Report on 10th India International Hotel Travel & Tourism Research Conference
date: 14th-15th February, 2020

ORGANIZED BY: BCIHMCT, NEW DELHI


The event saw its commencement with lighting the lamp by the Honorable Chief Guest, Mr. Anil Bhandari, Chairman, AB Smart Concepts and Former CMD, India Tourism Development Corporation, the Guest of Honor, Professor Francisco Dias, School of Tourism and Maritime Technology (ESTM), Polytechnic Institute of Leiria, Portugal, Mr. Rao Narendra Yadav, Director, Woodpecker International Film Festival, Dr. Ali Afshar, Faculty of Art, Architecture and Urban Planning, Mr. Iqbal Lahoori, Institute for Higher Education, Iran, Prof. Ganesh Bagler, Associate Professor, Center for Computational Biology, Indraprastha Institute of Information Technology, New Delhi, Prof. Sudhir Andrews, Distinguish Professor-Management at SkillMaker Consultancy, and Shri. Gaur Kanjilal, Former Deputy General, Ministry of Tourism Government of India, New Delhi.

The Annual Hospitality Management Journal “Indian Journal of Applied Hospitality & Tourism Research” Vol. 12, (ISSN 0975-4954) was released on this occasion by conference delegates.
The event commenced by the key note speech of Honorable Chief Guest, **Mr. Anil Bhandari**, in which he emphasized on the carrying capacity of the tourism destination which needs to be incorporated while developing sustainable tourist place. He quoted the example of BHUTAN which is concerned about Carrying Capacity and GROSS HAPPINESS INDEX levels.

**Mr Rahul Prabhakar**, Chief Engineer-Building Energy Projects Safety & Sustainability, ITC HOTELS LTD shared his thoughts on the idea of sustainable development and mentioned several profound measures which were taken by ITC to develop the same. He mentioned about the LEED certification program, an USA based concept which stands for Leadership in Energy and Environmental Design. LEED works in certification program of green building worldwide.

**Dr Francisco Dias**, Polytechnic Institute of Leiria, **Portugal** connected with the gathering on “Role of Film Exposure on Tourism Destination Choice”. Mr. Dias stressed upon the influence of media on tourism in modern era.

**Dr. Ali Afshar**, Assistant Professor from Architecture and Urban Planning in Eqbal Lahoori Institute for Higher Education in **Iran**, in his discourse informed about Archi-Tourism and its impact on tourism in Iran.

**Prof. Ganesh Bagler, Associate Professor, IITD, New Delhi** spoke about computational gastronomy and its influence on modern Indian cuisine. He informed the audience with “Food & Technology-Data-driven food innovations: Opportunities for Tourism” where he highlighted the importance of food by quoting that “cooking is the essence of human being.”

**Shri. Gaur Kanjilal** Former Deputy General, **Government of India in the Ministry of Tourism, New Delhi**, recognized as a pioneer in areas of Tourism Service Excellence Marketing and Promotions globally and prosperity through Tourism Education enlightened the academician and researchers on“Sustainable Ways for Hospitality & Tourism Goals – Some Right Steps” He addressed on sustainable goals and its importance towards hospitality industry.
Prof. Sudhir Andrews in his keynote speech spoke about REDEFINING TOURISM in DIGITAL AGE and proposed some tools currently available to move forward in this direction. He mentioned about the new generation and stressed upon the millennials who will bring digitalization and bring quantum change. He spoke about the younger generation who are attracted to new experiences and the hotels must focus on it to make the stay more valuable for them.

