



3RD HAI HOTELIERS' e-CONCLAVE - 2013 : May 2nd – 3rd, 2013
The Oberoi, Gurgaon

PROGRAMME

May 02, 2013

0900 hrs. REGISTRATION OPENS

1000 – 1045hrs. INAUGURAL SESSION

Welcome Address by : **Mr. R. K. Puri,**
Secretary General, Hotel Association of India

Special Address by : **Mr. Nakul Anand,**
President, Hotel Association of India **on**
“Mega Trends of Tourism & Hospitality”

Keynote Address by the
Chief Guest : **Mr. Parvez Dewan,**
Secretary Tourism, Government of India

Concluding Address by : **Mr. Raymond Bickson,**
Vice President, Hotel Association of India

1045 - 1115 hrs. Tea / Coffee Sponsored by
Premier Fine Printers & Publishers Pvt. Ltd.

1115 – 1215 hrs. Business Session I – View from the Top

Moderator : **Mr. Amitabh Kant, Chief Executive Officer & Managing Director, DMICDC Ltd.**

Panelists :

Mr. Nakul Anand, Executive Director, ITC Ltd.
Mr. Raymond Bickson, Managing Director, Taj Group
Mr. Vikram Oberoi, COO & Joint Managing Director, EIH Ltd.
Ms. Priya Paul, Chairperson, Apeejay Surrendra Park Hotels Ltd.
Mr. Vivek Nair, Chairman & Managing Director, The Leela Group
Dr. Jyotsna Suri, Chairperson & Managing Director, Bharat Hotels Ltd.
Mr. Patu Keswani, Chairman & Managing Director, Lemon Tree Hotels Pvt. Ltd.
Mr. K. B. Kachru, Chairman - South Asia, Carlson Hotels Pvt. Ltd.
Mr. Shyam S. L. Kakshapati, President, Hotel Association of Nepal
Mr. Kapil Chopra, President, The Oberoi Group





1215 – 1315 hrs. Business Session – II: Hotel Architecture & Design

- Topic** : “Impact of Technology on Hotel Architecture & Design”
Session Chair : **Ms. Priya Paul**, Chairperson, Apeejay Surrendra Park Hotels Ltd.
Lead Speaker : **Mr. Wong Chiu Man**, Managing Director, Warner Wong Design

Panelists :-

- (i) **Mr. Ranjan Rellin**, Vice President – Projects, ITC Ltd.
- (ii) **Ms. Suma Venkatesh**, Director-Business Development, Taj Group
- (iii) **Ms. Madhu Nair**, Director (Interior Design & Operations), Leela Hotels
- (iv) **Mr. Rahul Kumar**, PRINCIPAL, Rajinder Kumar Associates (RKA)
- (v) **Ms. Divia Thani Daswani**, Editor, Conde Nast Traveller

1315 - 1400 hrs. Lunch Sponsored by Control Risks India Pvt. Ltd.

1400 – 1500 hrs. Business Session – III : Security & Safety

- Topic** : “Emerging Dimensions in Hotel Security & Safety”
Session Chair : **Mr. Raymond Bickson**, Managing Director, Taj Group
Lead Speaker : **Mr. James McAlpine**, Managing Director – India & South Asia, Control Risks India Pvt. Ltd.

Panelists :-

- (i) **Mr. Jacques Eshel**, CEO, BSI Security Factor
- (ii) **Mr. Mahavir Singh Rathore**, Taj Group
- (iii) **Brigadier (Retd.) J. L. Cruz**, Chief Security Officer, EIH Ltd.
- (iv) **Col. (Retd.) Sunil Kotnala**, Head, Security Vigilance & Administration, Leela Hotels
- (v) **Mr. Arvind Kochar**, General Manager – Security (Corporate), Lalit Hotels
- (vi) **Col. (Retd.) Rajesh Singh Bains**, Manager – Loss Prevention, ITC Hotels

1500 – 1600 hrs. Business Session – IV : Project Management

- Topic** : “Lessons from the Maha Kumbh”
Session Chair : **Mr. Vivek Nair**, Chairman & Managing Director, The Leela Group
Keynote Speaker : **Mr. Devesh Chaturvedi**, Commissioner - Allahabad

1600 - 1630 hrs. Tea / Coffee Sponsored by Fratelli Wines Pvt. Ltd.





1630 – 1730 hrs. Business Session – V : Building Brands via New Media

Session Chair : Ms. Deepa Misra Harris, Senior Vice President, Taj Group

Keynote Address : “New Technology v/s Traditional Marketing” by
Prof. Chekitan S. Dev, Cornell School of Hotel Administration, U. S. A.

Panelists :-

- (i) Mr. Nikhil Ganju, Country Manager, Trip Advisor
- (ii) Mr. Deep Kalra, CEO, MakeMyTrip.com
- (iii) Mr. B. Hariharan, Vice President – Marketing, ITC Hotels
- (iv) Mr. Prasanjeet Baruah, Vice President – Marketing, EIH Ltd.

