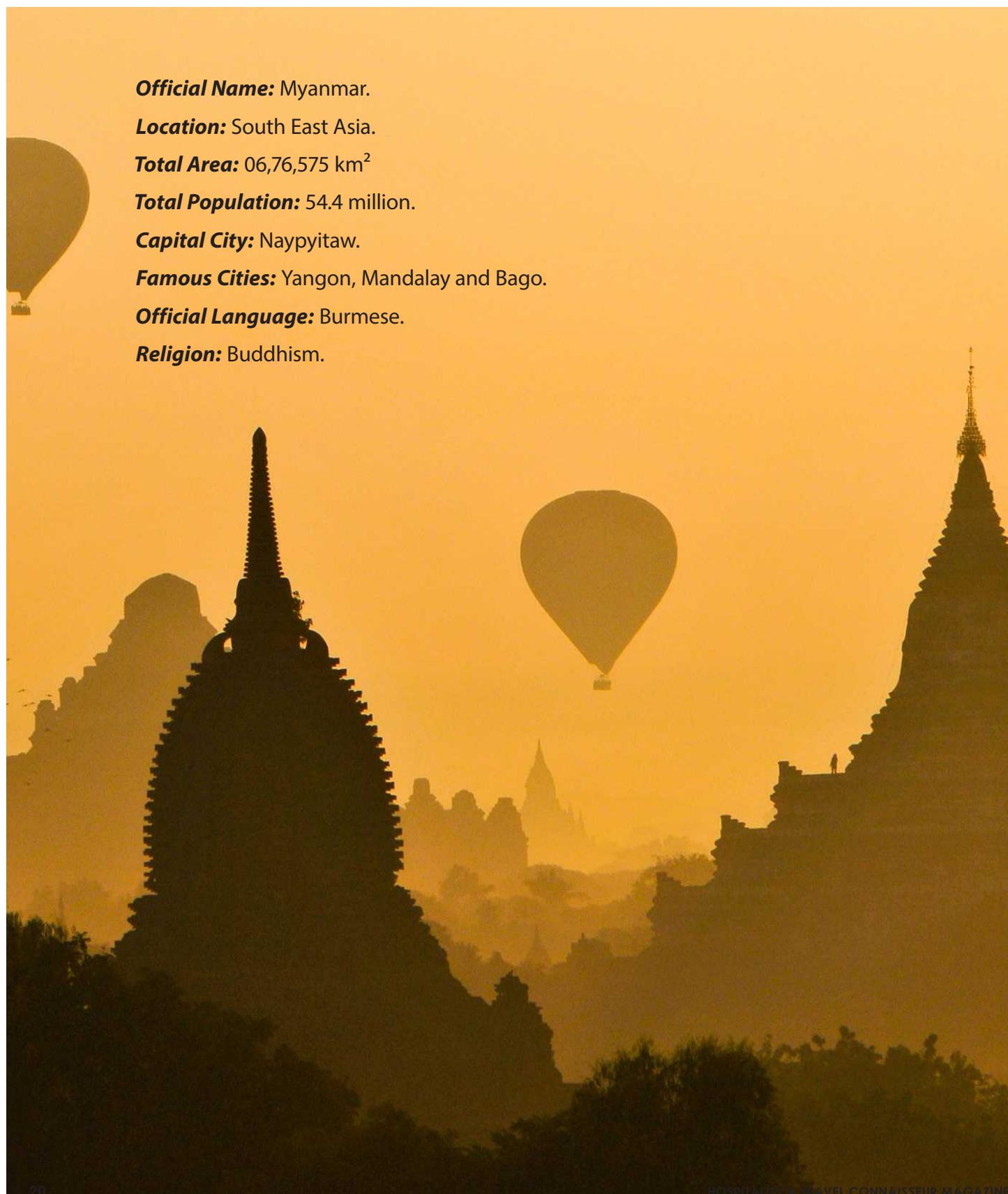
**Total Population:** 54.4 million.

**Capital City:** Naypyitaw.

**Famous Cities:** Yangon, Mandalay and Bago.

**Official Language:** Burmese.

**Religion:** Buddhism.



## HISTORY

The mythical Indian name of Myanmar is 'Brahmadesh'. The British came up with the name 'Burma' from the largest Burmese population residing in the Country. Burma is the largest country in South East Asia. The history of Burma's beginnings is filled with the struggles of its native people and the Monks. In 1044, The king Anawrahta was ruling the kingdoms of Irrawaddy Delta and Thaton. Which was overthrown by Kublai Khan in 1287.

