

HOSPITALITY TRAVEL CONNAISSEUR

E - MAGAZINE

INDIA | AUGUST 2020

VOLUME-1

ISSUE-1

INR-150/-

ITC GRAND GOA

A LUXURY COLLECTION RESORT
& SPA REOPENS BY
ADOPTING 'WE ASSURE'.

EXPLORE JAPAN

A MYTHICAL COUNTRY
OF
DILIGENT PEOPLE.

LEARN FROM LEADERS

EXCLUSIVE INTERVIEW WITH MR. PRITHVI
ROY, ASSISTANT PROFESSOR OF FRONT
OFFICE AT WGSHA.



MR. RUDRA SONI.

EXECUTIVE DIRECTOR - HOSPITALITY
CONNAISSEUR.

THE DEBUT ISSUE!

”

**"WE ARE ALREADY PROUD TO BE THE INDIA'S FIRST
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CENTRIC MAGAZINE STARTUP BRAND"**

DEAR READERS,

This year has been Challenging for Us. We as an Industry has seen and felt so much. But this is the moment to stick with what we believe in, Our Faith will definately lead us to the Glory! Not a long message, But on this day, The Team of Hospitality Connaisseur salute all the Hoteliers whose are working during this tough time. We were thrilled to see pictures of Hospitality Staff of How are they supplying Foods, Preparing Food and Serving Guests despite fearing about the threat of novel coronavirus.

Let's we all take a moment to salute our Industry Friends and Colleagues, cause they have done an extraordinary job in respect of their service!

Not just Hoteliers but All the Aviation Guys, Restaurant Guys, our Railway Staff & everybody from Hospitality!

At the End... "WE ALL ARE ONE & WE ARE NOT ALONE"

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INDEX

ISSUE-1 | AUGUST-2020

CONTACT US

Hospitality & Travel Connaisseur Magazine.
(E - Magazine)

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CIN : U80902GJ2019PTC108774

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GOLDEN AROMATICS — 06

One of the Oldest and Experienced Company engaged in manufacturing and supplying flora agarbattis.

#WEASSURE — 08

A first-of-its kind initiative on Health, Hygiene & Safety by ITC Hotels.

ITC GRAND GOA — 10

A Luxury Collection Resort & Spa reopens by Adopting 'We Assure' – A Responsible Luxury Initiative!

SINGLE USE PLASTIC — 12

An informative study on Single-Use Plastic and Tourism!

METRO MATTRESS — 15

All types of mattress Available at Metro Mattress. Special for Hospitals & Hotels.

WELLNESS PROGRAMS — 16

Niraamaya Wellness Retreats introduces Integrative and Functional Medicine Programs by Daivam Wellness.

**FOR ADVERTISING / PRESS NOTES /
CONTENT MARKETING.**

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TRAVEL : JAPAN

18

A mythical country of diligent people.

BE A MASTER

21

Top 15 Soft Skills to Master as a
Hospitality Professional.

LEARN FROM LEADERS

22

Exclusive Interview with Mr. Prithvi Roy,
Assistant Professor of Front Office at
WGSHA.

ITC HOTELS & ZOMATO

26

ITC Hotels expands its Responsible Dining
outreach
across India with Zomato partnership.



PRITHVI ROY
DESIGNER
2014

GOLDEN AROMATIC WORKS

"ONE OF THE OLDEST AND EXPERIENCED COMPANY" ENGAGED IN THE OPERATION OF MANUFACTURING AND SUPPLYING FLORA AGARBATTI, MASALA AGARBATTI, "SMOKE LESS AGARBATTI", INCENSE STICKS, SANDAL INCENSE STICKS, CELESTIAL INCENSE STICKS, CITRONELLA INCENSE STICKS, MUSK INCENSE STICKS, AGARBATTI STICKS, SANDALWOOD AGARBATTI, LAVENDER AGARBATTI, AROMATIC INCENSE STICKS, AROMA THERAPY INCENSE STICKS, FLORA STICKS ETC, TO THE GLOBE.

Since their inception in the year 1968 by Mr. Suresh Patel, The Golden Aromatic Works successfully catering to the need of various clients by manufacturing a range of Incense Sticks which have been proven to be the best in the market. Since 1984, Under the guidance of Mr. Suresh, The business is managed by his son Mr. Bharat Patel (B.Sc Chem.) who is also the great leader like his father!

Their products are made by "Hand Roll" with high quality of Herbal and Natural Oils. All the products are widely accepted in the Indian and as well as in the international market.

The range stands high on attributes such as impeccable quality, reputed brand name, efficient packaging and a wide variety of aromas to choose from. Their incense sticks are prepared in a traditional manner thus ensuring that the true essence of aromas is maintained throughout the process, right from procuring optimum quality raw material to premium packaging solutions. Each process is closely scrutinized for any type of discrepancy. Blending ancient art of aromatic sticks with contemporary usage as they have come up with an array of products that bespeak of their

own quality.

The company has set up high parameters of measures such as Quality, Reliability and Customer Satisfaction which has raised the status of it as well professionalized organization to the zenith.

Clients have always been on the top priority for them, they make sure that the quality of the incense sticks are up to the mark and confirm the international quality measures.

