

the outbound business magazine

MiCEtalk

Meetings • Incentives • Conferences • Events

Volume X Issue 2 April-June 2019 20 pages
A DDP Publication



MELBOURNE
endorses
sustainable
EVENTS

CHINA wakes to
INDIA potential

Bringing
DELEGATES
back to
DISCUSSIONS

AIME
REIMAGINED





Veena World Corporate Travel

Meetings Incentives Conferences Events

MICE | Annual General Meetings | Product Launches
Award Functions | Dealer Incentives
Team Building Activities | Destination Weddings
Theme Parties | Exclusive Gala Dinners
School Groups and more...

With Veena World handling all your corporate travel arrangements, watch stress melt away and see performance improve. Whether Meetings, Incentives, Conferences or Exhibitions, Veena World goes the extra mile to curate special experiences for work professionals! Who says happiness and office don't go hand in hand?

Team Veena World

30+ 1000+ 300+ 3,00,000+
Years Experience Team Members Corporate Groups Guests, in just 5 years



Exciting Destinations, Exclusive Tours

Thailand, Singapore, Dubai, Europe,
Australia, USA, Philippines, Vietnam, Rajasthan, Bali,
Goa, Hyderabad, Amritsar, Himachal, Kerala, Jaipur
and many more...





8

FORECAST The Asian Average Annual Growth Rate for tourism receipts between 2018 and 2023 is expected to be around 9.1 per cent

Source: PATA



10



12



EXPERT
Our expert, Shital Kakkar Mehra, shares tips on changing awkward situations to winning opportunities with some clever ice breakers



Picture Courtesy AIME

8 **EXHIBITION**
Melbourne is all for green

10 **EXHIBITION**
AIME refines key elements

11 **BUYERS SPEAK**
Buyers applaud AIME

12 **TIPS & TRICKS**
A brake on the coffee break

14 **EXHIBITION**
Indian buyers among top-5 at IT&CM China



DDP Publications Private Limited

New Delhi:
72, Todarmal Road,
New Delhi 110001, India
Tel: +91 11 23234177,
E-mail: micetalk@ddppl.com

Mumbai:
504 Marine Chambers, 43 New Marine Lines,
Mumbai 400 020, India
Tel: +91-22-22070129, 22070130
Fax: +91-22-22070131
E-mail: mumbai@ddppl.com

UAE:
PO Box 9348, Sharjah, UAE
Tel: +971 6 5528954, Fax: +971 6 5528956
E-mail: uae@ddppl.com

All information in **MiCETalk** is derived from sources, which we consider reliable.
Information is passed on to our readers without any responsibility on our part.
The contents of this publication contain views of authors and are not the views of DDP Publications.

Similarly, opinions/views expressed by any

party in abstract and/or in interviews are not necessarily shared/do not necessarily reflect any opinion of DDP Publications. All rights reserved throughout the world. Reproduction strictly prohibited. Material appearing in **MiCETalk** cannot be reproduced in whole or in part without prior written permission. The same rule applies when there is a copyright or the article is taken from another publication. Publications reproducing material either in part or in whole, without permission would face legal action.

Editorial enquiries and enquiries concerning the reproduction of articles should be emailed to

talk@ddppl.com, advertising and circulation enquiries should be e-mailed to **karishma@ddppl.com**

The publisher assumes no responsibility for returning unsolicited material nor is he responsible for material lost or damaged in transit. Any material submitted to **MiCETalk** will not be returned.

The publisher reserves the rights to refuse, withdraw, amend or otherwise deal with all advertisements without explanation. All advertisements must comply with the

Indian Advertisements Code as well as the Advertisements Code of South Asia. The publisher will not be liable for any damage or loss caused by the late publication, error or failure or advertisement or editorial to appear.

MiCETalk is printed, published, edited and owned by Sanjeet, printed at Modest Print Pack Pvt. Ltd., C-52, DDA Sheds, Okhla Industrial Area, Phase - I, New Delhi - 110020 and published at 72, Todarmal Road, New Delhi-110001



NEWS

WORLD

IndiGo to fly to Istanbul, more cities on the radar

IndiGo has launched direct daily operations to Istanbul from Delhi, and will later add Ahmedabad along with other destinations. The Delhi-Istanbul flight plans to connect 20 forward destinations using the



codeshare pact that was signed with Turkish Airlines last year. The airline has also announced that it will use its expanding fleet of A320neo and A321neo aircraft to connect more Indian cities to China, Vietnam, England, Myanmar, and Saudi Arabia.

WORLD

Hilton redefines events with Signia

Hilton has launched Signia Hilton, its new meetings and events-focused brand, which reinforces the hospitality group's commitment to innovation that meets the evolving needs of today's traveller. Signia Hilton will be a global brand with a carefully curated portfolio of hotels in top urban and resort locales. As part of Hilton, Signia Hilton guests will also enjoy the benefits of Hilton Honors.



SOUTHEAST ASIA

TCEB to enhance MiCE partnerships

Thailand Convention and Exhibition Bureau (TCEB) – Business is elevating Thailand's fast-growing MiCE sector by forming a series of deep partnerships with major MiCE players supported by its new marketing plan and tradeshow strategy. This year, TCEB – Business is looking to deepen partnerships with existing partners and has identified new ones at tradeshow where it has confirmed attendance, including IMEX Frankfurt, IMEX America, and IBTM World, Spain. TCEB – Business will help identify and attract overseas business events related to 10 key industries highlighted in the Thai government's 'Thailand 4.0' model.



EUROPE

Senthil Gopinath elected ICCA's CEO



International Congress and Convention Association's (ICCA) Board of Directors has selected **Senthil Gopinath** to serve as the organisation's new CEO. As per ICCA by-laws, the Board made the selection in a closed-vote process, with Gopinath winning by majority vote. Gopinath's immediate responsibilities will include developing and executing annual business plans, ensuring operational sustainability and careful financial controls, and building ICCA's global membership and presence with a special focus on developing member services adapted to each of its key regions. He will be based out of Amsterdam.



ISA TOURISM PVT LTD
partners in growth



India
Sales Associates
Hotel Representations

Opening INDIA to the tourism fraternity of the World

We are a market representation company in India for the tourism industry, offering specialised services to our partners.

- Brand launch and promotions
- Representation and marketing
- Sales and distribution management
- Sales missions and roadshows
- Strategy and innovations
- Your office in India

- Regional Sales office – FarEast Hospitality Group, Singapore
- India Representation – Ana Anan Resort & Villas, Pattaya
- India Representation – Furaveri Island Resort & Spa, Maldives
- India Representation – Nusa Dua Beach Hotel & Spa, Bali, Indonesia
- India Representation – Bali Mandira Beach Resort & Spa, Bali, Indonesia
- India Representation – select Banyan Tree and Angsana Hotels & Resorts

Leading Partners

FAR EAST
HOSPITALITY

ANA ANAN
RESORT & VILLAS PATTAYA

bali Mandira
BEACH RESORT & SPA

FURAVERI
ISLAND RESORT & SPA

Nusa Dua Beach
Hotel & Spa
BALI

BANYAN TREE
HOTELS & RESORTS

ANGSANA
Hotels & Resorts



The Village Hotel at Sentosa



The Outpost Hotel, Sentosa



The Barracks, Sentosa



Ana Anan Resort & Villas



Furaveri Island Resort & Spa



Nusa Dua Beach Hotel & Spa



Bali Mandira Beach Resort & Spa



Banyan Tree Bangkok

Connect with us to promote your products in the Indian outbound market

ISA Tourism Pvt. Ltd.

F-30, First Floor, Vasant Square Mall, B5 Vasant Kunj, New Delhi – 110070, INDIA.

Tel : +91 11 4600 0560 / 760 / 735, +91 98117 10504

Mail: info@india-sales.com Web: www.india-sales.com; www.isatourism.com

NEWS

SOUTHEAST ASIA

TCEB promotes 25 MiCE routes

■ The Thailand Convention and Exhibition Bureau (TCEB) will promote 25 new routes for delegates visiting the country's top five MiCE destinations. Working closely with the public and private sectors as well as educational institutions, the new routes will enhance travel experiences in Bangkok, Pattaya, Phuket, Chiang Mai, and Khon Kaen. The bureau recently completed an extensive study of the five MiCE cities, analysing venue potential as well as the level of company and community readiness to launch the new routes.



EAST ASIA

JAL & Vistara codeshare on 7 routes

■ Japan Airlines and Vistara have entered a codeshare agreement that will open up more routes between India and Tokyo. With the signing of this agreement, Vistara has become the only codeshare partner for Japan Airlines in India. As part of the agreement, Japan Airlines will add its 'JL' designator code to approximately 32 Vistara-operated flights each day across India, covering seven Indian cities – Mumbai, Kolkata, Chennai, Bengaluru, Hyderabad, Ahmedabad, and Pune. JAL and Vistara already have an interline/through check-in partnership and the two airlines had signed an MoU in September 2017 to pursue commercial opportunities together.



MIDDLE EAST



Bahrain focuses on Indian weddings

■ Over the last few years, Bahrain has emerged as a prime wedding destination due to various offerings like the short flying time from India which is below four hours, the number of five-star international chain of hotel options, and a variety of venues. As per the latest statistics, Bahrain Tourism & Exhibitions Authority (BTEA) witnessed a 43 per cent jump in tourist arrivals from India in 2018. The revenue generated was 80 per cent higher than 2017. Bahrain Tourism has had its presence in India since January 2017, and has been aggressively promoting the destination in the market. Bahrain is also building a new state-of-the-art exhibition and convention centre that will have 10 exhibiting halls with a total 95,000 sqm of space, and a conference hall that can house 4000 people.

EAST ASIA

ITB China to be held from May 15 to 17



■ ITB China, the largest exclusive B2B marketplace for the Chinese travel industry, will take place from May 15 to 17, 2019, in Shanghai. Recently, ITB China Buyers Circle launched its first offline event on customised and personalised outdoor activities designed for island trips in Wanning, on Hainan Island. The show also announced that it will launch the ITB China Buyers Circle in 2019, followed by the first of a series of offline events.

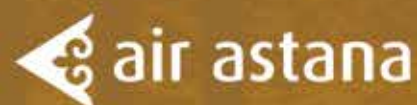


FROM THE HEART OF EURASIA

CATCH THE WORLD CLASS ACTION IN LONDON

Watch the world's best cricket teams battle it out in London with Air Astana using our convenient connections from Delhi to Kazakhstan and onwards to London.