In the 16th century, the Toungoo dynasty was the Prime ruler of Burma. In 1758 Rangoon was made the capital of the country. Anglo-Burmese Wars of 1824–26, 1852, 1885, three conflicts that collectively forced Burma into a vulnerable position from which it had to concede British hegemony in the region of the Bay of Bengal. In 1937, the British liberated Burma. At the start of World War II, Japan occupied Burma. With the help of the Allies, Burma was released from the paws of Japan.

On January 4, 1948 Burma celebrated its Independence Day. Burma almost liberated with India. Democracy began in India, while on the other hand, Burma continued to oppress by military rule. However, the Burmese military general has been much softer than before. With the grand victory of the 'aung san suu kyi', who launched the movement for democracy in the notable elections, the hope of establishing the democratic system of governance is bright.

## CULTURE

The cultural exchanges between India and Myanmar are very old. This country was so influenced by Hindu culture that the towns were named after our cultural names like 'Ayathia' or even 'Ayodhya'. During the reign of King Ashoka, Buddhism and culture spread so much in this country that even today the majority of people practice Buddhism.

Myanmar is the country known as the Golden Land in the world. It has full of tourist and sightseeing natural areas. Here the world heritage site, magnificent monuments, numerous pagodas, clean pollution-free seaside, beautiful gardens, unique lifestyle of people, hill stations and many other things attract people to visit Myanmar. Yangon is the largest city in Myanmar. This ancient city is also known as the 'Garden City of the East'. Yangon has world-famous pagoda, which is why Burma is also known as the country of the pagodas.

The 'Buddhist stupa' here is the sacred stupa of Buddhism. A beach named Ngapali is known as the 'Naples of the East', Which is one of the world's most beautiful sea shores. In the caves made of limestone called Pindaya, there are years old statues of Buddha. The city Mandalay is known as the 'City of Gems' & There is a great development of literature and traditional art here.

There are several tourist-cities located around this cultural city. Taunggyi is a famous summer resort city. Thousands of colorful river-streams flowing here are mind-captivating. FYI... Myanmar is also full of natural beauty.

## ECONOMY

The Rangoon (also known as Yangon) port, located near the Gulf of Martaban in Burma, is known for trade and commerce. The rice, millet, petroleum products, silver, lead, zinc, copper etc. are exported from here. Ship factories are also located here to build or repair Ships. Silk and wool fabrics are also made here, but Burma is still an underdeveloped country. Especially because of its political situation, The country has often faced difficult situations.

The people are very industrious and specialize in farming work. There are only two categories, rich and poor. The middle class does not exist here. The people of the country are facing mismanagement and corruption. Due to the lack of new education, youth cannot adapt to the new technology. Railway facilities are of the 19th century. The infrastructure is also not good. Energy generation is very stressful too. British-Burma, which made tons of money by exporting rice during the British Raj, is still economically distressed despite its abundant natural resources.

In 2007, the inflation rate was rising above 30%. But, the desire of good future & growth strategies, lead Burma to the current inflation around 6%.

## CUSTOMS

Chinese-Buddhism also has an impact on the people of Burma. Thus some of their customs are similar to the Chinese culture. The impression of British Communism can be seen in the Reformed people. 'Nat Dance' is very popular here. Dance and ballads are similar to Thailand's culture. People sing songs on a special occasion like when paddy is planted in the field, or in excitement.

In a marriage, like we Indians, They also enjoy with fervor and spend lot of money.