The entire process is systematically arranged and checked at several intervals. Furthermore, They provide best customized solutions to the clients and package consignment as per their requirement!

Under the able guidance of Mr. Suresh Patel & Mr. Bharat Patel, they have emerged as the undisputed leaders in manufacturing and supplying flora agarbatti, masala agarbatti, "Smoke Less Agarbatti", aromatic incense sticks. Owing to his single minded vision and strong business sense, They have constantly evolved our range to suit the preferences the global clients.



GOLDEN AROMATIC WORKS.



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#WEASSURE

A FIRST-OF-ITS KIND INITIATIVE ON HEALTH, HYGIENE & SAFETY BY ITC HOTELS.

Image : WeAssure initiative of ITC Hotels



ITC HOTELS LAUNCH 'WeAssure': A first-of-its kind initiative on health, hygiene & safety.

NABH Accreditation & DNV-GL Business Assurance certification to ensure stringent clinical levels of hygiene in Hotels.

ITC Hotels, India's premier chain of luxury hotels, has become synonymous with Indian hospitality. ITC Hotels pioneered the concept of 'Responsible Luxury' in the hospitality industry, drawing on the strengths of ITC groups' exemplary sustainability practices. Responsible Luxury personifies an ethos that integrates world-class green practices with contemporary design elements to deliver the best of luxury in the greenest possible manner.

As, Reinforcing its globally acknowledged Responsible Luxury ethos that seeks to create a better and secure world, ITC Hotels announced the launch of its path breaking 'WeAssure' initiative. In a first for the hospitality industry, the discerning guests of ITC Hotels will be reassured by an accreditation by National Accreditation Board for Hospitals & Healthcare Providers (NABH) - the leading standards organisation for sanitation, hygiene, safety and infection control practices.

ITC Hotels is also partnering with DNV GL Business Assurance, one of the world's leading certification bodies, to ensure stringent clinical levels of hygiene and safety. These assurance certifications will stand testimony to the rigorous hygiene protocol being put in place to ensure the safety of guests and associates at ITC Hotels, across India.

With many "Industry Firsts" to its credit, 'WeAssure' is set to redefine the cleanliness protocol.

"We are committed to delivering world-class luxury experiences that address the most important needs of wellbeing and safety through responsible practices that are immensely relevant in the unprecedented circumstances we face today. 'WeAssure' is a unique programme designed in collaboration with medical professionals and disinfection experts to further enhance the existing hygiene & cleaning protocols. The stringent program specifications reassure guests of visibly stringent cleanliness and disinfection processes which benchmark clinically hygienic standards, offering guests' unparalleled comfort with peace of mind"

Stated, **Mr. Nakul Anand,**
Executive Director - ITC Ltd.

The accreditation by National Accreditation Board for Hospitals & Healthcare Providers (NABH) will enhance existing procedures and controls in the area of sanitation, hygiene, safety and infection control thereby conforming to hospital level hygiene standards.

DNV GL Business Assurance, a body that helps businesses assure the performance of their organization is evaluating a model, built around the three pillars of - Health, Hygiene and Safety.

This will help ITC Hotels achieve higher levels of maturity around all facets of operations.

To Understand it well, 'WeAssure' is a holistic programme that addresses all facets of hotel operations. From revised protocols for back of the house activity at the receiving store, back offices, laundry to the public areas with heightened sanitization measures for guest luggage, elevators to room service.

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 from our ancient scripture 'Atithi Devo Bhava' which prescribes the dynamics of the host and guest relationship.

Namaste acknowledges the honour in 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.

Image : ITC Grand Goa Resort & Spa.



ITC GRAND GOA

**A LUXURY COLLECTION RESORT & SPA REOPENS BY ADOPTING
'WE ASSURE' – A RESPONSIBLE LUXURY INITIATIVE!**

Image : ITC Grand Goa Resort & Spa.



World's Largest LEED Platinum Rated hotel chain, ITC Hotels has strengthened the #WeAssure programme. Having envisaged Responsible Luxury, a decade back, ITC Hotels embedded several best practices in its DNA and laid benchmarks for Responsible Hospitality!

While "WeAssure" promised stringent clinical levels of hygiene through NABH Accreditation & DNV-GL Business Assurance certification in progress, WeAssure seeks to further redefine hotel operations along the lines of social distancing, well-being and contact light services, offering guests unparalleled comfort with peace of mind.

Precautions are necessary to maintain well-being. At ITC Hotels all additional safety measures have been deployed to mitigate the risk of infection. These conform to the guidelines set by the World Health Organisation and Indian Tourism ministry.

The 'new normal' protocol makes thermal screening, safe distancing and usage of masks mandatory across all levels of operation at the hotel. Usage of disposable gloves during service and additional protective gear, where required is also being followed. The guidelines have been implemented for both associates and hotel guests. Adding to responsible hospitality, associates & managers are being trained for Hygiene Certification in aspects of FSSAI Regulatory Guidelines, Cleaning & Disinfection near to Hospital Grade and Control & Monitoring of Food Safety & Hygiene Standards. ITC Grand Goa reopens!