Technical Sessions-I: Tourism; Hospitality Trends, Issues & Challenges
Chairpersons: Dr. Paramita Suklabaidya and Dr. Ali Afshar

Chatterjee, S. & Suklabaidya, P.
Socio-Demographic Dynamics of Food Tourism: A Tale of Two Cities - Delhi and New York.
S. Chatterjee and P. Suklabaidya’s joint research on Socio-demographic dynamics of Food Tourism: A tale of two cities - Delhi and New York which are connected with the social need for understanding and embracing diversity through food culture attracted the attention of destination promoters who strive to differentiate their products in a highly spirited market. The study on food tourism, like the concept itself, is constantly evolving with new and innovative food ideas which make the tourists crave more. Their findings are largely restricted to a single market or destination. This study is first of its kind that compared two diverse megacities – Delhi and New York to understand the effect of age, gender, education and nationality on Food tourism activity.

Jain, S.
Sustainability Efforts Practiced by the Indian Restaurants of 21st Century
Sustainability Efforts practiced by the Indian Restaurants of the 21st Century by S. Jain anchored about the transformation of Indian restaurants into a lucrative venue as mainstream media illusionists, the chef's life to be glamorous. Further, he added that innovations related to sustainability factors have been neglected are leading to wastage of water and other essential food resources. His study even establishes about the efforts being taken in the field of sustainability by the restaurants in today’s era. With a detailed focus on methods and beliefs Hoteliers adopt for their guests.

Huda, K. N.
Occupational Stress among the Personnel of Food Production Department of Luxury Residential Hotels
Huda, K. N’s paper on Occupational Stress among the Personnel of the Food Production Department of Luxury Residential Hotels mentioned that the prime objective of this quantitative research is to explore the reality of occupational stress among the personnel of the food production department. The major issues being faced are inconvenient work scheduling, work overload, harassment, interpersonal friction, lack of support, insufficient workstation and even guest pressure. To deal with such challenging issues, the author recommended stress management interventions like relaxation to provide a sense of relieve from stress. The findings of this study would also help the hoteliers to procure policies on occupational stress management.
Kurian, S.  
**Role of Culinary Institutions in Promoting Culinary Tourism A study on the Culinary Institutions in Bangalore**

S. Kurian presented a paper regarding The Role of Culinary Institutions in promoting culinary Tourism- A study on the Culinary Institutions in Bangalore. He has been focusing on Bangalore as -the diverse nature and lifestyle of this city has brought up its culinary status to a new level. It not only attracts international but domestic business as well which caters to the culinary needs of the locals and tourists. There has been a rise in the number of culinary institutions in the past few years and they even conduct culinary events each year where celebrity chefs and connoisseurs are the honorable guests. In spite of these strong efforts by the institution, culinary tourism is yet to be flourished. This paper exhibits the branding and marketing strategies of culinary institutions of Bangalore to promote culinary tourism further.

Garg, T. & Garg, R.  
**The Yummy Idea: a One-Stop Solution for Students, College and Recruiters from Hospitality Industry**

T. Garg, & R. Garg presented a paper on The Yummy Idea: a one-stop solution for students, college and Recruiters from the hospitality industry. The idea Yummy efficiently focuses is to fill the gap between a student and their mentor in order to enhance their overall personality. It’s a platform where students can build their online profile showcasing skills, ability, and creativity. This helps a prospective employer to judge one’s credibility for employment and even include their testimonials and assignment reviews by their mentors.

**Technical Session-II: Sustainable Hospitality Operations**  
**Chairpersons: Prof. Sanjiv Mittal and Dr. Yanki Hartijasti**

Ranga, A. K. & Thakur, D.  
**Green Practices followed in Hotels: A Study of Hotels in Aerocity, New Delhi.**

Mr. A. K. Ranga & D. Thakur presented a paper on Green practices followed in Hotels: A study of hotels in Aerocity, New Delhi. They focused on hotels which follow green practices that make it possible for tourists to experience and appreciate natural spaces and culture while saving and limiting their impact on the environment. As our new generation travelers are becoming relevant in the marketplace, these ideals influence their purchasing decisions and create new tourism trends.