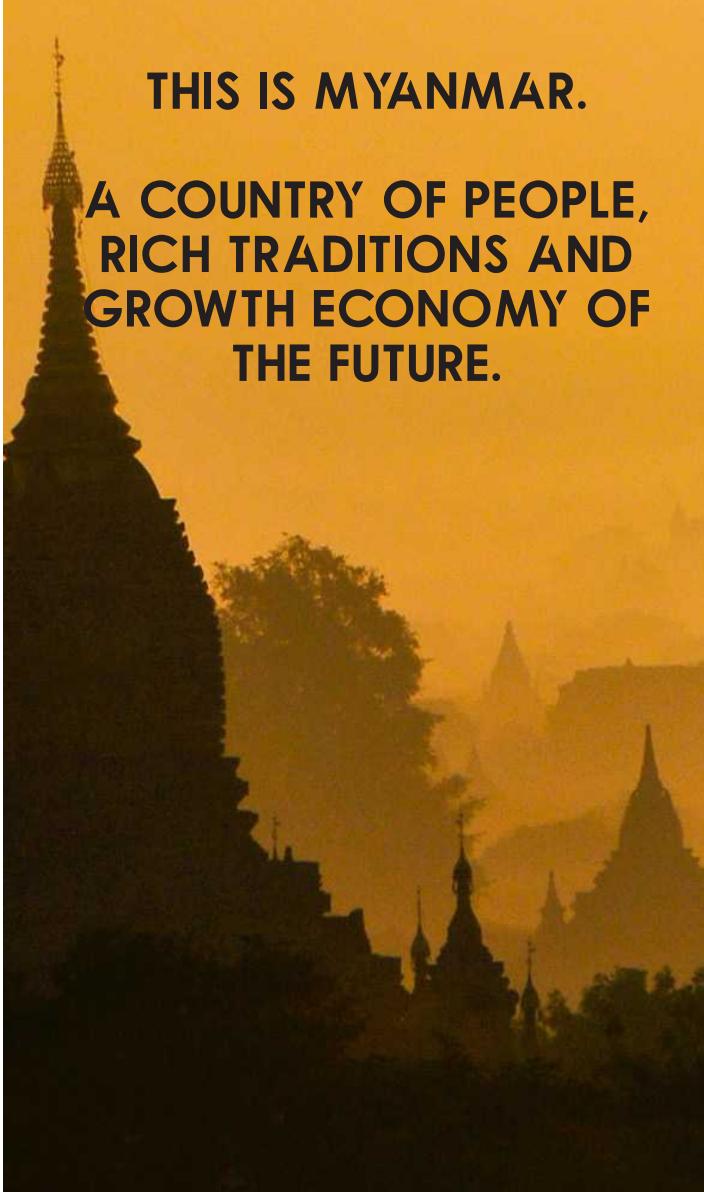
But... Weddings are not held from July to October. Arranged marriage is not compulsory in boys and girls. Tribal Burmese women wear 'Neck rings' according to specific customs and its photos are very well known in the world.

Kachin Manaw Festival in January, Thingyan Festival in April, Festival of Lights in October are very well known and major festivals of Myanmar. Moreover Pagoda Festival during March is also a notable festival here & Football is a popular sport here.

## CUISINE

China, India, and Thailand have an impact on Burma's cooking. Very diverse cooking and drinking habits can be found in each regions of Burma. Each province has different dishes and in particular, each region have unique serving style. In coastal cities, seafood is consumed frequently. Items made from meat, eggs and rice are also sold frequently.

Various Salads are quite important in Burmese cuisine and these Salads are also very famous in the Hotels of Burma. Burmese people like to drink Lemon juice and Vinegar. Different breads and rice noodles are used as regular meals of the day. You will be surprised to know that Indian Bihari people can be seen on the streets of Yangon selling 'Golgappa'!