Right from an online reservation to an online payment process the booking method remains seamless. Followed by low contact check-in experience where-in mandatory documents are collected prior to arrival and later an e-folio sent on checkout. The check-in counters have a welcome separator installed to maintain a low contact experience with the guest. Touch points across public areas are being cleaned multiple times a day with sanitizers and disinfectants conforming to near clinical hygiene levels. Seating at the lobby and restaurants has been reconfigured to ensure safe distance. A physical distancing policy has also been implemented, with floor guides serving as reminders!

A number of operation related activities have been digitalised thereby enabling contact light services. QR Friendly In-Room Dining menu, Guest Service Directory, Digitalised restaurant menus and Check-In & Check-Out processes empower the guest to stay safely distant. The advanced sanitization methods deployed in guest limousine services and baggage duly tagged as 'Sanitagged' provide guests an added reassurance. Extreme importance has been accorded to distancing in guestrooms. Rooms are located in separate villas spread across five courts. Each room has its own private balcony ensuring that a guest can relax in the comfort of his own room. Prioritizing guest safety above all, the rooms are serviced only when guest is away from the room after soliciting a time.

As their "home away from home", these rooms follow a rigorous cleanliness protocol adhering to clinical levels of hygiene and undergo a thorough deep-cleaning programme with advanced disinfection applications. The rooms are sanitized after every guest departure and are not sold for next 24 hrs. post guest departure.

ITC Hotels are amongst the very few chains today who operate a state of art ISO 22000 Food Safety Management quality accredited Microbiology Labs which enable a systematic, preventive approach to food safety and cuisine hygiene. ITC Hotels has implemented strict ingredient regulations, and frequent disinfection of the kitchen area along with consistent sanitization of equipment, cutlery and crockery. At the restaurants, ITC Hotels have enabled "Contact light Cuisine Experiences" while observing safe distancing in restaurant seating, use of appropriate protective gear by associates, enabling e-menus and contact-less payment modes.

Food & Beverage offerings are being re-engineered for the 'new normal'. While the Grab&Go breakfast design offers guest the option of a contact-less breakfast experience in their room where the ordered menu selection is delivered to guests' rooms with no physical contact between butler and guest,

the 'Knock n Drop' time saver dining experience is an optional offering, delivered to guest in the privacy of their room, minus any contact with service associates.

With homes being the new epicenter, ITC Hotels recently launched 'FLAVOURS' take away service that operates with zero contact delivery as well as its home delivery initiative with Swiggy and Zomato. The special take-out counter at each hotel has been enhanced with hand sanitizers and thermometers to assure the health of the local delivery partners. Adding to its responsible hospitality initiatives, self-car parking is recommended for those who are driving down to Goa.

In addition, their journey towards the accreditation by National Accreditation Board for Hospitals & Healthcare Providers (NABH) will enhance existing procedures and controls at ITC Hotels thereby conforming to hospital level hygiene standards. DNV GL Business Assurance which help businesses assure the performance of their organization is developing a model, built around the three pillars of - Health, Hygiene, Safety and Pathogen control. These assurance certifications will stand testimony to the rigorous hygiene protocol being put in place to ensure the safety of guests and associates at ITC Hotels, across India.

WeAssure - is a holistic programme that addresses all facets of hotel operations - from revised protocols for back of the house activities such as receiving store, back offices, laundry, to the public areas with heightened sanitization measures for guest luggage, elevators to room service.

"ITC Grand Goa looks forward to creating memories for all guests who plan to visit Goa and make it their home away from home" said **Mr. Bhagwan Balani, General Manager – ITC Grand Goa Resort & Spa.**

SINGLE USE PLASTIC

INFORMATIVE STUDY ON SINGLE-USE PLASTIC AND TOURISM!



MR. SACHIN GEORGE VARGHESE.

GUEST CONTRIBUTOR - HOSPITALITY
CONNAISSEUR.

Mr. Varghese is an Assistant Professor at Welcomgroup
Graduate School of Hotel Administration - Manipal University.

Most of the plastics we use are cheap, lightweight and easy to make. People can't live without plastics mainly because there was a very high increase in usage of plastics over the past century. If it is not stopped, this trend will continue for next 10 to 15 years. World is not able cope up with the generation of plastic waste and unless people recognize the alarming situation, and started reducing the usage of plastic waste!

The government needs to come up with drastic steps to avoid the usage of plastic. They should bring certain stringent steps and policy to reduce the consumption of plastic usage. Most of the plastics we use is designed in such a way that it needs to be thrown away after one usage.

Nine billion tonnes of plastic is ever recycled and the remaining lands up in rivers, oceans and the environment. The life of most plastic products is limited to single usage after which it is discarded and they pollute the atmosphere. The type of plastics used are "PET- polyethylene terephthalate" found in bottles and restaurant takeaways and "HDPE-high density polyethylene" found in stiff colored bottles such as shampoo and detergents.

The Plastic bags and containers are made of "polystyrene" foam known as "Styrofoam" and these plastics do not biodegrade and they slowly break down into fragments known as micro plastics!!

These will take thousands of years to decompose and later it will start contaminating the soil and water.

The most common single-use plastics found in the environment are food wrappers, straws and stirrers, plastic drinking bottle, cigarette buds, plastic grocery bags, bottle caps etc.

These waste products are thrown away as these are considered as disposable material. It later reaches the environment and the environment in turn gives it back in the form of flood, disease, and killing living species.