Book \$1 Stopover Holidays package and enjoy one night stay in Almaty or Astana using 72 hours Transit Visa Free regime.



SKYTRAX AIRLINE
AWARDS WINNER
2012 - 2018

📞 (011) 41521425/23711225

✉ del.sales@airastana.com

airastana.com

Melbourne is all for green

Karen Bolinger, CEO, Melbourne Convention Bureau (MCB), talks about the success of AIME while also telling us what makes Melbourne a unique destination for events

Kanchan Nath



customers and have a conversation about what's important to them. We think about how we can actually bring that to life in our destination.

How did AIME fare?

The event has been fantastic; we have had wonderful feedback about the show. People are saying that they are doing business, which is obviously important for us.

People have really been engaging in some of the activities that we have been undertaking. For us, if people are booking business, then it's a win. We will now reassess the show and look at what is required to be done.

Tell us about MCB.

As Melbourne Convention Bureau (MCB), we are number one in the Asia Pacific in the Global Sustainability Index. That is really important to us. Melbourne is the world's second most liveable city and sustainability is a part of our DNA. For us, the social impact of any kind of event that comes to our destination remains paramount.

What made AIME different this year?

We increased the number of hosted buyers. In previous years, we were almost at 200 hosted

buyers and this year, we had over 350, which was a significant leap. We also had a full-fledged knowledge programme which was brand new and was open to all hosted buyers. Last year, we did a very small programme. The activations on the show floor were also quite different.

The one thing that Talk2 Media & Events did was to ensure that during the morning tea there be a networking event.

Do you offer incentives to attract more Indian MiCE to the destination?

We speak to our



Karen Bolinger

Tell us about the new infrastructure coming up in Melbourne.

We have quite a few significant five-star hotels coming up in Melbourne. These include Shangri-La, Mandarin Oriental, and The Ritz Carlton among others. The Mandarin Oriental does not have a hotel in Australia yet, and Melbourne will be the first in the country to have that.

In terms of entertainment, there are always new shows in the city. Currently, we have Harry Potter; the show is only in three places in the world - London, New York, and Melbourne.

Why Melbourne?

Melbourne is the events capital of Australia! We do business events better than anyone else.

MICE VENUES

- Melbourne Convention and Exhibition Centre
- Royal Exhibition Building
- Crown Conference Centre
- Melbourne City Conference Centre
- Manningham Function Centre

ACCOMMODATION Over 34,220 hotel rooms within the city centre and another 9,802 in development

BIC goes on SITE 2019

The month of January was an important step for the MICE industry in Thailand when the SITE 2019 Global Conference was held in Bangkok at the Shangri-La Hotel. The 4-day event with over 300+ attendees hosted with the partnership of Thai Convention & Exhibition Bureau focused on the theme of incentivizing diversity and innovation. It included learning sessions by prominent speakers on cultural and creative immersions with certification opportunities and Crystal Awards followed by many exciting evening events and activities. Thailand being one of the fastest growing regions considered by SITE, the highlight was how business innovation and success stem from a wholehearted embrace of diversity and how daily challenges faced by us in our personal and professional life are the fiery furnace where enduring success is forged.

Discovering Bangkok

The participants were introduced to the diverse culture of the 237 years old city of Bangkok. At first, they were taken on an express boat to the Flower market for an activity to fold Lotus in traditional Thai style. Then they visited the Chao Phraya river, also known as the River of Kings which is a host to numerous global significant events as well as incentive travel.

Later on, they were made to dress up in traditional Thai attire as they attended various activities which helped them understand and learn more about the Thai Culture and become a local for the day. Finally, they were taken for an elephant painting session, the auction of which would be provided as donations to ECPAT for stopping the sexual exploitation of children. These not only made the event a memorable one for the attendees but also served as a huge portal of cultural immersion as they attended the SITE Global Conference.

Above and Beyond Limits

When BIC Event was approached by the mighty and innovative TCEB to provide event support and management for the SITE Global Conference 2019, it was an offer too attractive to let go, not monetarily but because of the immense impact that can be established uplifting the MICE industry. BIC's intention has always been to provide support and cater the clients with the ultimate event solutions for creating successful shows and serve the mission of the events. With up to date technology and experts in team, BIC went above and beyond limits to serve the 4-day conference in every possible aspect. The concept, branding, visuals, activities and manpower were all provided

by BIC Event for this important conference with bright agendas. Also, BIC's associate Zebra Corp provided their new in-house P 2.9 LED Screens to create more powerful influence in the event. With around 160 square meters of LED system, the conference had a wonderful and creative visual experience. This shows the motive of BIC as to what extent they can boast of being one of the leading event management company in the South East Asia. With round the clock support for each and every aspect of the event, BIC was proud when they were honored on stage by the SITE team about their hard work and flexibility. This highlights the mission of the company that is "Striving to be the top of Asia". So if you are skeptical about your next event, throw it all on BIC as our experts are waiting with out of the box ideas to help you create and cherish a memorable occasion.

**BIC
EVENT**

ASSOCIATED WITH



FOLLOW US ON

WWW.BICEVENT.COM



Matt Pearce,
CEO of event
organiser Talk2
Media & Events,
shares details
about its debut in
hosting Asia Pacific
Incentives Meetings
Event (AIME)

Kanchan Nath
from Melbourne



AIME refines key elements

What changes have you brought to the show?

We have taken the fundamentals of the event and made them better. A good show has to have three things: you have to have good business, the ability to talk to people, and you have to have the ability to educate people as well. So, in terms of education, in our knowledge programme we had 15 different sessions running. We worked with PCMA as our strategic education partner. We also had SITE and ICCA as education partners.

We had very specific sessions around the core components of incentives, meetings, and events.

Another thing that we did was to upgrade the networking, so that there would be more opportunities for conversations beyond the booths and appointments.

Give people an opportunity to talk and they find a way to do business! Our first year was aimed at just getting the basics right.

What do corporates expect these days?

Corporates are now emphasising on events, so whether it's Oracle, Cisco or Microsoft, they are using event companies to manage their shows. They are looking for something that can really shake people up and say



Matt Pearce

this is it! They are looking for venues and technologies that understand flexibility.

What are the emerging trends in MiCE overall?

The three important things that remain are India, China, and technology. They were always there but are now becoming more powerful as wealth improves in both countries.

There are four billion people in Asia Pacific, one billion in Africa, one billion in the Americas, and one billion in Europe; what's happening in this industry is that two and a half billion of those are starting to wake up.

You will see quite a significant shift in what is happening and how it happens. We focused on the whole of Asia Pacific and not just Australia. We hosted buyers from 38 countries and exhibitors from more than 15.

QUICK FACTS

- AIME 2020 will take place in Melbourne from February 17 to 19
- Their PSA system will align over 14,000 meetings at the event in 2020
- Dialogue in the Dark, a pop-up sensory experience workshop, was held exclusively for AIME 2019 participants, by Guide Dogs Victoria

TRIVIA 34 international airlines service Melbourne Airport by 484 direct international flights

Buyers applaud AIME

Indian buyers at AIME share feedback and challenges of travel to Australia



Amaresh Tiwari
MD, AT Seasons & Vacations Travel and
Honorary Secretary, ICPB

Exceptional planning

“They’ve changed the module, especially the way they have made the networking zone. That said, I found that participation from international countries was less as compared to previous editions. Planning was done really well; the meeting schedule, the timely information and the App, everything was professionally managed.

CONNECTIVITY Challenges include logistics and connectivity. It would be helpful if capacity can be increased with more direct flights.



Ravindra Goriparty
Director
Smart Travels

A bouquet of products

“This was my fifth time at AIME. I think AIME is an excellent show. There were a lot of products from Australia and that was quite useful. Many regions have opened up and I can offer them to the Indian market as well now. People are quite keen on self-drive now, and these regions can be explored by them, making their holiday more of an adventure.

SELECTING A VISA TYPE Agents often don’t know which online visa to apply for. If the visa is not obtained in time, a lot of money is wasted.



Manoj Bhadola
COO
Worldwide Tour Services

Good knowledge sessions

“The logistics and transfers were planned well. I loved the knowledge sessions, especially the one on Artificial Intelligence. My meetings were excellent and I was looking for new attractions in Sydney. I would like to see representatives from more attractions here. Gold Coast, Melbourne, and Sydney are the more popular destinations with Indians.

VISA TAKES TIME The challenge of conducting MiCE in Australia is that the visa process is lengthy. The turnaround time is 20 to 25 days.



Munira Basrai
Proprietor
Ice International

Substantial representation from towns

“The show was good, but smaller than previous editions. They had very few Asia Pacific destinations exhibiting as compared to previous times. I got to meet new exhibitors this time, especially in the hotel space. I also met representatives from satellite towns, which are up to two hours from main cities.

FEW FLIGHTS Connectivity remains an issue with travel to Australia. There should be more direct flights coming in from India.



Daren Memon
MICE Manager
Wizard Meetings & Incentive Travel

Good for incentives

“In my opinion, AIME is good especially for those interested in sending incentives to Australia. We were expecting more DMCs here and not finding them was slightly disappointing, especially since they are a one-stop shop for us. That



EXPOSURE The Indian market does not need an introduction to Sydney or Melbourne, but it does to off-beat places

actually gives us a fair idea about what the itinerary can be, the budget we are looking at, and how the logistics can be planned. It was good to meet representatives from convention centres, hotels, and tourism boards.

A brake on the coffee break

Coffee breaks at events often spill over into long chats that find no end, resulting in the main event being sidelined. Here are some tips that can help cut them short

Kanchan Nath



Trishal Rao
Chief Executive Officer
SKIL Travel

One of the main reasons why you go to a conference is to learn together with a group of people and make connections. You can improve engagement by involving delegates throughout the conference with a little planning and using the right techniques. These may include a small engagement activity pre and post the break that is fun and light, and makes people want to come back. A short riddle that they need to answer or a

fun pop-up quiz related to the topic are also helpful.

It is necessary that the time and duration of the break be communicated to participants. A small bell or announcement five minutes before the end time of the break also helps in making participants aware of the time and gives them enough of it to end their current conversation and come back for the second session. Hosting a networking

gala dinner post the conference so that participants can have a conversation and network with other delegates will help cut short the conversations at coffee breaks. It is also very important that the conference begin on time and all sessions run on time; the value of time can be expressed in this form as well. Having the best session/talk/speaker post the break will encourage participants to return on time.