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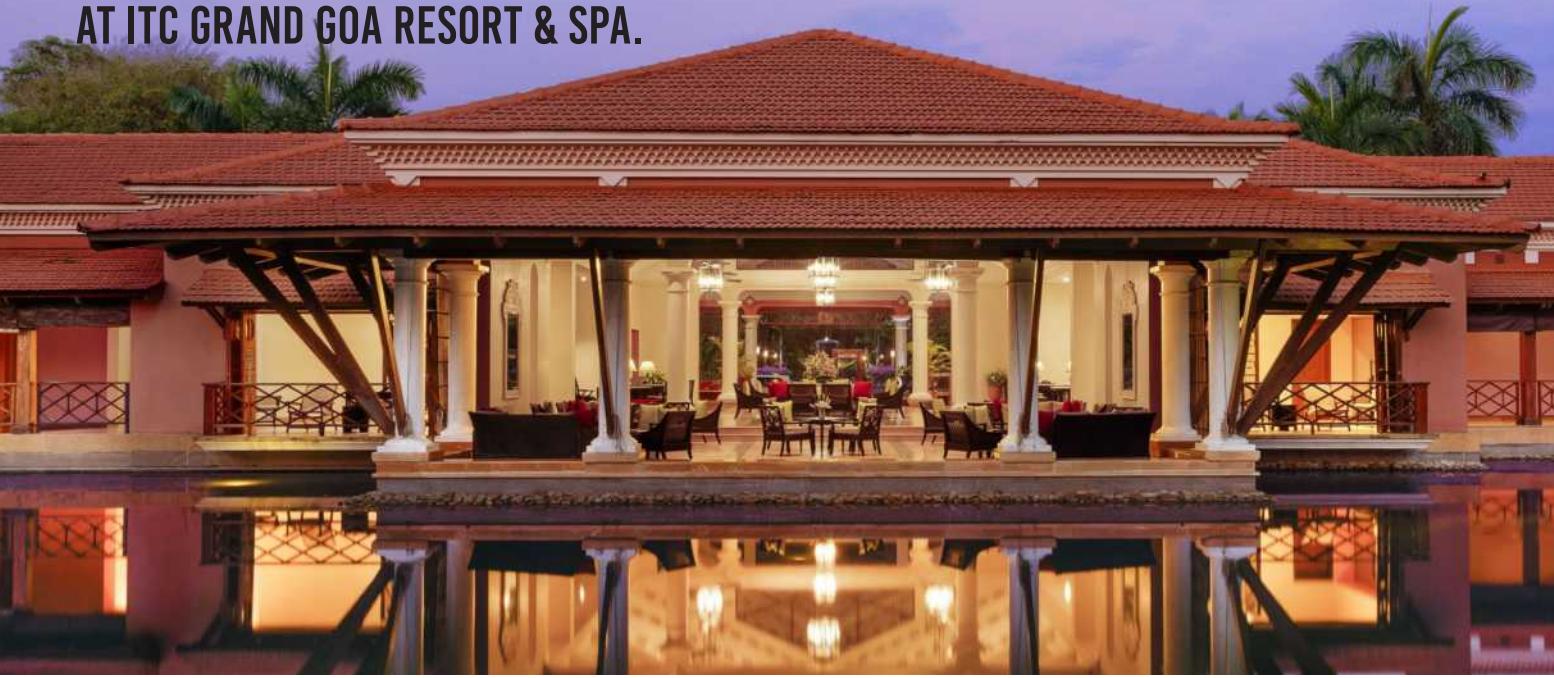
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# PLANET POSITIVE EXPERIENCE

AT ITC GRAND GOA RESORT & SPA.



**ITC Hotels** - the First and Largest chain of hotels in the World, with a maximum of 18 hotels that are LEED Platinum Certified Properties. Embodying the ethos of 'Responsible Luxury', ITC Grand Goa was certified 'LEED Platinum' under the aegis of USGBC (US Green Building Council).

*Spread across 45 acres, this Resort achieved a Platinum rating under LEED v4 O+M: HP from one year of launch of the Resort.*

**ITC Grand Goa is the first Platinum Certified Project in India under LEED v4 O+M: HP**

Platinum rating is the highest category of certification preceded by Gold, Silver and Certified. ITC Grand Goa Resort & Spa met the coveted rating for energy efficiency by using 16% less energy, reducing the water consumption by 39.89%, developing rain water harvesting capacity of 100% of the peak rainfall, and reducing the cooling demand with energy efficient glazing and roof insulation among many such sustainable initiatives!

The well-being of guests, associates and partners has always been of paramount importance at ITC Hotels and more so in these testing times. 'Namaste' at ITC Hotels is not only a heartfelt welcome, it is inspired by our ancient scripture 'Atithi Devo Bhava' which prescribes the dynamics of the host and guest relationship. Namaste acknowledges the honor of being a host and to look after guests in the most

responsible manner without compromising the high standards the guest has come to expect. It is a call from within that keeps the Indian Values alive, pure and timeless!

Right from stunning architecture to award winning cuisine and world class spa experiences all these are accomplished with the highest principles of environmental stewardship at ITC Grand Goa Resort & Spa.

The Resort is a true reflection of the Goan-Portuguese era depicting a Goan village connected by bridges. The grandeur of the majestic architectural elements allows you to take in alluring views of the sea, lagoons and the pool right from the lobby. All rooms overlook a garden along with a private patio or a balcony. Some of the accommodation also features outdoor rain showers.