1730 – 1830 hrs. Business Session – VI : Sponsors Session

Session Chair : Mr. Rajiv Kaul, President, The Leela Palaces, Hotels and Resorts

Presentations by Sponsors :

GOLD Sponsors

- (i) UTC
- (ii) Audi

SILVER Sponsors

- (iii) Sony India Pvt. Ltd.





May 03, 2013



1030 – 1100 hrs. Business Session – VII

Topic : “Indian Hospitality – An Overview”
Keynote Speaker : Mr. Manav Thadani, Chairman, HVS India

1100 – 1200 hrs. Business Session – VIII : Technology in Hospitality Industry

Topic : “Future of Technology and its Impact on Hospitality Industry”
Session Chair : Mr. Patu Keswani, Chairman & MD, Lemon Tree Hotels Pvt. Ltd.
Keynote Speaker : Mr. Michael Tchong, Founder, Social Revolution, Las Vegas, U.S.A.

1200 – 1300 hrs. Business Session – IX : Wine & Cuisine

Topic : “Digitising the Culinary Experience”
Session Chair : Mr. Anand Kumar, Joint Secretary, Ministry of Tourism, Govt. of India
Moderator : Ms. Karen Anand, Karen’s Gourmet Kitchen, Mumbai

Panelists :

- (i) **Chef Soumya Goswami**, Executive Chef and Chef de Cuisine, The Oberoi – New Delhi
- (ii) **Mr. Hemant Oberoi**, Corporate Chef & Grand Executive Chef of Luxury Division, Taj Hotels
- (iii) **Mr. Manjit Gill**, Corporate Chef, ITC Hotels
- (iv) **Ms. Aishwarya Nair**, Corporate Food & Wine Consultant, The Leela Group
- (v) **Mr. Sharad Dewan**, Area Director – Food Production, The Park Hotels

1300 - 1430 hrs. Lunch Sponsored by Elan Professional

1430 – 1530 hrs. Business Session–X : Hospitality Education Session

Topic : “Educational Interventions within the Hospitality Industry focusing on Talent Management”
Session Chair : Mr. Girish Shankar, Additional Secretary, Ministry of Tourism, Govt. of India
Lead Speaker : Mr. K. Vijayaraghvan, Chairman, Cornell-Sathguru Management Consultant

Panelists :

- (i) **Mr. H. N. Shrinivas**, Senior Vice President – HR, Taj Group
- (ii) **Mr. Anil Sharma**, Vice President – HR, ITC Hotels
- (iii) **Ms. Sujata Guin**, Corporate Director – HR, The Park Hotels
- (iv) **Mr. Vikas Bajjal**, Vice President – Corporate HR, Bharat Hotels Ltd.





1530 – 1630 hrs. Business Session – XI : Digital Trends : mCommerce

- Topic :** “Driving Growth through Mobile Commerce”
Session Chair : **Smt. Usha Sharma**, Additional Director General, Ministry of Tourism, Govt. of India
Lead Speaker : **Mr. Sriraman Jagannathan**, CEO, m-Commerce, Bharti Airtel

Panelists :

- (i) **Ms. Namrita Sehgal**, Director of Internet Marketing, Taj Group
(ii) **Mr. Arijit Bhattacharjee**, General Manager – Information Systems, ITC Hotels
(iii) **Mr. Ravish Jhala**, Corporate Head – IT, The Leela Group

**1630 - 1700 hrs. Tea / Coffee Break
Sponsored by ITW Food Equipment Group**

1700 – 1730 hrs. Business Session – XII : India : An Emerging Centre of Convergence

- Topic :** “How India is fast becoming a converging point for international chains”
Keynote Speaker : **Mr. Ankur Bhatia**, Executive Director, BIRD Group

1730 – 1800 hrs. CONCLUDING SESSION

Special Addresses by :

- **Mr. Raymond Bickson**, Managing Director, Taj Group
- **Mr. Nakul Anand**, President, Hotel Association of India

The Chief Guest :

Hon’ble Dr. K. Chiranjeevi, Minister of State for Tourism,
(Independent Charge), Government of India

- **Dr. Jyotsna Suri**, Chairperson & Managing Director, Bharat Hotels Ltd.

**1800 - 1830 hrs. Executive Committee Members of HAI
meet the Hon’ble Minister of State for Tourism,
Dr. K. Chiranjeevi**

**1830 - 1900 hrs. Delegates leave for Vivanta by Taj, Gurgaon
Coach available courtesy Creative Travels Pvt. Ltd.**

1900 hrs. onwards RECEPTION-cum-DINNER

Cocktails & Dinner

at

Vivanta by Taj, Gurgaon

- Chief Guest :** **Hon’ble Dr. K. Chiranjeevi**
Minister of State for Tourism
(Independent Charge), Government of India