Laveena Bhatia**Director
Mach Conferences & Events**

There are so many different ways to increase the overall effectiveness of the conference. Shaking up the session format will not only bring attendees back after the coffee break but will also encourage new ways of engaging, learning, collaborating, networking, and getting the attention of participants for the entire

timeframe of the event. One of the ideas to reinvigorate the conference is to announce a game/competition after the tea break.

Games are a fun and informal way to connect. Bonding through group activities also makes it easier for people to strike a follow-up

conversation. This format works well in both dedicated networking slots and as an all-day competition that runs in the background. To take it a step further, one can also execute these networking ideas using live polls. It is an extremely effective way to engage with large crowds instantly.

**Nicholas Dumbell****General Manager
Renaissance Mumbai Convention Centre Hotel**

MiCE requires an innovative approach! While delivering the purpose of an event, one must also ensure that emphasis is laid on the detailing of themed breaks during these conferences and meetings. Themed breaks are an uncommon practice and not many convention centres implement them. We have

come up with a diverse range of themed breaks that have kept participants engaged. During one of the events held at Renaissance Mumbai, the theme was Avengers versus Rajnikant. From food to artwork, the theme was incorporated everywhere. Though delegates appreciated this out-of-the-box idea,

organisers would still think multiple times before implying this at a formal event. Unique, innovative, and divergent theme break ideas make Renaissance Mumbai events distinct. That said, themed breaks are not an easy task at hand. They require immense brainstorming and minute detailing.

**Disha Shah****Director
ICE Group India**

While one can gather the crowd initially, keeping it till the end along with active participation and ensuring an effective deliverance of the subject is a big task at hand, and after a break this gets even more challenging. However, there are some smart ways to ensure active participation. For instance, if there is a performance or an address by

a celebrity, it should be timed right after the break. This has always been a turning point and an attraction for an event; their performance brings in energy and entertainment for guests. It is not often that one gets to see or enjoy a live performance by a celebrity, so it will keep participants from stepping out. An engaging activity gives attendees a

break from long sessions and an opportunity to indulge in something new.

Social media also plays a crucial role at events. A social media kiosk or a related activity can keep people busy during the break. Later, goodies related to those activities will help attract them to the main venue.

**Sagar Raman****National Head – MICE and Leisure Business
dnata International**

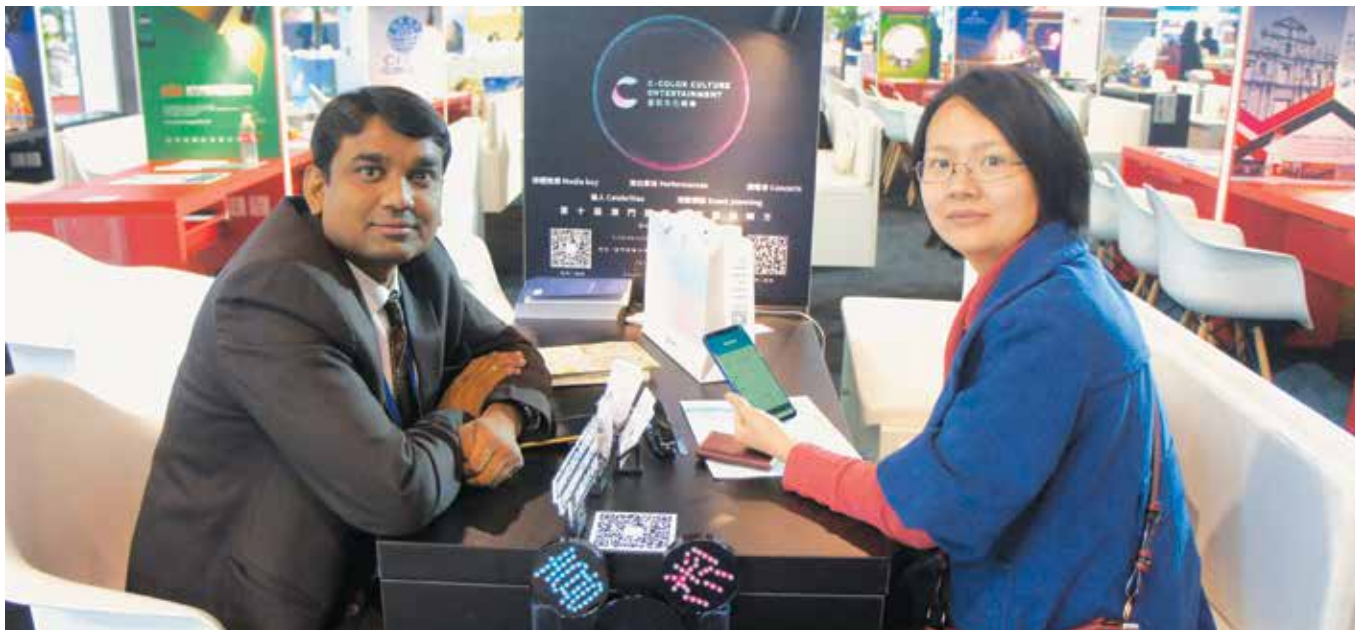
Our best practices, which we have already successfully implemented at events, include the smart App, where all relevant information is easily accessible to participants. The agenda is automatically synchronised with participants' personal

calendar, ensuring they are notified and reminded of the meetings during breaks, and the meeting timelines are maintained.

Besides being user-friendly, the mobile application is also an eco-friendly solution as

it curbs the use of paper at events. We also regularly use QR technology at networking events, where we generate individual codes for all booths/meeting tables. Participants can scan with their smartphones to efficiently schedule meetings.





Indian buyers among top-5 at **IT&CM China**

Aimed at enhancing delegates' experience, the 13th edition of IT&CM China redesigned its business, networking, and education programme

Manas Dwivedi from Shanghai

Held in Shanghai from March 19-21, China's only double-bill event in MiCE and corporate travel underlined the significance and role of innovation in the pursuit of sustainability. The opening keynote address at this year's IT&CM, 'Sustainability through Innovation', was a culmination of three different perspectives on how organisations in China's MiCE industry can embrace innovation to stay sustainable and relevant in the years to come.

The show implemented new initiatives for different buyer segments and exhibitors to further engage and cultivate potential procurement opportunities.

QUICK FACTS

- 708 exhibitors from 21 Chinese and other regions were present.
- Among the buyers, 62% were MiCE-based, 18% were associations, and 20% comprised corporates.
- With a 37 per cent increase in the number of buyers, a majority came from India, Malaysia, and Singapore.

Elaborating on them, **Darren Ng**, Managing Director, TTG Asia Media, organiser of the event, said, "With business fulfilment being a huge part of the show's value proposition, we have added new and enhanced dimensions to complement the usual one-on-one appointments for exhibitors and buyers."

The new elements of innovation weaved throughout the various content components across the show included the Exhibition Walkabout, Meet The Corporates

in a speed-dating format, brand showcase presentation, power innovation luncheon and MiCE Innovation Hub, as well as a new highlight – Say Hi to Everyone. **Noor Ahmad Hamid**, Regional Director (Asia Pacific), ICCA and moderator for the keynote address, said, "A hot topic like innovation transcends industries. Learning about tried-and-proven concepts and ideas from success stories within and outside MiCE is a great way to kick-start an inspiring IT&CM China and CTW China."

Close to 495 buyers from 26 territories, with 81 per cent of them from the Chinese market, made their presence felt at the show.

NEWS FLASH The next IT&CM China will be held in Shanghai from March 24-26, 2020

IT&CM snapshots

Indian buyers had plenty to see and many exhibitors to meet at IT&CM China



Prabhu Chandrasekaran
Director - Sales
Travel Maze

“Year-on-year, the show is getting better, and we have seen a lot of improvement over time. The organisers need to come out with other destinations in China to exhibit, so that clients like us get an exposure to places around.



Avinash Kumar Khanpur
Travel Consultant
Avni Holidays



Vikrant Hankare
Managing Director
Rajas Holidays

“The best part was that it helped me understand the Chinese market. China has always been a difficult market for India to understand.

“The organisers brought more exhibitors as compared to last year, keeping in mind the needs of buyers.



Saurav Chakrabartty
Buying Professional - Corporate Travel
Management, Siemens

“The show has been excellent in terms of organisation, profile of exhibitors, and what to offer and what to showcase.



Pitch perfect in the elevator

Stuck in the elevator with the top management? Awkward moments call for clever measures! Our expert, **Shital Kakkar Mehra**, shares tips to help you out of the situation



Shital Kakkar Mehra
Practitioner of Corporate
Etiquette and International
Protocol in India

Have you ever bumped into your company's CEO in an elevator ride and realised that you had nothing smart to say? Or, when he tried initiating a conversation, you were tongue-tied? Legend says that Steve Jobs' favourite question to Apple employees in the office elevator was, "So, what are you working on?" leaving them petrified for days after the ride! While entrepreneurs and salespersons are familiar with the 'elevator pitch', others need it when meeting with the big boss at internal networking events or in the elevator.

A COMPELLING ELEVATOR PITCH

Although extroverts display the ability to effortlessly 'wing it', maybe with stand-up comedy, an elevator pitch is not impromptu

– you have to prepare for an hour to create an impact in a minute. To prevent being caught off-guard, prepare a crisp response to 'what sets you apart from others in the company'. Using these time-tested topics, add a compelling nugget that makes you memorable:

- **Your work:** Mention your name, department, and a recent accomplishment that highlights your abilities. For instance, you could say, "Hello! I'm Arati Gupta from the marketing team. I am currently working on the latest advertisement campaign for our successful xyz." The boss will remember you, as in his mind you get linked to a profit-making product.


- **Your CEO's achievements:** This always works! Highlighting your CEO's achievements can help you make an instant connect with him. This also piques his interest in knowing you better, providing you an opportunity to converse with him and make a mark.

For instance, you could start by saying, "Yesterday, your speech at our leadership academy was very informative and thought-provoking."

- **Make a social connect:** Conduct small talk to create a social relationship that stretches beyond your work. Some subjects that you could talk about could be your boss's hobbies, a common interest, or your similar background that may include the same school, college, or hometown.