For example... the thrown-away plastic bags lead to clogging of sewers and pipelines which eventually results in flood, clogging of sewers and pipelines. It further leads to proliferation of mosquitoes and pests which spread diseases like malaria, dengue, fever etc.

When these fragments of plastics reach oceans it is eaten by aquatic species like turtle, dolphin and fish which lead to destruction of their ecosystem because they consider these as food items. These plastic wastes ingested by animals reach their tissues and are indirectly passed on to human body during consumption. Earlier people used to drink tea/coffee in disposable cups known as "Styrofoam" which basically contains carcinogenic chemicals like "styrene" and "benzene" which are highly toxic if consumed. It will damage the "nervous system", "lungs" and "reproductive organs" and because of the heat these toxins leach into the food and drink.

This issue is addressed basically by cups made from bagasse, the by-product left after the extraction of juice from sugarcane so there is no bleaching is required, no glue required and there is no toxic chemicals.

In poor countries most people are not aware how to dispose the plastic waste. They burn plastics and use it for cooking and heating which leads to release of harmful emission of gases like "furan and dioxin".

Now let us come to tourism part and the plastic plays an important role in this sector. There is no tourist destination where plastic can be avoided. It includes beaches, hotels, resorts etc. Some of the tourist destinations charge a fee e.g. Rs.100 per plastic bag from the tourist if it is to be carried and once he returns from the destination/spot carrying the plastic bag with him he gets this money refunded and, if not, the money is forfeited. This type of measures help in preventing the throwing of wastage in and around the tourism destination. Tourism destinations should provide enough waste disposal system where they can have separate disposable area for plastics only.

Most of the brand hotels have moved to plastic-free toiletries in their rooms. Hilton Group of Hotels is on the move to remove single-use plastics in all their hotels in the 650 locations especially replacing the packaged bottled water with glass bottled water for conference. Plastic straws and toiletries are replaced with dispenser in Marriott Hotels too!

A number of airlines have done away with plastic coverings on headsets provided to passengers. "Delta Airlines", "Alaska Airlines", "American Airlines", "Virgin Australia" and "United Airlines", "Air India" are a few airlines who have come up with cracking down the single-use plastic like straws, stirrers, disposable spoon and fork. Even Ryan-air has come up with wooden cutlery replacing plastic spoon and fork and biodegradable coffee cups. The usage of wooden cutlery for food has been initiated by a few airlines showing that slowly the change is on.

Cruise liners like MSC, Norwegian, Royal Caribbean, P&O cruise and Cunard are replacing water bottles, plastic straws and stirrers by 2020!

Cameron, a central African country, used to smuggle in plastic cups from neighboring countries. As plastic waste accumulated, the government decided to pay citizens for each kilogram of waste collected. In 2015, around 100,000 kg of plastic waste was collected.

A District Collector in Telangana, Mr. Narayana Reddy, has come up with a novel idea of offering one kilogram of rice to those who collect one kilogram of plastic in village panchayats. Plastic Collection Centers have been set up to recover the plastic collected by people.

Bhutan is another emerging tourist destination which banned the use of polyethylene plastic bag by 2002. In countries like India the ban of plastic bag was imposed in 2019 by Prime Minister Narendra Modi. The government has laid emphasis on eradicating the use of single-use plastic that has become one of the biggest sources of pollution, adding to landfills and adversely impacting the already frail ecological balance. He has also urged start-ups to come up with ideas to recycle plastic in the country.

The changes are visible as the total usage of plastic has reduced. The students in schools and colleges are made aware of the usage of plastic material. Most of the tourist destinations like Andaman and Nicobar Islands, Goa and Karnataka beaches discourage the use of plastic material. Most of the shops provide cloth bags and even the customers normally carry their own cloth bags to buy the grocery.

Government of India is very strict regarding the usage of plastic bags and any violation is heavily penalized. Most of the customers are encouraged to carry their own bags and in Goa the prevalent practice is carrying buckets for buying fish. This kind of awareness should reach people everywhere. In Malaysia MYR 0.20 is charged for each plastic bag, that is Rs.3.40 in Indian Currency. At some other destinations like Fort Myers Beach in Florida (USA) the usage of plastic straws, cups etc. are banned to protect the turtles nesting on the beach.

Beaches in Galapagos Island are littered with plastic bottles that can trap and kill young marine species like iguanas and crabs. These plastic bottles are there throughout the ocean filling the stomach of whales and as a result they starve to death.

When we travel we have the habit of using wet wipes, face wipes etc. . . . Most of them contain plastic fiber and when discarded they become fatal to marine wildlife. A few tourism destinations were closed down because over-tourism led to pollution and disposal of plastics like the island in Boracay in the Philippines and May Bay Island in Thailand, famous because of the movie The BEACH 2000. These spots are closed for some time to recover from pollution and other damage caused by tourists. Staff Uniform of Hotel Iberostar is made of recycled plastic and they are eliminating plastic from their rooms which is one of the great initiatives by the hotel. Even the famous resorts and theme parks like Walt Disney are banning single-use plastics like plastic straws and polystyrene cups.

This will create a lot of awareness among staff and guests when hotel groups remove plastic straws, cups etc. Indeed!

There is lot of close relationship between natural resources and tourism, because most of the natural resources is considered as tourist destination, but there is lack of sustainability like maintaining the environment like it is. It is a tedious task which will reduce tourism opportunities!