Mehta, K. & Jha, S.  
**Sustainable Goals and Future Strategies in Hospitality, Travel & Tourism**

K. Mehta & S. Jha in their paper titled, "Sustainable goals and future strategies in Hospitality, Travel, and Tourism" depicted that due to the industrial revolution and evolution in the service sector like hotels, food industry, transportation & tourism the world had seen quick monetary development. The consequences of such pattern of development are unintentionally leading towards poor working condition for employees and even resulting in gender bias employment. The purpose of the study is to clarify the process of possible alignment of business goals of hotels with SDGs for positive development that won’t affect the environment and create future employment for people to eliminate the unequal distribution of income and gender bias.

Seth, P., Tripathy, R. & Yadav, D.  
**Impact of Artificial Intelligence & Service Automation on Service Quality and Service Management in Maintenance of Standard Sustainability**

P. Seth, R. Tripathy, & D. Yadav, presented a paper on the Impact of artificial intelligence & service automation on service quality and service management in maintenance of standard sustainability. It took competitiveness to a different level and also affected the way the guest and hotel interacted and transacted with one another. The number of hotels with Artificial intelligence media might be less in India but the hotels are using technology that offers a variety of creative and innovative services to create a phenomenal experience for the guest.
Kumar A, Sah P & Karim M.

A Study on Effective Sustainable Practices to be adopted in Indian Star Hotel Operations

A. Kumar, P. Sah; M. Karim presented their views on the study of effective sustainable practices to be adopted in Indian star hotel operations where guests and hotels both are making their considerable efforts towards sustainability. The paper aimed at achieving objectives such as to enlist contemporary sustainable practices (from effectiveness perspective) which had been adopted by 5-star hotels for their operations and to even find the correlation between guest satisfaction and operational cost while implementing eco-friendly practices in hotel operations.

A Theme Dinner was organized, on the sidelines, for all the delegates at Institute. Along with authentic culture and music of the region, the students were successful in presenting authentic Punjabi food to all delegates of the conference. The theme in the restaurant reflected the rich and remarkable culture of the North Indian state. The guests were delighted to experience the hospitality of the service team and they also appreciated them for their excellent serving skills.

On the second day, a Book titled “TRANSFORMING HOSPITALITY & TOURISM – SUSTAINABLE GOALS AND STRATEGIES FOR FUTURE“ was also released which covered the selected papers from the conference.
Dr. Mona Erfanian Salim, Faculty of Art, Architecture and Urban Planning, Eqbal Lahoori Institute for Higher Education, Iran enlightened the students on “Urban Tourism-Urban Open Public Space: An Opportunity for Sustainable Tourism” She spoke about the need for sustainable development in URBAN OPEN SPACES. She recommended that management structures should be made according to urban design at local and regional levels.

Dr Yanki Hartijasti, Department of Management, Faculty of Economics and Business, Universitas, Indonesia, shared her ideas on “Sustainable Practices Adopted by Hotels in Indonesia”. In Indonesia, the need for things like high speed internet connection, mesmerizing experiences and advent of social media is playing an important part in the decision making progress of the prospective tourist. There is indeed many fold growth of budget hotels in South East Asia, however, they must focus on quality service and marketing.

Dr. Naira Mkrtchyan, Armenian-Russian International University, Armenia elaborated on her work on “Development of Tourism in Armenia”. In Armenia, the government has taken various steps for tourism development such as Open Air Policy, Easy Visa Policy and even renovation and construction of various structures to enhance the tourist experience.

Ms. Shalini Gaba, Chief Operating Officer, Eclat Hospitality, launched an application called Internbuddy, the first-ever hospitality application which connects with a knowledge database to create a revolutionized internship experience. The app can work as a social media platform where one can share his own experience, get evaluated and gain recognition from faculty, hotels, and other delegates. The aim is to create an impression of extraordinary from ordinary and bring out the best talents of the industry.