This is an easy conversation to make and there is a lot that can be shared when you have a common background. It also helps leave a positive impact.

- **Rehearse:** Visualise this meeting, focus on your performance and rework, if needed. Keep it conversational-style and concise (CEOs meet several new people in their work day). Lastly, speak with energy and enthusiasm, displaying your love for your job.

 **Small talk can help create a social relationship that stretches beyond your work**





nhow hotel Rotterdam

The nhow Rotterdam offers 278 hotel rooms, 11 event & meetings rooms and is located on the river Maas in the bustling "Kop van Zuid" of Rotterdam.



KLM
Royal Dutch Airlines



Holland

NHTC
Netherlands Board of
Tourism & Commerce



Schiphol
Amsterdam Airport



Holland

seema.datt@buzzindia.in, ritesh.ahluwalia@buzzindia.in | www.holland.com


APRIL 2019

WTTC Global Summit	Seville, Spain	3-4
AITF	Baku, Azerbaijan	4-6
ILTM Africa	Cape Town	7-9
ACTE Global Summit	Chicago, USA	7-9
Digital Travel Summit	California, USA	8-10
The Australian Tourism Exchange (ATE)	Perth, Australia	8-12
WTM Africa	Cape Town, SA	10-12
COTTM	Beijing, China	15-17
KITF	Almaty, Kazakhstan	17-19
ILTM Arabia	Dubai, UAE	28-29
Arabian Travel Market	Dubai, UAE	28-May 1

MAY 2019

Africa's Travel Indaba	Durban, SA	2-4
Germany Travel Mart	Wiesbaden, Germany	12-14
ILTM Latin America	Sao Paulo	14-17
ITB China	Shanghai, China	15-17
Peru Travel Mart	Lima, Peru	17-20
IMEX	Frankfurt, Germany	21-23
ILTM Asia Pacific	Singapore	27-30
IBTM Americas	Mexico City	29-30
CINZ Meetings	Auckland, NZ	29-30

JUNE 2019

Korea MICE Expo 2019	Songdo, South Korea	12-14
-----------------------------	---------------------	--------------



ATM 2019 from April 28-May 1 in Dubai

This year's show will focus on technology and innovation

Arabian Travel Market 2019 will be held at Dubai International Exhibition and Convention Centre between April 28 and May 1, 2019. Set to be held on April 30 and May 1, CONNECT Middle East, India and Africa will bring together airports, airlines, and aviation suppliers in a format that offers formal one-to-one pre-arranged meetings, engaging industry seminars, as well as social opportunities to cement relationships with existing clients and engage with new ones. Another highlight would be the launch of Arabian Travel Week.



Africa's Travel Indaba in Durban this May

This year, the show will be held from May 2-4

Africa's Travel Indaba has been preponed and will now take place from May 2-4, 2019, at the Inkosi Albert Luthuli International Convention Centre in Durban. It is one of the largest tourism marketing events on the African calendar and showcases the widest variety of Africa's best tourism products. A major economic contributor, tourism remains vital in creating job opportunities in the region. Owned by South African Tourism, Indaba attracts international buyers from across the world. Last year, the event received delegates from 80 countries and participant numbers crossed the 7,000 mark.



London Nov 4-6, 2019

Stay at one of our stylish London hotels close to Hyde Park. Brilliantly located, the bustle of Paddington is a short stroll away, while the green expanse of Hyde Park, perfect for families, is equally close. Enjoy a great stay with exciting inclusions, at one of London's best locations.

Your package includes:

- Complimentary Indian/English breakfast
- Indian TV channels
- Unlimited calls to India via handy mobile services

Park Grand London Paddington

Park Grand Paddington Court London

Single Room

£139

Deluxe Double/Twin Room

£149

Rates per room per night. Terms & conditions apply. Subject to VAT

Central Reservations

Tel: +44 (0) 20 7479 2273

www.parkgrandlondon.com

Movements **Abroad**



Simon Mellor
Managing Director
Messe Frankfurt Middle East

Simon Mellor will be the new Managing Director of Messe Frankfurt Middle East, Messe Frankfurt's subsidiary in Dubai. He will be taking over from Ahmed Pauwels. With British-born Mellor, a proven event expert will be joining the ranks of the Messe Frankfurt subsidiary, which was acquired in 2002. Mellor was most recently Managing Partner at Oak Tree Event Consultants. Prior to this, he spent 13 years in various positions at dmg events, a leading trade fair organiser in London, most recently holding the position of President - ME & Asia.



Karina Grützner
Chairperson
ICCA Central European
Chapter

In the official elections for the ICCA Central European Chapter chairpersons, Karina Grützner, Director Convention Marketing at Stuttgart Convention Bureau, has been elected as Chair. Since April 2012, Grützner has been serving at the Stuttgart Convention Bureau. Previous to this, she worked for the Messe Stuttgart as Marketing & Sales Manager for the new-build ICS International Congress Centre Stuttgart (one of the largest congress centres in Germany), as well as in the events department of the German National Tourist Board.



Samy Boukhaled
VP – Operations (KSA)
Millennium Hotels and Resorts
MEA

Millennium Hotels and Resorts, Middle East and Africa has appointed Samy Boukhaled as Vice President of Operations for the Kingdom of Saudi Arabia (KSA) region. Boukhaled has more than 29 years of experience in the industry, having held several leadership roles with hotel companies such as Accor and Sofitel. He has worked in countries such as France, Bahrain, Morocco, and KSA. Boukhaled will oversee all operational aspects of the brand's strategic expansion in the KSA region.



Mark Kirby
Area General Manager
Address Hotels + Resorts,
Dubai

Emaar Hospitality Group has appointed Mark Kirby as the Area General Manager of four premium luxury hotels under Address Hotels + Resorts. Bringing more than two decades of regional and international experience, Kirby will drive all aspects of the hotel operations of Address Downtown and will oversee Palace Downtown as well as the upcoming Address Fountain Views and Address Sky View. Previously, he was the General Manager of Armani Hotel Dubai for the last four years and was responsible for directing the commercial strategy and the all-round operations of the hotel.



Etienne Dalancon
General Manager
Waldorf Astoria Maldives
Ithaafushi

Etienne Dalancon has been appointed as General Manager at Waldorf Astoria Maldives Ithaafushi. He will be responsible for leading the team to deliver 'True Waldorf Service', the personalised service for which the brand is known. With more than 20 years of experience in various roles within the hospitality industry, Dalancon joined the Hilton team in 2018 and was most recently General Manager of opening projects at Hyatt Hotels Corporation. In addition to his experience in hotel management as GM of Park Hyatt Shanghai, Dalancon also has a strong background in sales and marketing.



Sarah Mokere
Marketing Communications
Manager
Hilton Ras Al Khaimah
Resort & Spa

Hilton Ras Al Khaimah Resort & Spa has designated Sarah Mokere as the Marketing Communications Manager. Mokere brings with her over 10 years' experience in marketing and brand development roles across luxury hotel brands and the travel industry. She started her career as Communications Manager at Hotel de Paris – Rouen France after which she joined as Marketing & Communications Manager at GHM Hotels UAE in the pre-opening team. In her previous role at VisitBritain Dubai as Marketing & Communications Manager, she was responsible in maximising the value of outbound travel to Britain from the ME Markets.

the inbound business magazine

₹ 20

MiCEtalk

Meetings • Incentives • Conferences • Events

Volume X Issue 2 April-June 2019 20 pages
A DDP Publication



GRAND NOTTING HILLS





77,500 sqm of covered exhibition space in 5 Halls



5,600 sqm Conference Centre with 6 Halls of various dimensions



Entrance Plaza with 42 plug & play workstations and a Food Court spanning 7,500 sqm



India's First LEED & IMS Certified Green Exhibition and Conference Facility

BIEC[®] *Bangalore International Exhibition Centre*

An initiative of  Indian Machine Tool Manufacturers' Association

India's Premier International Exhibition & Conference Centre



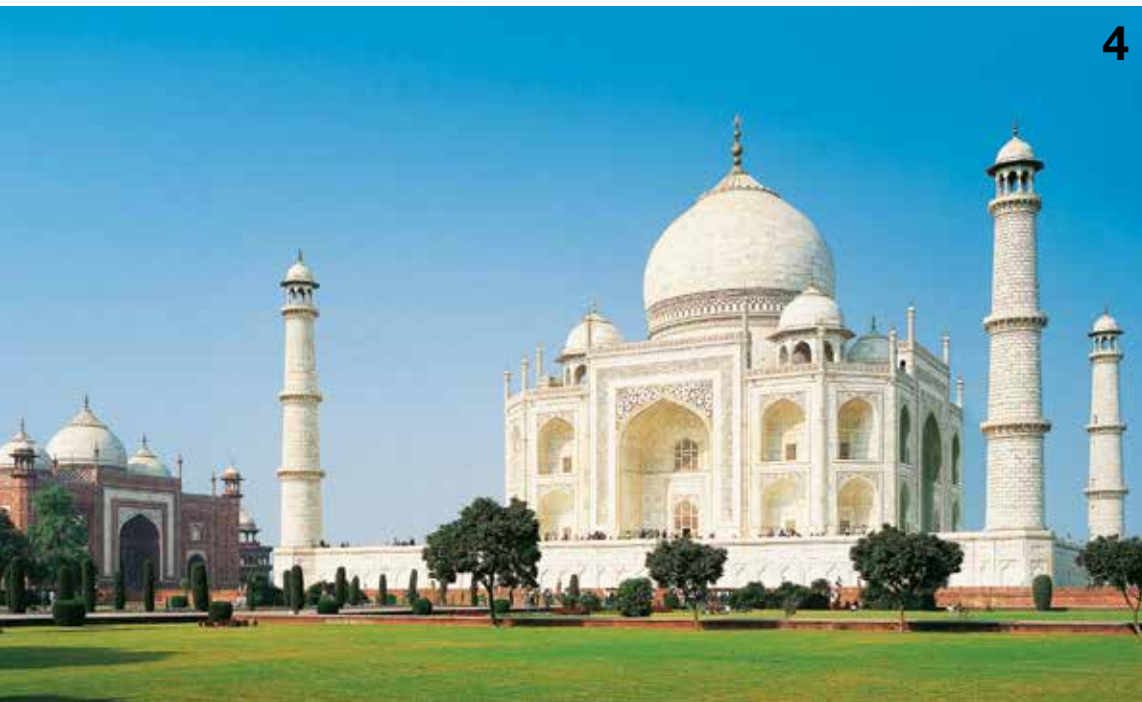
10th Mile, Tumkur Road, Madavara Post, Bangalore 562 123, India
Tel: +91 80 6624 6600 E-mail: info@biec.in

www.biec.in

contents

April-June 2019

the inbound business magazine
MiCEtalk
Meetings • Incentives • Conferences • Events