Some tour operators are going the extra mile by offering some holiday packages which are designed in such a way that there is reduction of plastic habits. The best example is "Responsible Tourism" where the tourists go to mountains for trekking (like a plastic-free trip) and they carry a message that they are responsible for their destination where they travel.

The initiatives as above may act as inspiration to other industries as well. The "UN World Tourism Organization" is taking a lot of efforts to protect the resources and make a destination sustainable in nature and maintain them at international standards.

This will lead the individuals to think before they do anything. Even the "World Travel and Tourism Council" is encouraging tourists to reduce the Consumption plastic footprint by usage of bringing one's own bottled water, carrying your cloth bag for shopping, refusing the single-use plastic etc. and creating awareness among the people in this regard.

INSHORT, SMALL STEPS CREATE LOT OF DIFFERENCE!

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WELLNESS PROGRAMS

NIRAAMAYA WELLNESS RETREATS INTRODUCES INTEGRATIVE AND FUNCTIONAL MEDICINE PROGRAMS BY DAIVAM WELLNESS.

The Retreats which are known to take its guests on a journey towards the wellness of mind, body and soul will now pivot towards the exciting vertical of curative wellness thus adding a new dimension to its well-established healthy living portfolio.

Set in the pristine locations of Kerala, the retreats will offer unique never seen before experiences that will focus not only on holistic wellness but also offer with it top-notch luxury service and beautiful serene expansive spaces that can boast of the lowest density of guests, rooms and staff per acre in the country.

The functional medicine centre at Niraamaya Retreats based at two locations, Niraamaya Retreats Surya Samudra Kovalam and Niraamaya Retreats Backwaters and Beyond Kumarakom will focus on critical lifestyle issues and provide a holistic healing experience to its guests.

Niraamaya would be initially introducing 5 programs – The Diabetes Program, The Immunity Booster Program, The Mindfulness Program, The Stress Management Program and The Metabolic Obesity Program to start with and follow it up with 3 more programs : The Gut Restoration Program, The Aesthetics Program and The Deep Detox Program after 4 weeks.

"Niraamaya is now diversifying and expanding its scope into functional medicine along with Daivam Wellness who are considered pioneers in this field and this collaboration will help in widening the wellness spectrum at Niraamaya Wellness Retreats. The programs that we have developed along with Daivam Wellness will specifically target the 4 critical lifestyle issues such as diabetes, obesity, stress, and hypertension which are currently afflicting the planet and are the root causes of 90% other morbidities. These programs are meant to specifically reverse and cure rather than just prevent. Our flagship immunity rejuvenation program is a game-changer that will ensure that you are set on the path to true wellness and good health."

Says **Mr. Manu Rishi Gupta, CEO - Niraamaya Wellness Retreats.**



Images : Niraamaya Wellness Retreats





Deriving its roots from the ancient wisdom of world medicine, backed by modern scientific methods, and delivered through the power of technology, "Daivam Wellness and Niraamaya Retreats" will integrate all the natural forms of medicine which would transpose consciousness to a higher level and help build immunity to facilitate human flourishing while healing the mind and body. The principles of these wellness programs will be geared towards reversing disease with a 360-degree approach and returning you to good health.

Apart from this new venture the multi-award winning Niraamaya Wellness Centre at all the three retreats in Kerala, deliver a range of wellness therapies including traditional Ayurveda, and yoga that replenish the mind, body, and spirit. Thoughtfully designed all the retreats offer a sense of unmatched luxury and comfort through space and privacy, bringing forth its unflinching commitment to wellness!



"Human health has been never so far removed from nature as it is today. With the constant attack of modern-day toxins, our bodies are exposed to more than 4000 chemicals in a day and sickness is on the rise because of this in combination with bad lifestyle choices. With the culmination of ancient sciences of healing such as Ayurveda perfected by Niraamaya over the years, and global, scientifically-backed research-based functional medicine programs by DAIVAM, we will be offering the first retreat of its kind in the world attempting to reverse chronic lifestyle diseases and help people truly return to good health."

Mr. Sanjay Sachdeva, Founder & CEO - Daivam Wellness says!

TRAVELOPEDIA

"JAPAN"

A MYTHICAL COUNTRY OF DILIGENT PEOPLE.

Image : Su San Lee | Travelopedia : Hospitality Connaissanceur.

Official Name: Nippon-koku.

Location: In Pacific Ocean, North East Asia.

Total Area: 03,77,915 km²

Total Population: 124.8 Million.

Capital City: Tokyo.

Famous Cities: Kyoto, Yokohama & Osaka.

Official Language: Japanese

Religion: Buddhism, Shinto & Christianity.



HISTORY

Japan now has a parliamentary government as well as a constitutional monarchy. 'Emperor Jimmu' was the first king of Japan. And it is believed that he had been on the throne in 660. The start of written history of Japan dates back to around 400 AD. 'Yamato Dynasty' was ruling that time and 'Kyoto' was the capital of that monarchy. At that time Buddhism began to spread in Japan due to its contacts with Korea. Chinese culture also had a great impact on Japanese rulers. During the centuries that followed, the influence of the royal court was diminished by the confrontation of power among powerful landed families in Japan. But at the same time the power of the breed of Samurai warriors and Soldiers was increasing.