Technical Session- III: Tourism Marketing and Sustainability
Chairpersons: Dr. Shamsher Singh and Dr. Francisco Dias

Jain, S. & Saini, P.
A Study on Indian Tourists’ Perspectives of Sustainability and their Contribution towards it
S. Jain & P. Saini presented a paper on the study of Indian tourists’ perspectives of sustainability and their contribution towards it. They emphasized that traveling is one of the most profound hobbies amongst the diverse population. According to the government’s statistical data, the annual growth rate of domestic tourists has been increasing vividly and is expected to grow more extensively in the coming years. Thus, sustainable tourism should be given utmost importance as it can deal with the negative impacts of tourism, upgrade lives, protect the place and embark on an exquisite memory for tourist.

Tripathi, R. & Kulshrestha, K.
Shopping Tourism: with Special Reference to City of Nawabs
R. Tripathi & K. Kulshrestha presented their paper on Shopping tourism: with special reference to the city of Nawabs. Shopping tourism is an eminent tourist activity which stimulates the travelers around the globe to plan their trips around tourist destinations with shopping opportunities. In India, travelers are mesmerized by the diversity and rich culture which is reflected by our country whether it be of production of leather in Kanpur, glasswork of Firozabad or brass work of Moradabad. Indeed, Lucknow’ Nawabon ka Shehar is no exception to it and is widely accepted across the globe for Chikankaari, ittar, Awadhi cuisine etc.

Kashyap, V.
The Paradigm of Creative Tourism: - a Case Study of Pabbar Valley (Kothkai- Jubbal)
V. Kashyap presented his paper on “The paradigm of creative tourism: - a case study of Pabbar valley (Kothkai-Jubbal)”. The utmost means to influence or motivate tourists to visit an attraction are the tourism resources to satiate tourist desires and provide astounding experiences. It started in the era of the 90s when there was growing attention for creativity in many of the salient countries. It eventually leads to the inception of creative
tourism. Also, he mentions that creativity is a crucial part of the target destination as every destination has its unique combination of knowledge, skills and other vital factors. The purpose of the paper was to investigate and identify the potentiality of creative tourism in Paar Valley (Kothkai - Jubbal) of Himachal Pradesh.

**Gosh, A., Sharma, P. & Gupta, P.**

*Tiger Tourism Trend in Sunderban Tiger Reserve, India*

Gosh, P. Sharma. & P. Gupta presented their paper on Tiger Tourism Trend in Sunderban Tiger Reserve, India. The intent of the paper was to analyze the tiger tourism trend in Sunderban Tiger Reserve, India to expose the future caliber of the sector which has a huge offering. It showcased the growth in tiger tourism footfall which aspire a solid future of Sundarban Tiger reserve. This paper not only highlighted the current status but also predicted the future statistics and even established the caliber of tiger tourism in India.

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**Technical Session-IV: Hospitality and Tourism Education & Training**

*Chairpersons: Dr. Inderjeet Dagar and Dr. Mona Erfanian Salim*

**Deeksha, Jha, A. K. & Renu**

*Capacity Building Approaches in Tourism and Hospitality Education*

Deeksha, Abinash Kumar Jha, and Renu presented their paper on “Capacity Building Approaches in Tourism and Hospitality Education” where they mentioned the emerging areas in hospitality and tourism education. They added that the approaches include classroom delivery module, flexible online knowledge sharing method and case-based learning method. The study emphasized on how the capacity building in tourism is influenced by flexible online knowledge rather than a classroom delivery method. He further quoted that ‘professor-student’ interaction has a significant positive impact on satisfaction and clearance of doubts in contrast to ‘student-student’ interaction.

**Sharma, K.**

*Training and Development of Employees in the Hotel Industry*

Kamal Sharma presented his paper on Training and Development of employees in the Hotel Industry. This study was to filter the difference between floor training and theoretical study in hotel management institutions. He added that students and teachers had a keen interest in the subject when it was being taught with a constructive approach. The significance of the research outcome analyzed the importance of providing updated knowledge, hands-on learning and giving choices to the trainees and the trainers to design curriculum according to the local or national demands and needs which could be aligned with the sustainable development goals of the United Nations (UN).

