



SAHC'16

SOUTH ASIAN HOTELIERS' CONCLAVE 2016

**Taj Palace Hotel, New Delhi
(August 09 - 10, 2016)**

Organized by



HOTEL ASSOCIATION OF INDIA



Message

Dear Delegates,

Welcome to the South Asian Hoteliers Conclave – 2016.

It gives me much pleasure to inform you that the Hotel Association of India, the apex forum of Indian hotel industry, is organizing the first South Asian Hoteliers Conclave 2016 on the 9th and 10th August 2016 at the Taj Palace Hotel, New Delhi.

The objective of the Conclave is to bring together the leaders and policy-makers of hospitality industries in the region to:

- (i) evolve the framework of action required to be taken by hotels in the event of disasters, natural or manmade, for ensuring the safety, security and welfare of tourists and guests staying there;

and

- (ii) analyse the current trends in Technology, Digital Economy, Skills Development, Social Media's power of 'Word of Web' publicity and their impact on hospitality industries.

This Delegate Information Brochure provides details of interactive sessions planned for the Conclave, names of Domain Experts and Panelists.

Your participation in the Conclave would add value to the Conclave's deliberations.

We look forward to welcoming you at the Conclave.

R.K. Puri

Secretary General

HOTEL ASSOCIATION OF INDIA

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SOUTH ASIAN HOTELIERS CONCLAVE 2016
TAJ PALACE HOTEL, NEW DELHI
9th – 10th August 2016



P R O G R A M M E
9th August 2016

I N A U G U R A L S E S S I O N

1000 – 1100 Hrs.	Opening Ceremony
Opening Address	Shri R. K. Puri Secretary General & Member, Executive Committee Hotel Association of India
Welcome Address	Shri Vikram Oberoi President, Hotel Association of India & Managing Director & CEO, East India Hotels Ltd.
Inaugural Address	Dr Mahesh Sharma Hon'ble Minister of State for Tourism and Culture (Independent Charge) Government of India
Special Address	Shri Vinod Zutshi Secretary Ministry of Tourism Government of India
Special Address	Shri R. K. Jain Member National Disaster Management Authority Government of India
Concluding Address	Shri Rakesh Sarna Vice President, Hotel Association of India & Managing Director & CEO Indian Hotels Company Ltd.

Tea/ Coffee Break



PLENARY SESSION – I 1145 – 1230 Hrs.

1145 Hrs.	Opening Remarks by
Session Chair :	Mr Suman Billa Joint Secretary, Ministry of Tourism Government of India
	THEME : Making the Hospitality Industry Disaster Resilient and Setting up Operation cum Information Centres in Hotels
Speaker : 1150 Hrs.	Prof Santosh Kumar Director, National Institute of Disaster Management, Government of India
	<u>Panelists</u>
	Md Rafiquzzaman Additional Secretary Ministry of Civil Aviation & Tourism, Bangladesh
	Mr H.M. Hakim Ali President, Bangladesh International Hotel Association
	Mr Binayak Shah Secretary General, Hotel Association of Nepal (HAN)
	Mr Thinley Palden Dorji Chairman, Hotel & Restaurant Association of Bhutan
	Mr Praveen Roy CEO, Tourism & Hospitality Skill Council (THSC)
1205 Hrs.	Q & A
1225 Hrs.	Summing up by Shri Suman Billa

PLENARY SESSION – II 1245 – 1330 Hrs.

	THEME: Open House with CEOs
	Opening Remarks by
Session Moderator :	Mr Shekhar Gupta Senior Journalist, Author & Columnist
1245 Hrs.	<u>Panelists</u>
	Mr Vikram Oberoi Managing Director & CEO, EIH Ltd.
	Mr Rakesh Sarna Managing Director & CEO, IHC Ltd.
	Ms Priya Paul Chairperson, Apeejay Surrendra Park Hotels Pvt. Ltd.
	Dr (Ms) Jyotsna Suri Chairperson & MD, Bharat Hotels Ltd.
	Mr Vivek Nair Chairman & MD, Hotel Leelaventure Ltd.



Mr Nakul Anand

Executive Director, ITC Ltd.