QUICK FACT

India has recorded over 20% growth in air routes, as foreign airlines launch routes to new destinations within the country as well

Source: IATA

- 9** **COLLABORATION**
India to lead for SMM
- 10** **OPENINGS**
New MiCE infrastructure
- 12** **REPORT**
Robust pipeline for MiCE venues

- 14** **HOTELS**
InterGlobe charms MiCE
- 15** **DESTINATION**
Events in Odisha turn to Swosti
- 18** **TRANSFERS**
Logistics elevate MiCE

PUBLISHER & EDITOR
Sanjeet

MANAGING EDITOR
Peden Doma Bhutia

ASSOCIATE EDITOR
Kanchan Nath

ASSISTANT EDITOR
Tripti Mehta

DESIGN
Raashi Ajmani Girdhar

ADVERTISING
Karishma Khanna
Gaganpreet Kaur

ADVERTISEMENT DESIGNERS
Vikas Mandotia
Nitin Kumar

PRODUCTION MANAGER
Anil Kharbanda

CIRCULATION MANAGER
Ashok Rana

MUMBAI: ADVERTISING
Harshal Ashar
Priyanshu Wankhade

DDP Publications Private Limited

New Delhi:
72, Todarmal Road,
New Delhi 110001, India
Tel: +91 11 23234177,
E-mail: micetalk@ddppl.com

Mumbai:
504 Marine Chambers, 43 New Marine Lines,
Mumbai 400 020, India
Tel: +91-22-22070129, 22070130
Fax: +91-22-22070131
E-mail: mumbai@ddppl.com

UAE:
PO Box 9348, Sharjah, UAE
Tel: +971 6 5528954, Fax: +971 6 5528956
E-mail: uae@ddppl.com

All information in **MiCEtalk** is derived from sources, which we consider reliable. **Information is passed on to our readers without any responsibility on our part.** The contents of this publication contain views of authors and are not the views of DDP Publications.

Similarly, opinions/views expressed by any

party in abstract and/or in interviews are not necessarily shared/do not necessarily reflect any opinion of DDP Publications. All rights reserved throughout the world. Reproduction strictly prohibited. Material appearing in **MiCEtalk** cannot be reproduced in whole or in part without prior written permission. The same rule applies when there is a copyright or the article is taken from another publication. Publications reproducing material either in part or in whole, without permission would face legal action.

Editorial enquiries and enquiries concerning the reproduction of articles should be emailed to

talk@ddppl.com, advertising and circulation enquiries should be e-mailed to karishma@ddppl.com

The publisher assumes no responsibility for returning unsolicited material nor is he responsible for material lost or damaged in transit. Any material submitted to **MiCEtalk** will not be returned.

The publisher reserves the rights to refuse, withdraw, amend or otherwise deal with all advertisements without explanation. All advertisements must comply with the

Indian Advertisements Code as well as the Advertisements Code of South Asia. The publisher will not be liable for any damage or loss caused by the late publication, error or failure of advertisement or editorial to appear.

MiCEtalk is printed, published, edited and owned by Sanjeet, printed at Modest Print Pack Pvt. Ltd., C-52, DDA Sheds, Okhla Industrial Area, Phase - I, New Delhi - 110020 and published at 72, Todarmal Road, New Delhi-110001



NEWS

NORTH INDIA

ITM 2019 to be held from September 23-25

India Tourism Mart (ITM), organised by the Federation of Associations in Indian Tourism and Hospitality (FAITH) and the Ministry of Tourism (MOT), will



Subhash Goyal

be held from September 23-25 at The Ashok Hotel, New Delhi, announced **Subhash Goyal**, Honorary Secretary, FAITH. He also said that the association is expecting to shortlist around 500 international buyers for this year's ITM. "The process of selection is very transparent, every detail is available online," he commented.

WEST INDIA

ITB India to debut in Mumbai in 2020



Messe Berlin will be organising the inaugural ITB India in 2020 at Bombay Exhibition Centre in Mumbai, Maharashtra, from April 15-17, 2020. ITB India will have a hosted buyers' programme that will cater to buyers from Tier-I, II, and III cities in India. Of the buyers at ITB India, 50 per cent are expected to focus on leisure travel, with MiCE and corporate travel buyers making up the remainder.

PAN INDIA

Stay longer in India on e-tourist & e-business visa

Government of India has made a series of amendments in the e-visa regime to make it more tourist-friendly. The maximum duration of stay in India under e-tourist and e-business visas is now one year with multiple entry, subject to stay stipulations. For e-tourist visa, continuous stay during each visit shall not exceed 90 days in case of nationals of all countries who are eligible for grant of e-visa except nationals of USA, UK, Canada, and Japan (for nationals of these four, continuous stay during each visit shall not exceed 180 days). In all cases, no registration will be required. For e-business visa, continuous stay during each visit shall not exceed 180 days in case of nationals of all countries who are eligible for grant of e-visa. The e-visa is valid for entry through two more designated airports (Bhubaneswar and Port Blair), taking the total number of such airports to 28.



PAN INDIA

Sanjeev Joshi elected President for SITE India



Sanjeev Joshi

SITE India Chapter has elected a new Board and **Sanjeev Joshi** is the new President for 2019-2021. Joshi is Director at Tourism India Management Enterprise.

While **Nitin Sachdeva**, Executive Director, Venture Marketing, is the new Vice President for the India Chapter, other office bearers are **Barun Gupta**, VP - Corporate Alliance Group as Vice President - Secretariat, and **Vikrant Gulani**, Head - Commercial and Operations, Icon Planners as Vice President - Finance. Board members include **Amresh Tiwari**, MD, AT Seasons and Vacations; **Abinash Manghani**, Area Manager and Head, ITC Hotels among others.

A UNIT OF GRT HOTELS & RESORTS

Radisson **BLU**
RESORT TEMPLE BAY
MAMALLAPURAM

THREE-TIME WINNER OF SOUTHWEST ASIA'S
BEST LUXURY BEACH RESORT AWARD
AT THE WORLD LUXURY HOTEL AWARDS.



For Reservations, Call 044 2744 3636
57, Kovalam Road, Mamallapuram

✉ rsv@rdtemplebay.com  [RadissonBluTempleBay](https://www.facebook.com/RadissonBluTempleBay)  [grt.hotels.india](https://www.instagram.com/grt.hotels.india)  [grthotels](https://www.youtube.com/grthotels)  [@grthotel](https://twitter.com/grthotel)

NEWS

NORTH INDIA



Adot adds more events space in Gurugram

■ GNH Hotel & Resorts has launched Adot, a unique venue for weddings and exhibitions. Located at Ambience Island in Gurugram, the 200,000 sqft venue provides elite guests with a grand view of the golf course. It houses two halls of 75,000 sqft, which can accommodate anywhere between 300 and 7,000 guests in a single gathering. The venue also has a convention centre and a glass house which is 18,000 sqft in size.

SOUTH INDIA

12th CIC 2019 to be held in Kochi

■ ICPB will be hosting the 12th Conventions India Conclave (CIC) 2019 in Kochi, themed 'Mapping the Sustainable MICE future of India'. Kochi has been chosen as the host city for the forthcoming convention keeping in view the upcoming MiCE infrastructure in South India and the city's emergence as a preferred MiCE destination, informed **Chander Mansharamani**, Vice Chairman – ICPB. ICPB will also hold an interactive session with members for providing legal guidance.



Chander Mansharamani

SOUTHEAST INDIA



Port Blair declared international airport

■ Foreign tourists can now fly directly to the Andaman and Nicobar Islands as the government has designated Port Blair airport an authorised immigration check post for entry into and exit from India with valid travel documents. "In pursuance of sub-rule (b) of rule 3 of the Passport (entry into India) Rules, 1950, the Central Government hereby designates Port Blair airport of Union Territory of Andaman and Nicobar Islands as an authorised immigration check post for entry into/exit from India with valid travel documents for all classes of passengers," a home ministry notification said. The Andamans has emerged as a sought-after tourist destination in the country receiving on an average 400,000 tourists, including several thousand foreigners, annually. According to data available with the home ministry, the archipelago received 402,393 tourists till October 2018.

WEST INDIA

Over 80 countries at 1st Global Aviation Summit



■ The first edition of Global Aviation Summit 2019 witnessed participation from more than 80 countries. Organised from January 15-16, 2019 at Grand Hyatt Mumbai, the summit, themed Flying for All, covered a diverse range of topics, from domestic aviation market and drone policies to infrastructure investment, freight and cargo policies, aviation financing, etc. In attendance were over 100 global CEOs, 35 exhibitors, and more than 1200 delegates. The inaugural session saw keynote speeches by **Sandip Somany**, President, FICCI; **RN Choubey**, Secretary, Ministry of Civil Aviation; and **Suresh Prabhu**, Minister of Commerce & Industry and Civil Aviation, among others.



ACCOR HOTELS

Feel Welcome

TRAVEL PROFESSIONALS

Exclusive group booking deals
IN 1100 HOTELS WORLDWIDE

WHY BOOK ON OUR DEDICATED WEBSITE?



WORLDWIDE
HOTEL NETWORK



REAL TIME
AVAILABILITY



NO CONTRACT
REQUIRED



GUARANTEED
BEST RATES

Fairmont Jaipur

travelpros.accorhotels.com

RAFFLES

ORIENT  EXPRESS

BANYAN TREE

LEGEND

Fairmont

SO

SOFITEL

onlinestay

RIXOS

mantis

M

PULLMAN

swissotel

ANGSANA

25h

Art Series

MÖVENPICK

GRAND MERCURE

PEPPERS

SEBEL

mantra

NOVOTEL

Mercure

adagio

MAMA

BreakFree

ibis

ibis

ibis

ibis

hotelF1

NEWS

NORTH INDIA

Avalon launches river cruise on the Ganges

■ Avalon Waterways, one of the brands under the Globus family of brands, has launched its river cruise on the Ganges. **Scott Nisbet**, President and CEO, Globus family of brands,



Scott Nisbet

announced this in Mumbai on his visit to India to meet the travel trade. He said, "We have started a new river cruise on the Ganges. It is a new product by Avalon Waterways and a seven-day round-trip cruise to Kolkata that goes up north to the little towns. It is a fascinating trip and guests can add to it and turn it into a 13-day, 15-day, or even an 18-day cruise."