**Verma, P., Singh, M. & Aggarwal, N.**

*Housekeeping Department: A study on Hotel Management Students’ Preference and Perspective*

P. Verma, M. Singh and N. Aggarwal presented their paper on Housekeeping department: A study on hotel management students’ preference and perspective where they mentioned about the massive growth over the years in the hospitality industry in terms of the number of populaces exploring the world of Hospitality and Tourism. She added that students were induced more towards other departments of the hotel paralleled to the housekeeping department. Therefore, the housekeeping department was facing the obstacle of recruiting the finest of the hotel management graduates, as the department, was not given the first preference over the other departments of the hotel by the students of hotel management while making a choice to pursue a career.

**Bose, I.**

*Entrepreneurial Opportunities in Hospitality and Tourism Industry in India*

Prof. Bose presented a paper on Entrepreneurial Opportunities in Hospitality and Tourism Industry in India where he notified that tourism has become a prime social phenomenon around the globe. The natural urge of every individual for new experiences encouraged tourism. India has the potential to become an ideal tourist destination internationally. He further mentioned that entrepreneurs must focus on the increasing number of
domestic and global tourists every year which is a significant factor for the development of business. He further added that there are many opportunities available in the hospitality and tourism sectors which the entrepreneurs need to recognize and seize for their future progression.

**Bali, P., Sajnani, M. & Gupta, R. K.**  
*Study on the Work Life Balance of Supervisors of Operational Department of Hotels and Association with Gender and Family Structure*  
P. Bali, M. Sajnani & R. K. Gupta presented their paper on the Work-life balance of supervisors of the operational department of hotels and association with gender and family structure where he stated that the major problem in the hotel industry was that the supervisors don’t have a work-life balance. He further quoted that, “A hotelier lives for the hotels” and even revealed the major dimensions that should be taken care of to assure a better work-life balance which are quality time with family and friends, satisfaction, involvement in personal life events and health of the individual. According to their findings, being a bachelor result in better work-life balance. He even recommended compress working, substitute staffing such as part time staffing and flexible job rosters to solve this problem. He disclosed that female supervisors enjoy more work-life balance than male supervisors.

**Technical Session- V: Social Responsibility & Community Participation**  
*Chairpersons: Dr. Sonia Sharma & Dr. Ali Afshar*

**Sherpa, D. D. & Kharel, S.**  
*Homestay as an Ecotourism Product for Sustainable Community Development in Sikkim*  
Miss Dawa Doma Sherpa and Miss Sunita Khare share their research on Homestay as an Ecotourism Product for Sustainable Community, Development in Sikkim. They stated that Sikkim is a leading ecotourism destination in the North-East region of India and tourists staying in Homestay enjoy the local community life with a unique experience and even indulge in the activities depending on the location. The study further indicated that homestay is a strong livelihood opportunity for the local community and contributes as a beneficial product to develop the ecotourism of Sikkim.

**Mir, M. A.**  
*Examining the Mediating role of Community Involvement in the Relationship of Responsible Tourism Practices and Quality of Life*  
Mr. Mudasir Ahmad Mir presented his joint paper on examining the Mediating Role of Community Involvement in the Relationship of Responsible Tourism Practices and Quality of Life. This paper endeavored the impact of Responsible Tourism Practices (RTPs) on Quality of Life (QOL) of destination communities. The results of the study suggested that locals should be involved in tourism activities in order for the continuous growth and upliftment of these communities.