The entrance at the lobby is open and resembles a Goan home entrance. With large pillars, a tiled roof that moves into a veranda like seating overlooking the mesmerizing view of the Arabian Sea, lagoons and swimming pool. Lighting in most areas is replaced with LED Lighting so as to support energy reduction.

Movement of guests or operational led support teams is mainly by an electric cart. A walkthrough in the Resort is considered to be the best way to keep fit and healthy on vacation. Indoor & outdoor games, a games room, bicycles on rent, kids outdoor playground area are some of the recreational facilities here as well. The envelope materials comprising stone concrete mix wall and multi-glazed windows meet the standards of ASHRAE ([www.ashrae.org](http://www.ashrae.org)) & ECBC (Energy Conservation Building Code)

All the restaurants at the ITC Grand Goa Resort & Spa are set around an open courtyard reminiscent of a Goan Village Square. Guests can enjoy their meals from any of the 6 dining destinations seated anywhere around this space.

The Resort features its own vegetable and fruits garden hence the produce is used in the cooking facility. More than 40% of the produce that is harvested is procured locally within 160 kilometers of the destination. Out of the total site area, 36.8% has native or adaptive vegetation. Water cooled refrigerants in kitchen refrigeration equipment in place of air-cooled equipment is also used to conserve energy.

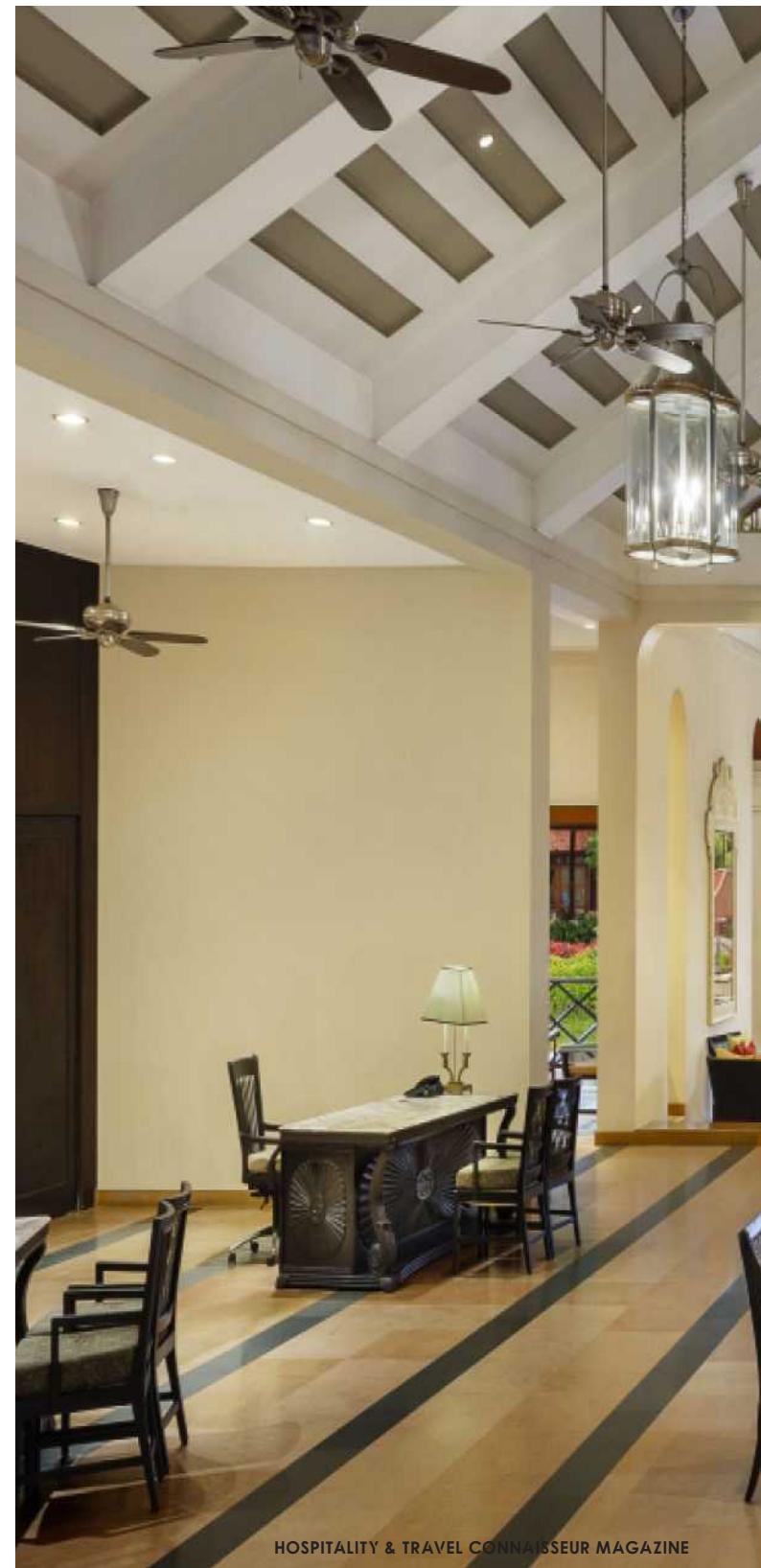
Use of electric/manual equipment for landscape and hardscape maintenance hence no emission from use of maintenance equipment. The use of water efficient fixtures such as sensor operated urinals, dual flush water closets reduces the consumption of water use in plumbing fixture and fitting by 39.89% compared to Uniform Plumbing Code baseline.