REPORT

11.5% growth in business travel spend

■ FCM Travel Solutions and KPMG have released a White Paper titled 'Redefining Corporate Travel Management'. In the past year, rise in annual growth of business travel spend for India has been the highest among the top 15 business travel markets globally. According to Global Business Travel Association (GBTA), the business travel spend in India stood at \$37 billion in 2017 and is expected to reach \$46 billion in 2019 with a projected annual growth rate of 11.5 per cent, making India one of the world's fastest growing business travel markets.





Kanj
HOTELS & RESORTS

Summer Escape with Kanj Hotels

"Stay For 2 Nights & Get 3rd Night Absolutely Free"
(1st March 2019 to 30th September 2019)

Packages starting from **Rs. 9,999/-**

Kanj Haveli Resort - Kumbhalgarh

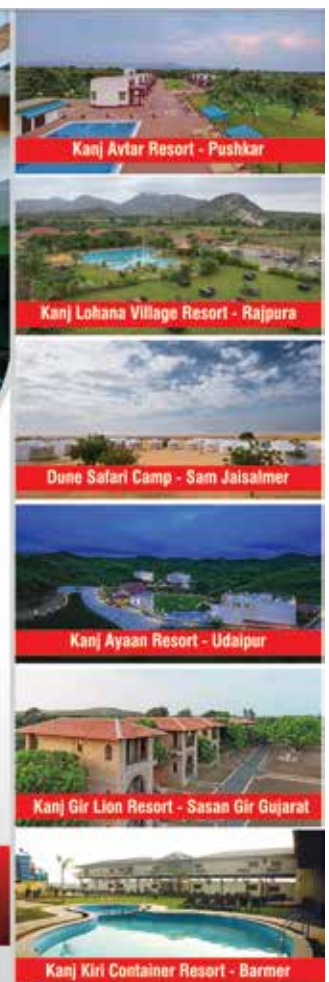
Inclusions

- » Accommodation + meals (breakfast and dinner) for a couple
- » Royal traditional welcome with aarti, tika and welcome drink on arrival
- » 10% discount on laundry / and other F&B consumption apart from the package inclusions
- » 3rd night can also be availed in any other KANJ HOTELS (*subject to availability & prior reservation / confirmation)
- » The package is non-refundable and non transferable
- » GST extra @18%

For further enquiry & booking, please reach us at:
Tel.: +91 79 26448720 • Mob.: +91 99132 17773, 84691 17972
E-mail: sales@kanjhotels.com / booking@kanjhotels.com

www.kanjhotels.com

(Terms & conditions as applicable)



India to lead for SMM

The India office of JTB will lead the Strategic Meetings Management (SMM) programme in the APAC region, paving the way for its expansion across other regions as well

With JTB India poised to be the back office for Strategic Meetings Management in the APAC region (including Japan), the business travel solutions provider is playing on its front foot in the market. The move is set to make its way to other regions across the world as well. **Anil Srinivasan**, Executive Director at JTB India, says, "In 2018, we saw an opportunity to get into a new business vertical known as Strategic Meetings Management. We are pretty happy about that business, we believe we can grow it further this year."

JTB has also selected Cvent to provide the company and its customer base with a

suite of event management solutions that will help them deliver bigger and better events. The 'Gold' partnership highlights JTB India's focus on addressing the complex and diverse needs of its clients by offering them the solutions they need to make their meetings and events more engaging, more strategic, and more impactful through the use of technology.

Srinivasan says, "Technology is essential to scale our SMM vertical and we work with multinational clients like Siemens, L'Oréal, Dassault Systems, and Capgemini with their SMM needs. There is a lot of untapped potential for the MiCE industry, and we aim to encourage and nurture

We will share the knowledge and expertise with other JTB offices across the globe

this growth by providing best-in-class technology solutions like Cvent to our clients, for them to make a lasting business impact through live events."

JTB began by utilising Cvent for its venue sourcing and today, every employee of JTB swears by Cvent and its benefits. "The convenience of use and reliability of data are very high. The response time on the venue sourcing platform is also very high. We signed up a Gold partnership with Cvent for a period of two years. This gives us some exclusivity

in the marketplace. Cvent has a plethora of tools that address areas like meetings management, events marketing, social media, housing and travel, as well as various onsite solutions, mobile Apps, and tools for data analytics," he adds.

JTB India will utilise the full spectrum of Cvent's event management offerings including online registration, onsite badging and check-in, mobile event Apps, and feedback and reporting solutions, helping optimise the entire event management value chain. The global MiCE industry is growing exponentially and is projected to reach \$1,245 billion in 2023, and the Asia Pacific region is forecasted to see the highest growth rate of 8.6 per cent during the projection period. As industry leaders, both JTB and Cvent are committed to enhancing the live events experience for their customers.

FORECAST The global MiCE industry is projected to reach a whopping \$1245 billion in 2023



New MiCE infrastructure

NORTH

Aloft New Delhi Aerocity

Rooms 253
Facilities 13 event rooms
Total space 14,660 sqft
Maximum capacity 275 pax

JW Marriott Jaipur Resort & Spa

Rooms 200
Facilities 7 event rooms
Total space 51,085 sqft
Maximum capacity 1800 pax

JW Marriott Hotel New Delhi Aerocity

Rooms 511
Facilities 14 event rooms
Total space 22,216 sqft
Maximum capacity 1400 pax

VITS Mango Blossom Hotel, Gurugram

Rooms 37
Facilities Banquet hall with lawn
Total space 900 sqft
Maximum capacity 70 pax

Lemon Tree Hotel, Baddi, Himachal Pradesh

Rooms 49
Facilities 5 event spaces (25,000 sqft)
Maximum capacity 300 pax



Adot, Ambience Island, Gurugram

Facilities 5+ event spaces
Total space 200,000 sqft
Maximum capacity 7,000 pax

Pride Hotel and Convention Centre, Indore

Facilities 3 event spaces (50,000 sqft)
Maximum capacity 5,000 pax

SOUTH



Grand Hyatt Kochi Bolgatty & Lulu Bolgatty International Convention Centre

Rooms 264
Facilities 30 venues
Total space 7900 sqm
Maximum capacity 3000 pax

The Den, Bengaluru

Rooms 226
Facilities 5 venues
Total space 10,000 sqft
Maximum capacity 700 pax

WelcomHeritage Ayatana, Coorg

Rooms 53
Facilities Conference hall
Total space 2100 sqft
Maximum capacity 60 pax

Four Points by Sheraton Kochi Infopark

Rooms 218
Facilities 6 event rooms
Total space 29,482 sqft
Maximum capacity 265 pax

Novotel Chennai Chamiers Road Hotel

Rooms 100
Facilities 4 meeting rooms
Total space 285 sqm
Maximum capacity 200 pax

Courtyard by Marriott Madurai

Rooms 86
Facilities 6 event rooms
Total space 19,245 sqft
Maximum capacity 1200 pax

We bring to you a brief look at some MiCE facilities that were launched in India between 2018 and the first quarter of 2019

EAST

Holiday Inn Resort Kolkata NH6

Rooms 110
Facilities 7 event rooms
Total space 100,000 sqft
Maximum capacity 5,000 pax

ibis Kolkata Rajarhat

Rooms 189
Facilities 3 meeting rooms
Total space 2457 sqft
Maximum capacity 250 pax

Courtyard by Marriott Siliguri

Rooms 130
Facilities 1 event room



Total space 139,930 sqft
Maximum capacity 500 pax

Singhania Sarovar Portico, Raipur

Rooms 60
Facilities 2 event spaces
Total space 3300 sqft
Maximum capacity 300 pax

Lemon Tree Hotel, Siliguri

Rooms 52
Facilities Conference room
Total space 3000 sqft
Maximum capacity 125 pax

MAYFAIR Himalayan Spa Resort, Kalimpong

Rooms 63
Facilities 6 event spaces
Total space 12,000 sqft
Maximum capacity 500 pax

WEST



Hyatt Regency Pune

Rooms 222
Facilities 4 event rooms
Total space 19,000 sqft
Maximum capacity 1500 pax

Renaissance Ahmedabad Hotel

Rooms 155
Facilities 7 event rooms
Total space 26,113 sqft
Maximum capacity 400 pax

ibis Pune Hinjewadi

Rooms 136
Facilities 2 meeting rooms
Total space 70 sqm
Maximum capacity 40 pax

Lemon Tree Premier, City Center, Pune

Rooms 201
Facilities 2 meeting rooms
Total space 7,000 sqft
Maximum capacity 300 pax

Mahatma Mandir Convention Centre, Gandhinagar

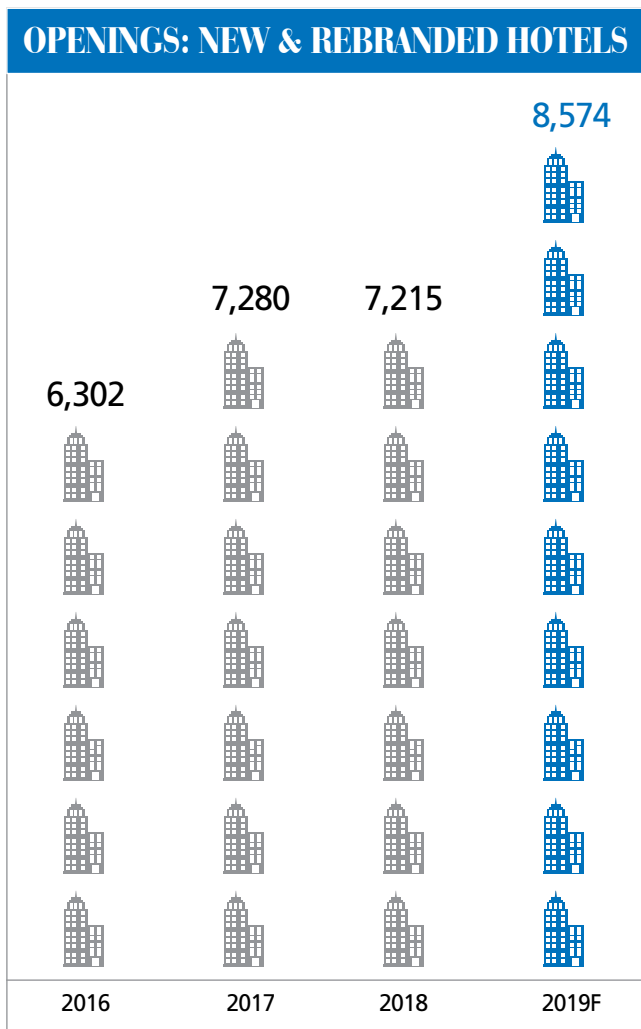
Facilities Main convention centre and 3 exhibition halls
Total space 20,000 sqm (convention+exhibition space)
Maximum capacity 15,000 pax