Mr Patu Keswani

Chairman & MD, Lemon Tree Hotels Ltd.

Mr K. B. Kachru

Chairman Emeritus & Principal Advisor
Carlson Rezidor Hotel Group, South Asia

Mr Anil Madhok

Managing Director, Sarovar Hotels Pvt. Ltd.

1310 Hrs.

Q & A

1325 Hrs.

Summing up by Mr Shekhar Gupta

Lunch Break

PLENARY SESSION – III

1430 – 1515 Hrs.

1430 Hrs.

Session Chair :

Opening Remarks by

Ms Priya Paul

Chairperson, Apeejay Surrendra Park Hotels Pvt. Ltd.

**THEME: Food and Beverage Trends in
Hospitality Industry**

Speaker :

Mr Vir Sanghvi

1435 Hrs.

Multi Media Journalist & Writer

1500 Hrs.

Q & A

1510 Hrs.

Summing up by Ms Priya Paul

PLENARY SESSION – IV

1530 – 1615 Hrs.

1530 Hrs.

Session Chair :

Opening Remarks by

Mr Patu Keswani

Chairman & MD, Lemon Tree Hotels Ltd.

**THEME: Great Hotels Must Be Great Places
to Work**

Speaker :

Mr Prasenjit Bhattacharya

1535 Hrs.

CEO, Great Places to Work Institute

1550 Hrs.

Panel Discussion

i) **Mr Vikram Oberoi**

Managing Director, East India Hotels Ltd.

ii) **Mr Rattan Keswani**

Deputy MD, Lemon Tree Group &
Chairman, Carnation Hotels Pvt Ltd

iii) **Mr Deep Kalra**

CEO, MakeMyTrip.com

iv) **Mr Sanjay Rishi**

Regional President, American Express

1605 Hrs.

Q & A

1610 Hrs.

Summing up by Mr Patu Keswani



PLENARY SESSION – V

1630 – 1715 Hrs.

- 1630 Hrs. Opening Remarks by
Session Chair : Dr (Ms) Jyotsna Suri
Chairperson, Bharat Hotels Ltd.
THEME: Best Practices of Disaster Management
- Session Moderator : Mr G. B. Singh
Editor, Security Today
- 1635 Hrs. Panelists
- i) Brigadier G. S. Sisodia
VSM (Retd) (Ex NSG)
 - ii) Mr Sandeep Rai Rathore
IG, Coastal Security, Chennai (Ex IG, NDRF)
 - iii) Mr Suresh Roy
Sr. V.P. Internal Security, G4S India (Ex DGP)
 - iv) Mr Dhruv Rebbapragada
Chief of Flight Safety, InterGlobe Aviation Ltd.
- 1700 Hrs. Summing up by Mr G.B. Singh

PLENARY SESSION – VI

1730 – 1815 Hrs.

- 1730 Hrs. Opening Remarks by
Session Chair : Mr J. K. Mohanty
Managing Director, Swosti Premium Ltd.
THEME: Safety in Design
- Speaker : Mr Anup Karanth
1735 Hrs. Disaster Risk Management Specialist
World Bank India Office
- 1750 Hrs. Q & A
- 1810 Hrs. Summing up by Mr J. K. Mohanty

Cocktails & Dinner
hosted by
Mr Rakesh Sarna
Vice President, HAI &
Managing Director & CEO, IHC Ltd
1930 Hrs. onwards



PROGRAMME

10th August 2016

PLENARY SESSION – I

0900 – 0945 Hrs.

- 0900 Hrs. Opening Remarks by
Session Chair : Mr Ajay Bakaya
Executive Director, Sarovar Hotels Pvt Ltd
THEME: Innovation as a Strategy
in Service Industry
- Speaker : Mr Santanu Dutt
0905 Hrs. Technology Evangelist, Amazon Web Services
- Panelists
Mr Rajiv Kaul
President, The Leela Palaces, Hotels & Resorts
Mr Ravish Swarup
Founder CEO of Praxis Services Pvt Ltd
Mr Kasang Dorji
Board Director, Hotel & Restaurant Association of Bhutan
Mr G. L. Pradhan
Executive Committee Member, Federation of Nepalese
Chambers of Commerce & Industry (FNCCI)
- 0925 Hrs. Q & A
0940 Hrs. Summing up by Mr Ajay Bakaya

PLENARY SESSION – II

1000 – 1045 Hrs.