The Purchase Team ensures that Green Seal Certified (Third party certification program for housekeeping chemical as recommended by LEED) and Eco-friendly housekeeping chemicals are procured and use in hotel to reduce the environmental effects of cleaning products.

CRI Certified (Use low sound level and electric operated) housekeeping equipment used in hotel. CRI (Carpet and Rug institute) certified equipment use less energy, less water and chemical hence protecting the indoor air quality of a building and limiting occupants' exposure to chemicals. Usage of low VOC paints and sealants reduce toxic fumes thereby in occupied space.

The team also celebrates events such as World Environment Day, Earth Day, Coastal Clean-up Day & more during which special awareness sessions by internal and external faculties are held at the Resort.

Adding to this, **Mr. Bhagwan Balani, General Manager - ITC Grand Goa**, mentioned that... "ITC Hotels is rooted to the ethos of the land and creates indigenous experiences. We achieved LEED Platinum Certification from one year of launch of the Resort. At ITC Grand Goa, conservation of resources and the protection of the environment has always been our primary responsibility and an ongoing commitment in order to maintain a balance between our surroundings".



**Nestled in serene south Goa, amidst 45 acres of lush landscaped gardens, swaying coconut palms and shimmering lagoons, ITC Grand Goa Resort & Spa houses 252 well-appointed rooms and suites with direct access to the pristine Arossim beach.**

**The architecture of this village-styled Resort** draws inspiration from the **Indo-Portuguese** vintage and blends classical elegance with a distinctive regional allure that's infused in its **service, superlative culinary experiences, an award-winning Spa, one of the largest swimming pools, picturesque banquet spaces and Ollie's Club for young guests!**

Coupled with personalized service, **the experience at ITC Grand Goa Resort & Spa is impeccable.**



# LEARN FROM LEADERS

## EXCLUSIVE INTERVIEW OF MR. ROCCO BOVA

HOSPITALITY CONNAISSEUR



EXCLUSIVE INTERVIEW  
SERIES | Learn from Leaders.

## MR. ROCCO BOVA

General Manager of Chablé  
Resort – Mexico.

**Mr.** Rocco Bova is a very Passionate and Experienced Hotelier and The **General Manager of Chablé Resort** which is located in Yucatán, **Mexico**. Chablé Resort is set in a **750 acres of Jungle** and where the **Maya Civilization** once thrived.

***The Resort has been awarded over 45 times since the opening and its one of the best Mexican Luxury Hotel brand.***

Mr. Bova has more than 25 years of Experience of International Hospitality Market and He is also one of the most acclaimed Leader of our Industry. Let's learn something new from such experienced leader of Hospitality Industry!

### WHAT DOES THE HOSPITALITY INDUSTRY MEAN TO YOU?

Hospitality is a word I learned from my parents. The way they received anyone in our home, family, friends and sometimes stranger. Always opening the door and welcoming them in with no prejudice and with some form of "gift" a glass of water, coffee, or anything available. I don't come from a wealthy family, but this is for me the real hospitality.