ITC Grand Goa Resort & Spa

Rooms 252
Facilities 6+ event spaces
Maximum capacity 500 pax

Robust pipeline for MiCE venues

As per 'India Hospitality Industry Review 2018' by HVS ANAROCK, 2019 will see 105 new branded hotel openings



Source: HVS Research

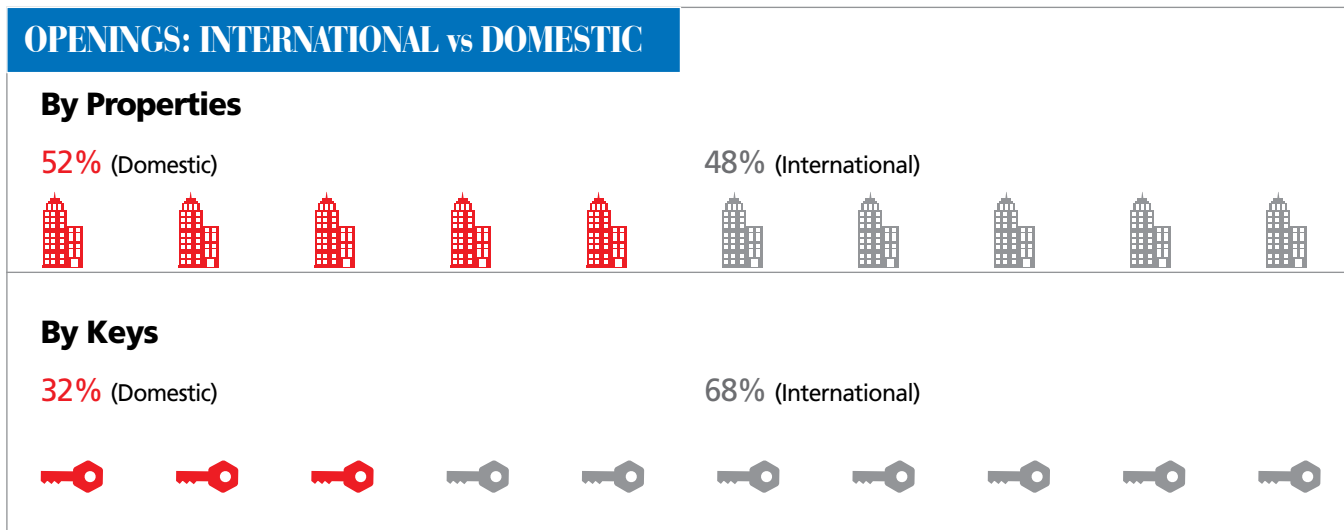
The report claims that domestic operators opened 65 hotels of the total 134 openings in 2018, which represents nearly half of all the openings. In terms of key counts, domestic operators represented only 32 per cent of the total 7,215 keys. The importance of a brand tie-up in a highly digitalised economy is continuing to become important. Rebranding, once again, is at the centre of new openings in 2018.

Commenting on the report, **Mandeep Lamba**, President (South Asia), HVS ANAROCK, says, "The Indian hospitality sector is finally seeing a steady revival in its performance over the last two years with RevPAR having grown 17 per cent over a two-year period. The first quarter of the current year has witnessed significant growth exceeding all expectations, and at HVS ANAROCK we are confident that the industry will witness a 9.5 per cent further growth in RevPAR in 2019. With successful transactions of The Leela Hotels and Keys portfolios in the first quarter of 2019, our study predicts that the year will witness the largest transaction volumes, expected to reach \$800 million, which is well on its way to becoming a reality, albeit with an even larger number. All this augurs well for the industry and brings renewed excitement to investors and stakeholders."



Mandeep Lamba

We are confident the industry will witness a 9.5% further RevPAR growth in 2019



Source: HVS Research

*Domestic hotel companies are defined as those of Indian origin and headquartered in India.

OPENINGS: TOP CITIES 2018

By Keys

1,346



712



589



447

410



Bengaluru

Hyderabad

Chennai

Pune

Gurugram

By Properties

08



05



05



03



03



Bengaluru

Hyderabad

Chennai

Pune

Gurugram

KEY FINDING

Bengaluru witnessed the largest number of new openings by a large margin, in part due to the opening of the Sheraton Grand Bengaluru Whitefield Hotel & Convention Centre with 360 keys.

 **Ranking for most no. of keys opened in 2018***

Marriott
HOTELS & RESORTS

IHG

lemon tree
HOTELS

Radisson
HOTELS & RESORTS

ACCOR

 **Ranking for most no. of hotels opened in 2018***

Marriott **IHG**
HOTELS & RESORTS

lemon tree
HOTELS

mango.hotels
as alive as you.

THE FERN
HOTELS & RESORTS
Leading Environmentally Sensitive Hotels

*As per information received from Hotel Brands



InterGlobe charms MiCE with new design

Shwetank Singh, Vice President, Development & Asset Management, InterGlobe Hotels, elaborates on expansion plans and the ibis' largest MiCE facility in India

Anupriya Bishnoi

How do you plan to move ahead in 2019?

The year has been very interesting for us. We have been on a design journey for the last three to four years. We started talking about the evolution of design to suit millennials, back in 2014.

Our first hotel with that reimagined standard of design opened in Kolkata this year. ibis Kolkata Rajarhat will act as an archetype for some of the future ibis hotels in India, thanks to new features including a sleeker and more colourful façade that breaks away from the traditional standardised monochrome exterior, and the colourful rooms with wider windows and the much-loved Sweet Bed for an even more comfortable sleep.

Sustainability remains at the core of the new ibis design, with all properties constructed using eco-friendly building materials including high-performance,

energy-efficient glazing and water-saving fixtures as well as greener landscaping. ibis Kolkata Rajarhat features a 2457 sqft pillarless meeting space which can further be divided into three smaller rooms with a capacity for up to 250 guests, one of the largest MiCE banquet spaces for an ibis.

Is expansion on the cards?

We have six properties in the pipeline - four ibis, one ibis Styles, and one Novotel - in the various stages of development and to be opened by 2022 across Bengaluru, Mumbai, and Goa. They will together add close to 4000 rooms.

We really want to densify in the Tier-I markets of Delhi, Mumbai, Pune, Chennai, Kolkata, Bengaluru, etc.



Shwetank Singh

We believe that the growth story of India will largely be driven by Tier-II cities

Having said that, we believe in Tier-II cities as well; the growth story of India will largely be driven by them. We have a fair presence in Tier-II markets as well, but honestly, not all our properties have been successful there.

We have a consistent product which allows us to make a very predictable offering to guests. We haven't done any brownfields, so this allows us to be extremely uniform throughout.

What is your opinion of Delhi's Aerocity?

Aerocity has been a very interesting development and it has surprised us. There is room for everyone! We have done very well in Aerocity. What will also be interesting to note is the Dwarka Convention Centre which is coming up. If that project takes off, it'll be something interesting to be on the lookout for.

QUICK FACT ibis Kolkata Rajarhat has one of the largest MiCE spaces for an ibis property in India

Events in Odisha turn to Swosti

JK Mohanty, CMD, Swosti Group, talks about the company's expansive event venues in Odisha and the state's growing significance in MiCE

MT Bureau

Tell us about the MiCE facilities offered by Swosti.

Swosti Group has become the epicentre for MiCE business in the state of Odisha, with the largest convention hall (Chanakya) at Swosti Premium Bhubaneswar and an exclusive MiCE venue on the banks of the Chilika Lake, at Swosti Chilika Resort. The Group also offers tour and travel management, MiCE management, accommodation of delegates, transportation, cultural programmes, pre and post-convention tours, photography and videography services, and much more.

Which are the main corporates you cater to?

Corporates from all sectors, including medical, IT, banking, etc., are now



JK Mohanty



Swosti Group has handled MiCE events of up to 3000 delegates in Odisha



willing to shell out the extra money required to host an event in a destination that offers state-of-the-art facilities, new experiences, and an added value. The Group has successfully handled large medical conferences, IT conferences, exhibitions, national and international conferences, and MiCE events of up to 3000 delegates in both Bhubaneswar and Chilika.

How has MiCE infrastructure in the region developed?

Almost every hotel in the city has equipped itself with large convention centres that employ state-of-the-art technology. Odisha Tourism, in coordination with entrepreneurs from the hotel and travel trade, is conducting roadshows throughout the year.

Grand beginnings need grand venues

Sprawled across 13 acres with picturesque views, the upcoming Holiday Inn Resort Kolkata NH6 is a dream destination for weddings

India's first flagship Holiday Inn Resort, Holiday Inn Resort Kolkata NH6, has been tailored with the intent to craft remarkable wedding experiences, asserts the GM of the property, **Nitinn Sharma**. Located conveniently off NH-6, the hotel is just an hour's drive from the city centre and the international airport. Its 90 suites and rooms are naturally lit and offer a modern, aesthetic appeal to

guests. The patio or balcony attached to each room offers a view of the garden or the lake. The private lawn, attached to the lawn-view rooms, can be used for small get-togethers, while guests staying in the pool-access rooms can enjoy access to the swimming pool directly from the room itself. The resort also has an outdoor pool and a spa. "The 10,000 sqft Amaya Ballroom, with splendid décor and impeccable service from our



Nitinn Sharma

staff, will complement your big day. It can accommodate 1100 guests at a time in theatre style," says Sharma.

