

# BW HOTELIER

B W H O T E L I E R . C O M



GETTING INDIAN HOSPITALITY BACK...

HEAR THE LEADERS  
EPISODE - 1

Friday, May 22, 2020

OVERWHELMING RESPONSE

7000+ Registrations

700+ Select Logins on Zoom

134,749+ People Reached

35844+ Views on Website

61,810+ Engagement on Facebook

\*Till 8.30 PM on May 23, 2020

And The Numbers Will Only Grow By Each Passing Day!

## TOP STORY



### Pecked by a Black Swan and with No Government Sops...

The hospitality industry, like travel, are among the sectors hardest hit by the Covid-19 pandemic and even insiders...

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"Safe distancing not Social distancing. Contact light service and not touchless service. Homes become the new epicenter of our lives. QSR now stands for Quality, Safety and Reliability. We must maintain the integrity of our Brands while planning ahead."  
Nakul Anand, Executive Director, ITC Ltd & Chairman, FAITH



### We have to learn to co-exist with Coronavirus...

In a webinar with BW Hotelier, Nakul Anand shed some light on the future of the hospitality sector along...

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"Many people think hospitality industry is asking something similar to aviation, while this industry is not asking for a cash bailout."  
Vir Sanghvi, Eminent Print & TV Journalist, Columnist and Talk Show Host



### BW Hotelier Webinar, Moderated by Vir Sanghvi...

Moderated by Vir Sanghvi, eminent print and TV journalist, columnist and talk show host, the BW Hotelier webinar on May 22 saw..

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"We, as hoteliers, can't depend on government budgets. The Indian government is known to do 'too little, too late'. And if we go by that premise, we can try our very best but we should expect too little."  
Patu Keswani, Chairman and Managing Director, Lemon Tree Hotels



### 'In the coming first year, I see destruction of demand,

Chairman & Managing Director of Lemon Tree Hotels, Patu Keswani prefers to be optimistic about the future but feels...

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"We are disappointed that the government has done nothing for the tourism and hospitality industry even though we employ so many people."

**Vikram Oberoi, CEO,**  
The Oberoi Group



## We have to generate demand instead of relying

At a webinar organised by BW Hotelier in association with BW Businessworld, Vikram Oberoi, CEO, The Oberoi Group

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"There will be significant changes in how the industry plans to approach hoteliering - from a cost standpoint and a restructuring standpoint. As an industry, we will do everything to bear the new normal."

**Neeraj Govil, Senior Vice President**  
- South Asia, Marriott International



## Covid-19 is a Great Opportunity: Neeraj Govil

The initiative supports hotel partners while building guest confidence with elevated health and safety standards.

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"Tourism and hospitality have to become a national priority. The government and leaders will have to take ownership of it."

**K.B. Kachru, Chairman Emeritus and Principal Advisor** - South Asia, Radisson Hotel



## Tourism Needs to Become National Priority: K.B. Kachru

Industry veteran and an extremely well-respected name, K B. Kachru, emphasized that the hospitality sector...

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"We are at a stage where we know what the expectations are and now we need to deliver not only to the customers but to other parties as well. We need to rethink & redesign our experience and see how we can make every engagement special with a smile."

**Sunjae Sharma, Country Head and Vice President**  
- India Operations, Hyatt Hotels & Resorts



## We need to rethink and re-define all our experiences

The expectations of the industry are soon going to change and these will be addressed by the industry leaders said Sunjae Sharma

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"We are requesting, not demanding. We need some sort of support on the lines of what some of the developed countries are doing. The payroll is becoming a huge issue for us because there has been absolutely no generation of income whatsoever."

**Dr. Jyotsna Suri, Chairperson and Managing Director,** Bharat Hotels Ltd (The Lalit)



## Completely Dejected Today; We Will Continue Knocking On The Doors...

On May 22, the captains from the Indian hospitality industry got together for a webinar by BW Hotelier...

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"Entertainment and food is all about being immersive. How do we take our hotel experience to people's homes is something we are looking at. With technology, there are many hybrid ways in which it can be done."

**Priya Paul, Chairperson,**  
Apeejay Surrendra Park Hotels



## Apeejay Surrendra Park Hotels Embraces the Online Space in Covid Times

At times when a lockdown has all but brought business to a halt for the hospitality industry...

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