When you are able to make this as your career and join this amazing and enormous industry, then you can make your passion into something that can be valuable to you.

In Hospitality,  
The Guest's  
Perception is your  
Reality.

## AS WE KNOW, YOU ARE A VERY EXPERIENCED AND PASSIONATE HOTELIER, SO WHAT'S YOUR SUCCESS MANTRA?

I divide a working life in three main segments (if you work with the utmost integrity and professionalism).

The First 10 years is when you learn. The Second 10 years is when you grow and build a reputation (and start earning), The last 10+ years is when you really earn : Trust from suppliers, colleagues, partners etc, an enlarged and meaningful network, and of course money to allow you to make a dignified living.

## WHAT ADVICE WOULD YOU GIVE TO YOUNG HOTELIERS TO GROW FAST IN THE HOSPITALITY INDUSTRY?

I would tell them not to grow fast. The most difficult part in our business is managing people and there are no books nor courses or workshops that can teach you "fast" enough. Only maturity and wisdom will allow you to succeed and for this it requires time. For some is less, others is more. You will understand when you are ready.

## ACCORDING TO YOU, WHAT'S THE IMPORTANCE OF LEARNING OR EDUCATION INTO THE LIFE OF A HOTELIER?

The famous Italian artist 'Michelangelo Buonarroti' once said at the age of 81 "***I am still learning***". I think this is self explanatory.

## TELL US SOMETHING ABOUT CHABLÉ RESORT.

It's one of most amazing resort set in a 750 acres of jungle and where the Maya civilization once thrived. The blend of modern Mexican and traditions brought back from the ancient Maya culture. It's incredible and people are so nice, simple and hospitable. We have been awarded over 45 times since the opening and are proud to be one of the best Mexican Luxury Hotel brand. We have another resort in Riviera Maya, near Cancun and two more in the pipeline including another stunner in the sea of Cortez which should open in the next 24 months. Check out our website [www.chablehotels.com](http://www.chablehotels.com) to see some rendering!

## AS YOU ARE LOCATED IN MEXICO, WHAT ARE THE MAJOR CHALLENGES MEXICAN HOSPITALITY INDUSTRY IS FACING NOWADAYS?

Just like everyone else we are suffering while trying to survive the crushed economy. Thankfully, our main market was always Mexico and so, because of

the reputation, we are trading at a decent occupancy. But for me the major challenge is to keep the team together, motivated and positive. During these difficult and trying times, to me this has been the major challenge.

## AS A LEADER, HOW DO YOU REMAIN AMBITIOUS AND PASSIONATE ALL THE TIME?

I seek inspiration from others, always looking to learn from the best and I also look back, from my humble start and what I have achieved with hard work and lots of sacrifices. Lastly, seeing the success of others is what really spark the light and fuels me to do more. Be careful with ambition, one should never be too greedy and accept own's limitations as well as know when enough is enough.

## WHAT'S YOUR SPECIFIC ADVICE ON 'NETWORKING' FOR YOUNG HOTELIERS?

Do it seriously, if for business purpose. I have been using the major medias like Facebook, Linkedin and more recently Instagram. If you do it seriously and with the real intention to provide/share relevant content, it works. If you are just there just to be there you will never be noticed and become the "one in a million". LinkedIn to me is the best to network with hoteliers. Basically everyone is there.

## HAVE YOU EXPERIENCED INDIAN HOSPITALITY? OR DO YOU HAVE ANY PLANS TO VISIT INDIA IN THE FUTURE?

I have worked in India some 10 years back and LOVED it. My wife learned some Indian cooking too which we brought forward in all the countries we have been and when possible dine in an Indian restaurant. Future..... only time will tell. The world of hospitality is very small. One never know.

## TELL US SOMETHING ABOUT YOUR WHOLE JOURNEY IN THE HOSPITALITY INDUSTRY.

I think we better keep this for another interview. It's a 25 years journey and cannot be summarized in few lines!!

**WAIT IS OVER.**

# We have Lunched a Website only for Hoteliers.



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**'NEVER LOSE HOPE'  
YOU NEVER KNOW WHAT TOMORROW  
MAY BRING!**

♥ HOSPITALITY ♥