Amongst other MiCE venues, the 60,000 sqft Amaya Lawn, which can accommodate up to 5,000 guests, can be used to host weddings and events. Furthermore, the 11,000 sqft poolside and lake-side lawns can be used for themed parties. The 18,000 sqft Falak Lawn acts as the perfect canvas for big events. The flexible meeting spaces offer state-of-the-art technology, and are complemented by innovative F&B offerings. The resort is designed to cater to 10,000 guests during events, meetings, and weddings. With IHG Rewards Club, Holiday Inn Resort Kolkata NH6 stands out among similar properties around Kolkata.



The resort is tailored to craft remarkable wedding experiences





Wait is Finally over



Sheraton Grand Chennai Resort & Spa*

**INDIA
TRAVEL
AWARDS
SOUTH 2019**

May 27, 2019

HURRY
NOMINATIONS ARE STILL OPEN!

NOMINATE NOW

Contact:

priya.singh@ddppl.com, sonia.butalia@indiatravelawards.in,
yogita.bhurani@ddppl.com

www.indiatravelawards.in

*By invitation only

Supported By

Incredible India



Breaking News

Hospitality Partner



**Sheraton
Grand**
CHENNAI
RESORT & SPA

Endorsed By

PATA



OT&AI



TAFI



#ITA2019



Logistics elevate MiCE

Sonit Soni, COO, Nanuan Travels, talks about trends in the car-rental business. He says that the requirements of business travellers are driving trends everywhere

MT Bureau

Which trends, in terms of logistics and transfers, are going to influence the MiCE industry in 2019?

With large players building their own logistics, it can safely be assumed that it's important and can generate significant business value. The kind of customer experience a business can provide by leveraging its own logistics arm will surely be better than someone else doing it for them. In other words, it's always smart to own a customer's delivery when you own the customer.

With global supply chain networks, multimodal transportation networks are only expected to grow. With the increasing complexity of such mesh networks, getting real-time and predictive visibility will be a core area for organisations to focus on. Even with rising complexities, organisations can no longer take a reactive approach to

managing exigencies and zero-day emergencies as it will have a domino effect in inventory management, service to the clients, and go-to-market time.

How was business for you in 2018 and what do you have lined up for 2019?

Business was fruitful in 2018. We closed our business with a 70 per cent achievement. Much of the business was generated from Non-Resident Indians (NRI), marriage events, and corporate events.

For 2019, we are changing our strategy. It has been seen that a personalised approach is now viewed more as an expectation than something extraordinary. People value the unique experience they can get while on the go, be it during a holiday or a business trip. In fact, personalisation has become a priority among the modern trends in the travel and tourism industry. We

It's always smart to own a customer's delivery when you own the customer

have already introduced customised offerings and personalised services to our clients. Our major target is the European market, which travels to North India.

What are the expectations of the new-age business traveller when renting a car?

Today's business travellers are less frenetic and more deliberate. They travel for two reasons: to meet their corporate objectives and to support their life's objectives. For a growing number of them, the first is meaningless if it doesn't contribute to the second. As per a report, 48 per cent of the travel managers interviewed cited an increase in travellers' work/life balance inquiries. The issue is so significant that 25 per cent of

respondent travel managers are developing new Key Performance Indicators (KPIs) based on travellers' experiences. Younger business travellers are more conscious of what they eat, how they exercise, and the amount and quality of the sleep they get. They know that all of these factors are the basis of wellness, and they are less willing to abandon their wellness agendas when travelling. They also know that wellness of body and spirit provides advantages when negotiating sales contracts for their companies.

Modern business travellers are also more aware and more demanding of the recovery time between trips. We are dedicating special staff to achieve our targets and grab more business. Our motto is 'Services and Satisfaction of Client'. The company also arranges transport for foreign dignitaries and delegates attending conferences, trade shows, and fairs. The car rental booking service brings together car-rental operations and retail customers on one platform.

FORECAST Getting real-time and predictive visibility will be a core area for organisations to focus on



Dubai Tourism Roadshow	Chennai	1
Dubai Tourism Roadshow	Coimbatore	3
Hotel Investment Conference		
South-Asia (HICSA)	Mumbai	3-4
TAT Luxury Roadshow	Mumbai	4
Dubai Tourism Roadshow	Bengaluru	5
Karnataka Tourism Roadshow	Delhi	9
Karnataka Tourism Roadshow	Lucknow	10
Harbour Plaza Hotels and Resorts Roadshow	Delhi	11
Korea Tourism Travel Mart	Mumbai	12
Indian Golf and Turf Expo	Delhi	26-27
Great Indian Travel Bazaar (GITB)	Jaipur	28-30

MAY 2019

Azerbaijan Tourism Roadshow	Delhi	10
India Travel Awards- South	Chennai	27
Oman Tourism Roadshow	Bengaluru	27
Oman Tourism Roadshow	Pune	29
Oman Tourism Roadshow	Mumbai	31

JUNE 2019

Best of Australia Roadshow	Pune	4
Best of Australia Roadshow	Ahmedabad	5
Dubai MICE Workshop	Hyderabad	10
Dubai MICE Workshop	Chennai	11
Dubai MICE Workshop	Bengaluru	13
Dubai MICE Workshop	Kolkata	14



Tamil Nadu to host India Travel Awards

India Travel Awards – South will be held on May 27 in Chennai

Post a successful fifth edition in 2018, India Travel Awards – South will be hosted this year in the city of Chennai. The formal, black-tie ceremony will be held at Sheraton Grand Chennai Resort & Spa on May 27, 2019. Divided into four award categories – personal awards, business awards, trending awards and partner awards, the ceremony recognises excellence in all segments of the travel and hospitality industry.

SanJeet, Mentor, India Travel Awards, asserts that tourism is synonymous with progress, development and opportunity, and this sentiment is echoing all over the country. India is a large market for tourism and hospitality. He believes that every member of this diverse tourism portfolio contributes to the growth of the industry. He says, “Bringing regional players to the forefront is the philosophy behind India Travel Awards.”

Form IV

Statement about ownership and other particulars about newspaper MiCEtalk to be published in the first issue every year after the last day of February

- Place of publication : 72 Todarmal Road, New Delhi - 110001
- Periodicity of its publication : Quarterly
- Printer's Name : SanJeet
Nationality : Indian
Address : 72, Todarmal Road, New Delhi - 110001
- Publisher's Name : SanJeet
Nationality : Indian
Address : 72, Todarmal Road, New Delhi - 110001
- Editor's Name : SanJeet
Nationality : Indian
Address : 72, Todarmal Road, New Delhi - 110001
- Name and address of individuals who own the newspaper and partners or shareholders holding more than one percent of the total capital : SanJeet, 72, Todarmal Road, New Delhi - 110001

I, SanJeet, hereby declare that the particulars given above are true to the best of my knowledge and belief.

Date : 01/03/2019

Sd/-
SanJeet
Signature of the Publisher

Movements in India



Gaurav Luthra
Chief Operating Officer
FCM Travel Solutions

FCM Travel Solutions, the Indian subsidiary of Flight Centre Travel Group, Australia, has appointed Gaurav Luthra as its Chief Operating Officer. Luthra is a distinguished industry veteran with over 20 years of experience in managing relationships with airline and hotel partners, key account management, business development, operations management, and procurement. At FCM, he has been credited with launching Corporate Traveller as the first SME travel proposition in the India market as well as Flight Centre's first retail brand in India.



George Ettiyil
Senior Director Sales—South Asia
Lufthansa Group Airlines

Lufthansa Group Airlines has appointed George Ettiyil as its Senior Director Sales—South Asia. In the new role, he will be responsible for all commercial activities of Lufthansa Group Airlines, including Lufthansa German Airlines, SWISS, Austrian Airlines and Brussels Airlines, in India, Nepal, Bangladesh, and Sri Lanka. Ettiyil has held several key positions within the Lufthansa Group for more than 20 years. Prior to this position at the Lufthansa headquarter in Frankfurt, he was responsible for the management of different stations and the field of business controlling in Germany and India.



Abdul Wahab
Deputy General Manager—Sales
Lords Hotels & Resorts

Abdul Wahab has joined Lords Hotels & Resorts' corporate office as Deputy General Manager—Sales. Armed with a bachelor's degree in Arts from Mumbai University and a diploma in travel and tourism, he embarked on the journey working with Rath Tours and Travels, Meruka Tours and Travels, and Concord Holidays in the sales department. His assignment with the hospitality sector began with the Sarovar group of hotels as Corporate Sales Manager. Prior to joining Lords Hotels & Resorts, Wahab was the Corporate Sales Manager at Lemon Tree Hotels.



Srijan Vadhera
General Manager
Conrad Bengaluru

Srijan Vadhera has been appointed as General Manager at Conrad Bengaluru. Here, he will be responsible for the operation, management, and growth of the 285-room luxury hotel. As a driven and passionate hotelier, Vadhera comes with nearly two decades of experience with expertise in all departments of hospitality, and an avid interest for sales and marketing. Prior to this, he served as the General Manager of Fairmont Hotel, Jaipur. Vadhera began his journey with the Taj Mahal Hotel as an industrial trainee and later moved on to be a part of hospitality brands such as Shangri-La, Marriott International, Radisson, and Hyatt in different capacities.



Ritu Rana
Director of Sales
Renaissance Mumbai
& Marriott Executive Apartments

Ritu Rana has been appointed as the Director of Sales at Renaissance Mumbai Convention Centre Hotel and Lakeside Chalet, Mumbai - Marriott Executive Apartments. She will be spearheading the sales functions of both the hotels. Prior to this, Rana was heading the corporate segment at The Westin Mumbai Garden City. She has over eight years of experience in the hospitality industry, involving business planning and leadership development. She was actively involved in strategy formulation, management acquisition, and retention management along with aspects of client management.



Rashmi Kamboj
Director of Convention Sales
Grand Hyatt Kochi Bolgatty

Grand Hyatt Kochi Bolgatty has appointed Rashmi Kamboj as its Director of Convention Sales. She will provide leadership, and strategise and drive the convention business of Lulu Bolgatty International Convention Centre, adjacent to Grand Hyatt Kochi Bolgatty. With over two decades of experience in the convention and hotel industries, Kamboj has been part of leading brands such as Taj, Marriott, and the Hyderabad International Convention Centre managed by Accor. A Hotel Management graduate and experienced sales and marketing professional, Kamboj's last assignment was with KW Conferences as Head of Marketing & Sales.