- 1000 Hrs. Opening Remarks by
Session Chair : Mr Suresh Kumar
Managing Director, Fortune Park Hotels
THEME: Opportunities that Social Media
Presents for Hospitality Industry
- Speaker : Mr Prasanjeet Dutta Baruah
1005 Hrs. Business Head – India, Facebook
- Panelists
Mr Rajan Sakya
CEO, KGH Group of Hotels, Nepal
Mr Naveen Jain
President, Duet Hotels
Mr Baldev Dhir
Head of Digital Marketing, Distribution & Loyalty
Programme Operations, ITC Hotels Ltd
- 1025 Hrs. Q & A
1040 Hrs. Summing up by Mr Suresh Kumar

Tea/ Coffee Break



PLENARY SESSION – III

1115 – 1200 Hrs.

1115 Hrs.

Opening Remarks by

Session Chair : **Mr Rohit Khosla**

Senior Vice President, Indian Hotels Co. Ltd.

THEME: Disaster Management Practices and Experience of South Asian Countries

1120 Hrs.

Discussion with Delegates from South Asian Countries

BANGLADESH:

i) **Md Rafiquzzaman**

Additional Secretary, Ministry of Civil Aviation & Tourism

ii) **Mr H. M. Hakim Ali**

President, Bangladesh International Hotel Association (BIHA)

BHUTAN:

i) **Mr Thinley Palden Dorji**

Chairman, Hotel & Restaurant Association of Bhutan

ii) **Ms Thinley Lham**

Chairperson, Wangchuk Hotels, Tours & Travels

iii) **Ms Sangeeta Rana**

Executive Director, Hotel & Restaurant Association of Bhutan

iv) **Ms Chencho Tshering**

Director, Bhutan International School of Hotel & Tourism Management (BISHTM)

MALAYSIA:

i) **Mr Sulaiman Suip**

Director, Tourism Malaysia, New Delhi

ii) **Ms Nurushama Abdul Hanan**

Deputy Director, Tourism Malaysia, New Delhi

MYANMAR:

Mr Zaw Naing Win

Minister Counsellor, Embassy of Myanmar, New Delhi

NEPAL:

i) **Mr Binayak Shah**

Secretary General, Hotel Association of Nepal (HAN)

ii) **Mr Prabesh Aryal**

Executive Director, Hotel Association of Nepal (HAN)

iii) **Mr Rajan Sakya**

CEO, KGH Group of Hotels

iv) **Mr G. L. Pradhan**

Executive Committee Member, Federation of Nepalese Chambers of Commerce & Industry (FNCCI)

PAKISTAN:

Mr M. A. Qureshi

Chairman, Pakistan Hotel Association

1145 Hrs.

Q & A

1155 Hrs.

Summing up by Mr Rohit Khosla



PLENARY SESSION – IV 1215 – 1300 Hrs.

1215 Hrs.	Opening Remarks by
Session Chair :	Mr Rupak Gupta Joint Managing Director, U.P. Hotels
1220 Hrs.	<u>Presentations by Sponsors:</u> Microsoft India UP Tourism Brindco American Express BMW India Coca Cola IndusInd Bank Kama Ayurveda Microsense Narang Beverages
1245 Hrs.	Q & A
1255 Hrs.	Summing up by Mr Rupak Gupta

Lunch Break

PLENARY SESSION – V 1400 – 1445 Hrs.

1400 Hrs.	Opening Remarks by
Session Chair :	Mr K. B. Kachru Chairman Emeritus & Principal Advisor Carlson Rezidor Hotel Group, South Asia
	THEME: Loyalty Programmes and the Value They Add to the Customer and the Hotel
Speaker :	Mr Sudhir Gupta Founder & CEO, TLC Group
1405 Hrs.	
1420 Hrs.	<u>Panelists</u> Mr Baldev Dhir Head of Digital Marketing, Distribution & Loyalty Programme Operations, ITC Hotels Ltd Mr Manish Tolani Area Director for Sales & Marketing, South Asia, Marriott International Inc. Mr G. Ajay Row CEO, Litmus Worldwide
1435 Hrs.	Q & A
1440 Hrs.	Summing up by Mr K. B. Kachru



PLENARY SESSION – VI 1500 – 1545 Hrs.