In 1192, the leader 'Yoritomo' of Minamoto clan had established the military rule and he assumed a new name 'shōgun' (Military dictator). But in 1860 the reign of this king came to an end; and the reign of the king named 'Meiji' was established. King Meiji made many political and economic reforms in Japan and so he is still considered an ideal king. Time is known as Meiji period, a time of rapid change that witnessed the Empire of Japan rapidly transform from an isolationist feudal state to an industrialized world power.

At that time, Japan's power extended to Taiwan and Manchuria. During World War I, Japan occupied the German-ruled islands in Pacific, but as a result of the invasion of the United States during World War II, Japan had to suffer the atom bombs dropped on the cities of Hiroshima and Nagasaki. America's general Douglas Macarthur became Japan's supreme commander after World War II and a new constitution was introduced in Japan; In which the king became the only symbolic head of the government and the presidential authority was given to the Parliament of the representatives of the people.

ECONOMY

Japan came out of the recession after World War II at a rapid pace and has been steadily growing ever since. It is currently regarded as one of the developed and most developed country in Asia. The total national income of Japan in 2010 was \$ 4.13 trillion and per capita income was \$ 32,600.

The proportion of natural resources in Japan is very low. Frequent earthquakes and volcanic eruptions occur here. The cultivable land is only 12% of the total land. Therefore, Japan's economic development is largely attributed to the industrial sector, and the large-scale export of produce to the region.

Japan is considered to be the most developed country in the world in terms of technology. Large exports of motorcycles, electronic equipment, machine tools, steel and non-ferrous metals, chemicals, steamer ship's technology and clothing are exported from Japan to other countries.

CULTURE

During the last one thousand years, Japanese culture has been constantly evolving. During the shōgun regime, Japan was isolated from other countries of the world, but now its culture is very confused and the effects of other Asian countries, European and North American cultures are beginning to appear on Japanese lives.

However, the old culture of the samurai warriors called 'Geisha' & the traditions of Geisha, women's traditional dress 'Kimono', tea making, serving and drinking practices, etc., still persist here. After the reform of King Meiji, the development of literature, architecture, painting and music has also grown very rapidly in Japan.

Of course, because Japan is a very free country and its commercial relations with many countries around the world, the impact of other cultures of the world is also affecting Japan's life. In a way, a culture like the blending of old Buddhist traditions and modern lifestyle is prevalent in Japan today.

CUISINE

Today, certain Japanese dishes are becoming popular in the US, Europe, and some other Asian countries. Including dishes called Sushi, Tempura and Teriyaki.

Due to the vast coastline, Japanese cuisine has special significance for fish as well as other animals of marine life. In the world, whale fish's meat is the most widely used fish-meat in Japan, and many dishes from this fish are used in Japanese daily meals.

Japanese food mainly consists of rice, seafood, some pickles and steamed vegetables. And this kind of specific diet is responsible for the Long life of Japanese people.

TRADITIONS

Women's dress Kimono and Massage Bathing, Tea making and drinking specialty, Creating mind-blowing gardens, Traditional music, Sumo wrestlers, Public bath houses, Samurai swords, Buddhist and Shinto religion festivals, Public weddings, Which are still preserved traditions in Japan. Even some of these have reached Japan's neighboring countries.

Japanese people are generally introvert and less talkative, and offer more interaction to their own group. They also make special efforts to maintain harmony. Japanese people are regarded as the most enterprising and hardworking people in the world.

THIS IS JAPAN.

**A SMALL COUNTRY WITH
BIG IMPACT ON LIFESTYLE
&
TECHNOLOGY.
STILL WITH A STRONG HOLD
ON THEIR
CULTURAL VALUES.**



BE A MASTER



DO YOU WANT TO BE SUCCESSFUL IN YOUR PROFESSIONAL LIFE?
IF YES. THAN... HERE'S THE TOP 15 SOFT SKILLS YOU SHOULD DEFINITELY MASTER AS A HOSPITALITY PROFESSIONAL.

1. TIME MANAGEMENT SKILLS
2. FRIENDLINESS
3. FLEXIBILITY
4. PROBLEM SOLVING
5. TEAM WORKING
6. CONFIDENCE
7. OPTIMISTIC ATTITUDE
8. OBSERVATION
9. SENSE OF HUMOR
10. LEADERSHIP SKILLS
11. NETWORKING
12. WORK ETHICS
13. SENSIBILITY
14. DECISION MAKING
15. COMMUNICATION

After reading it, you might feel like you have already known these skills, but... these skills are way more important than just knowing! Try mastering these 15 soft skills and the Hospitality Industry will be yours.

LEARN FROM LEADERS

EXCLUSIVE INTERVIEW WITH MR. PRITHVI ROY

HOSPITALITY CONNAISSEUR



EXCLUSIVE **INTERVIEW**
SERIES | Learn from Leaders.

MR. PRITHVI ROY

Assistant Professor of Front Office
at WGSHA.

Mr. Roy's Journey in Hospitality was just incredible.

He got placed in **Sheraton Bangalore** in front office department all thanks to his college **IHM-Srinagar**. In fact, from his batch only 5 students were selected in the same property!

