

HOTELS & RESTAURANTS INDIA

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A MONTHLY ON HOSPITALITY TRADE
By DDP Publications

FDI *in*
hospitality

Saving grace during the
depreciating Rupee moments

Beautifying design

Practical, customer-friendly
and revenue generating



Uttarakhand:
FHRAI lends support

Member hotels propose to offer jobs



Nature can be a design backdrop



Deepak Bothra
General Manager
Sinclairs Bayview
Port Blair

Since Sinclairs properties are located in nature's lap like Andamans, Chalsa in Dooars, Darjeeling and Ootacamund, we mandate our architects and interior designers to create spaces that allows one to enjoy nature. For example in Sinclairs Bayview in Port Blair, we recreated the lobby sans walls, thereby allowing the space to be awash with natural light and sea breeze. The front office is where guests have the first interface with staff members, whereupon an impression about the hotel is formed. The design here is minimalist to turn guests' attention towards the sea.

CRITICAL CONSIDERATIONS

Much deliberation and review of inputs from staff members have been done before finalising designs of kitchen, restaurant, open air garden restaurant and bar. Hygiene and chef convenience in food preparation have been the overriding consideration in the kitchen layout. In a resort like ours, guests have a distinct preference to eat in-house. Naturally, in the bar and restaurant layout, the emphasis has been on creating an ambience of comfort and relaxation for guests to enjoy the meal.

GUEST FEEDBACK

Hotel/resort should necessarily be sensitive to guest inputs. Fortunately in our case, guest feedback is highly encouraging. We go through a process of periodic renewal and renovation when guest inputs have become particularly useful. The sea is the seductress here. Guests who come here will, without an exception, fall in love with the sea. The few days that guests are here for, they don't want to worry about work. Even then, Sinclairs Bayview lobby is Wi-Fi enabled.