1500 Hrs. Session Chair :	Opening Remarks by Mr Vikram Oberoi President, Hotel Association of India THEME: “Realising India’s Demographic Advantage through Skills, Speed and Scale”
1505 Hrs.	Keynote Address by: Shri Rajiv Pratap Rudy Hon’ble Union Minister of State for Skill Development and Entrepreneurship (Independent Charge), Government of India <u>Panelists</u> Mr Patu Keswani Chairman & MD, Lemon Tree Hotels Ltd Mr Thinley Palden Dorji Chairman, Hotel & Restaurant Association of Bhutan Ms Chencho Tshering Managing Director, Bhutan International School of Hotel & Tourism Management Mr H. M. Hakim Ali President, Bangladesh International Hotel Association Mr Praveen Roy CEO, THSC
1545 Hrs.	Q & A
1550 Hrs.	Summing up by Mr Vikram Oberoi

Tea/ Coffee Break

PLENARY SESSION – VII 1615 – 1700 Hrs.

1615 Hrs. Session Chair :	Opening Remarks by Mr Suresh Talera Chairman, Talera Hospitality THEME: Growing Impact of Technology on Hospitality Industry
Speaker : 1620 Hrs.	Mr Abhrajit Ray Head Enterprise Strategy Consulting Practice, Microsoft India <u>Panelists</u> 1. Mr Prashant Mehrotra COO South & East, Lemon Tree Hotels 2. Mr Dilip Puri Managing Director -India & Regional Vice President, South Asia Starwood Asia Pacific Hotels & Resorts
1650 Hrs.	Q & A
1700 Hrs.	Summing up by Mr Suresh Talera

CONCLUDING SESSION 1715 – 1745 Hrs.

VOTE OF THANKS BY PRESIDENT, HAI

HOTEL ASSOCIATION OF INDIA EXECUTIVE COMMITTEE MEMBERS (2016-17)



Mr Vikram Oberoi

President, Hotel Association of India and
Managing Director & Chief Executive Officer EIH Limited



Mr Rupak Gupta

Hony. Treasurer, Hotel Association of India
and Jt. Managing Director, U. P. Hotels Limited



Mr Rakesh Sarna

Vice President, Hotel Association of India
and Managing Director & C.E.O
The Indian Hotels Company Limited



Mr Suresh M. Talera

Hony. Secretary, Hotel Association of India
and Chairman, Talera Hospitality



Dr. Jyotsna Suri

Corporate Member
Chairperson & Managing Director
Bharat Hotels Limited



Mr P.R.S. Oberoi

Corporate Member
Executive Chairman, EIH Limited



Ms Priya Paul

Corporate Member
Chairperson
Apeejay Surrendra Hotels Pvt. Limited



Mr Vivek Nair

Corporate Member
Chairman & MD, Hotel Leelaventure Limited



Mr Nakul Anand

Corporate Member
Executive Director, ITC Limited



Mr Patu Keswani

Corporate Member
Chairman and Managing Director,
Lemon Tree Hotels Ltd.



Mr Anil Madhok

Fellow Member
Managing Director, Sarovar Hotels Pvt. Ltd.



Mr K.B Kachru

Fellow Member
Chairman Emeritus & Principal Advisor
Carlson Rezidor Hotel Group, South Asia



Mr Rohit Khosla

Member
Senior Vice President (Northern Region),
The Indian Hotels Company Limited



Mr Suresh Kumar

Member
Managing Director, Fortune Park Hotels Ltd.



Mr R. K. Puri

Secretary General
Hotel Association of India



Mr J.K. Mohanty

Member
Managing Director, Swosti Premium Limited

Sponsors

Platinum



Gold



Silver



IndusInd Bank



Microsense
Seamless connectivity

NARANG GROUP
Inspiring Healthy Hydration

Media Partner



Hotel Association of India

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