After spending a year there, He got opportunity in JW Marriott - Delhi, there he learned a lot from night auditing to manage entire team of 6 front office personnel was an amazing journey too. After spending almost 1.5 yrs. He got an opportunity closer to his house i.e. - JW Marriott Chandigarh. The Hotel itself gave him more and more confidence, and his colleagues use to call him '**Night Shift Champion**' as he use to do night auditing on time and taking care of entire hotel with less or no complaints! As he says... but still i'm learning, learning never stops.

After almost working in hotels for around 5 years, He switched to **Education Industry**, which is his real passion and love.

Currently, Mr. Prithvi Roy is an Assistant Professor of Front Office at Welcomgroup Graduate School of Hotel Administration - Manipal Academy of higher education - Karnataka, INDIA.

WHAT IS THE IMPACT OF COVID-19 CRISIS ON YOUR PROFESSIONAL LIFE?

As far as my professional life is concern , I am worried too, just like everyone else is worried, though by the grace of god as of now my job is secure, though I am missing my students, the hustle-bustle & the fun they do in class. I am missing face to face lectures.

Due to this pandemic its hard to interact with students online, but as we all know life goes on, & so do my college.

We are implementing online classes to engage our students effectively and we try not to miss any single piece of knowledge sharing. Hope to see them soon again!

WHAT ARE THE THINGS YOU WOULD LIKE TO RECOMMEND TO HOSPITALITY STUDENTS FOR THEIR SURVIVAL IN 'NEW NORMAL'?

I would like to tell all the students rather suggest them, not to worry at all. As this pandemic will be there in our life for coming 2 to 3 years therefore we must learn to live with it.

We all must take precautions what all our government is asking us to do. Keep yourself updated about hotels, how they are implementing new normal and of course some research.

Time to time hotels and educational institutes are formulating SOP'S to fight or restrict COVID, we must abide all the sop's & everything will be just fine and soon back to normal.

ACCORDING TO YOU, WHAT ARE THE CHANGES THE HOSPITALITY INDUSTRY IS HAVING DUE TO PANDEMIC?

This pandemic forced everyone to change, change in their life, in their social life and daily routine. Same way hotel industry is also implementing some changes. Some of the examples are.....

- Details of the guest, travel history, medical condition, etc., along with ID and self-declaration form must be provided by the guest at the reception.
- Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- Only asymptomatic staff and guests shall be allowed.
- All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks always must be worn inside the hotel.
- Proper crowd management in the hotel as well as in outside premises like parking lots-duly following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.

There are many more guidelines issued by government of India and hotel themselves taking lots of precautions for effective guest stay without any hassles.

AS YOU ARE INTERESTED IN AI & TECHNOLOGY, WHAT TECHNOLOGICAL CHANGES SHOULD BE THERE IN THE HOSPITALITY INDUSTRY DURING POST PANDEMIC WORLD?

Very good question you asked. Yes, post pandemic world there are many implementations can be done including AI. Guest now may not like taking check in from receptionist or borrowing pen or small things like exchanging currency notes & papers.

By involving AI, we can replace humans with humanoid, robots or even chatbots. Technology like self-check in via KIOSK counter or mobile check in can reduce human contact a lot.

House keeping staff can be replaced by robot vacuum cleaners and chefs can be replaced by robot arm chef, but implementing all this will cost us in monetary a lot, and in INDIA particularly people will not love to talk to robots or take food from them, we still believe in welcoming with warm smile and helping others, though AI can be found as best alternative of humans in this pandemic crises, but it will take more time to actual accept robots surrounding us.

WHAT ADVICE WOULD YOU LIKE TO GIVE TO HOSPITALITY STUDENTS AND WORKING PROFESSIONALS TO STAY POSITIVE DURING THESE TOUGH TIMES?

Just like I mentioned earlier, to stay positive in this tough time is to TALK, talk with your family, friends or whomever you like too.

I am coming across many stories like students are in deep depression as they are worried about their future. Previously in the year 2008 recession, people lost their jobs and family etc, but eventually after some time we all came back and strong.

So, remember things will take time to settle down, till then try to be calm, stay in touch with your loved ones. I will also suggest to all please meditate, practice YOGA, long walks. Keep in touch with your teachers or your role models. It's just a matter of time, Like I said if you want to stay positive and strong, please TALK.

ACCORDING TO YOU, WHAT IS THE IMPORTANCE OF LEARNING OR EDUCATION FOR HOTELIERS?

Again, a good and important question. According to me learning or educating a hotelier is of optimum importance. As, after they graduate, they will be directly facing guest rather customers.

Educating budding hoteliers is a responsible job. All the basics of core departments in particular practicals are of utmost importance. Skills like knife handling, laying of cover, checking-in guest or say bed making in H.K is all taught hands on experience. By learning basics of hospitality will give foundation to budding hoteliers and of course confidence!

I would like to urge to all my dear students and whoever is reading this:

Please remember basics and before you sit for your interview brush up your basics. 90 % of interview questions are from your 1st year. Remember this- Foundation is everything to hold a strong building.

WHAT SPECIFIC ADVICE WOULD YOU GIVE TO FRONT OFFICE ASPIRANTS TO STAY RELEVANT IN THE INDUSTRY?

I would like to advise them first and foremost is "SMILE". Welcoming guest from your heart, showing empathy, doing something for guest selflessly, coming out from your comfort zone and most important pro-activeness.

Don't wait for guest to come at your reception rather call them take their complaints over phone, apologies and remember "Guest will forget what you said, forget what you did, but guest will never forget how you made them feel special" - A masterkey for all the Front Office Aspirants.

KEEPING IT SHORT... I HAVE ONE, MESSAGE TO SHARE WITH MY BUDDING HOTELIERS I.E. : KEEP SHARING KNOWLEDGE, LEARN FROM YOUR MISTAKES, FAILURES WILL GIVE YOU OPPORTUNITY, SO DO NOT FEAR OF FAILURES. PARTICIPATE IN EVERY OCCASION AND NEVER LOSE HOPE.

- MR. PRITHVI ROY.

*"Hoteliers
should start focusing on
Heartwork
rather than
Hardwork."*

ITC HOTELS & ZOMATO

ITC HOTELS EXPANDS ITS RESPONSIBLE DINING OUTREACH ACROSS INDIA WITH ZOMATO PARTNERSHIP.

In keeping with ITC Hotels commitment towards enhancing gourmet experiences, the chain today announced its partnership with Zomato, India's leading food delivery platform, to offer customers responsible dining experiences in the comfort of their home.

Zomato, as an online aggregator, will not only enable 'contactless' deliveries on all pre-paid orders, but will also provide patrons of ITC Hotels the option of Takeaway menus via this platform.

The association with Zomato further strengthens ITC Hotels' pan India distribution footprint for home delivery and takeaway. This will widen the outreach of the chain's signature culinary offerings to thousands of customers.

ITC Hotels' ten-year strong ethos of 'Responsible Luxury' underscores the chain's culinary brands and initiatives to present innovative cuisine experiences

while adhering to superior standards of food safety and hygiene. In keeping with the same, ITC Hotels has introduced 02 unique gourmet experiences, viz. 'Gourmet Couch' and 'Flavours'. These initiatives have received an overwhelming feedback from diners across India and are now available on Zomato as well.

'Gourmet Couch by ITC Hotels' is the chain's most recent and unique culinary offering that encompasses a luxury dining experience with exclusively curated menus from ITC Hotels signature brands, delivered at the guest's residence under stringent 'WeAssure' hygiene and safety protocol.

Additionally, the specially curated menu under the brand 'Flavours by ITC Hotels' showcase an array of authentic global culinary delights and also celebrates indigenous flavours of the region with the chain's culinary initiative - 'Local Love'. Thus, diners can enjoy the subtle flavours of different cuisines, authentic to a region and culinary style.





"ITC Hotels has always showcased the finest culinary traditions through its globally acclaimed signature brands. However, in a world where change is the order of the day, it has been our endeavour to ensure our patrons continue to enjoy their favourite cuisine through an outreach dining experience in the comfort and safety of their home. As part of ITC Hotels, Responsible Luxury initiative, the 'WeAssure' programme follows a stringent hygiene and safety protocol for pan-India home delivery of food to their valued guests. The collaboration with Zomato will further assist us in responsibly delivering our unique culinary experiences using their advanced distribution network across the country."

Spoke on the occasion, **Mr. Anil Chadha, COO, ITC Hotels.**

"ITC Hotels are known not just for their luxurious hospitality but also for their culinary delights and we are glad to partner with them. With the growing trend of celebrations at home, we believe that ITC's exclusive gourmet and indigenous food offerings powered by our wide on-ground delivery network will offer great food delivery options for consumers celebrating small and large occasions. Zomato will ensure that its 8 Max Safety measures are well implemented in every delivery to provide an experience as close and unique as ITC Hotels."

added **Mr. Mohit Sardana, COO-Food Delivery, Zomato.**

Zomato has implemented 8 Max Safety measures to ensure utmost safety of food. These measures include– restaurants follow WHO practices; contactless delivery; both restaurant staff and delivery partners wear masks; temperature checks and sanitization stations for both kitchen staff and delivery partners; and mandated use of Aarogya Setu app. Crafted with care at ITC Hotels and handled with utmost hygiene to ensure wellbeing, the mindfully curated menus will bring unique culinary experiences for gourmet aficionados across all major cities in India. ITC Hotels has also implemented stringent measures and protocols, including mandatory temperature checks for all Chefs and Food & Beverage associates. Moreover, the special take-out counter at each ITC Hotel has been enhanced with hand sanitizers and thermometers to corroborate the health parameters of local food delivery partners.

ITC Hotels would commence the home delivery and takeaway venture with Zomato with several properties across India. These would include...

ITC Maurya (New Delhi), ITC Maratha (Mumbai), ITC Grand Central (Mumbai), ITC Royal Bengal (Kolkata), ITC Grand Chola (Chennai), ITC Gardenia (Bangaluru), ITC Windsor (Bangaluru), ITC Kohenur (Hyderabad), ITC Kakatiya (Hyderabad), ITC Rajputana (Jaipur), ITC Mughal (Agra), ITC Grand Goa (Goa), Welcomhotel Chennai, Welcomhotel Bengaluru, Welcomhotel Vadodara and Welcomhotel Coimbatore.

WE WILL TRAVEL AGAIN.