**Semwal, R.**  
*A Study on Role of Homestays in Promotion and Development of Tourism*  
Mr. Rajeev Semwal presented paper on A Study on Role of Homestays in Promotion and Development of Tourism Industry in Kumaun Region of Uttarakhand where he focussed on the rich volume of Flora & Fauna, Natural Scenic beauty and Cultural Heritage of the region. He commended that homestays is a concept in which a visitor stays at the home of the host and during his stay he acquires an opportunity to experience the true essence of the culture and tradition of the visited area. The study was conducted to not only understand the value of homestays in the promotion of sustainable tourism but also to grasp its impacts and steps taken by the Government on the following matter.

**Agarwal, S. & Haldar, S.**  
*Homestay – Recent Trends in Hospitality Industry: Motivation and Challenges for the Owners*  
Mr. Siddharth Agarwal and Mr. Saptarshi Haldar presented paper on Homestay – Recent Trends in the Hospitality Industry: Motivation and Challenges for the owners. He discussed the basic framework of homestay
concepts and its emerging trends in India. He stated that even the government of India had focused and promoted this trend of sustainability in the field of tourism. The study majorly focused on the motivational factors to establish and outgrow a homestay in India, the challenges faced by them and specifically about the future scope of success in homestay business.

**Technical Session- VI: Tourist Destination**

*Chairpersons: Dr. Raj K. Gupta & Dr Francisco Dias*

**Juneja, M., Singh, M. & Uniyal, M. C.**  
**Identifying the Attributes Affecting the Overall Trip Experience of Tourist in Delhi: Special Reference to World Heritage Sites**  
Monisha Juneja, Dr. Malini Singh, and Dr. Mahesh Chandra Uniyal presented paper on Identifying the attributes affecting the overall trip experience of Tourists in Delhi: Special Reference to World Heritage Sites where they specified that India stands at the 26th position worldwide in the international tourist arrivals according to the data published by the Indian tourism statistics, Government of India in 2018 where Delhi had been ranked 4th on the list of Indian cities visited by foreign tourists. They further stated that Delhi has abundant heritage sites out of which three are featured on the UNESCO World Heritage Sites list.

**Sandeep, V. P., Singh, M. & Guatam, P. K.**  
**Managing Cave Tourism in Naneghat, Heritage Site of Maharashtra: an Indian Perspective**  
Mr. Vaidya Priya Sandeep, Dr. Malini Singh, and Dr. Prashant Kumar Gautam presented paper on Managing Cave Tourism in Naneghat, Heritage Site of Maharashtra: An Indian Perspective where they analyzed the tourist’s perception on Naneghat as a "Cave Tourism Destination" in Maharashtra. The research explained about the satisfaction level of the tourists who had visited Naneghat. The outcome showcased that the tourists were having both positive as well as negative opinion levels towards various attributes where the result depicted about the tourists' loyalty towards this destination as a state. Lastly, a product like Cave Tourism can provide a new experience, scope and potential to enrich the place in itself into a global market.

**Kapure, S., Singh, M. & Gupta, R. K.**  
**An Investigation of Socio-cultural Impacts of Eco-tourism in Dalma Wildlife Sanctuary, Jharkhand, India**  
Ms. Shweta Kapure, Dr. Malini Singh and Dr. Raj Kumar Gupta presented their research paper on An Investigation of Socio-Cultural Impacts of Eco-Tourism in Dalma Wildlife Sanctuary, Jharkhand, India where they mentioned that Eco-tourism is a strategy to preserve the tradition and culture of the place. It is a way to enhance the host and guest’s behavior towards society positively. The study explored the socio-cultural impacts of eco-tourism on local communities of Dalma Wildlife Sanctuary. The researcher himself went to the sanctuary and asked the local residents about the impacts of eco-tourism development in the following area.

**Chaudhury, I. & Banerjee, S.**  
**Sustainable Tourism in Sundarban- Case Study of West Bengal**  
Mr. Indrajit Chaudhury and Mr. Suprabhat Banerjee presented their research paper on Sustainable Tourism in Sundarban- Case Study of West Bengal. Here they stated that Sundarban is a tourists' paradise, has the largest inter-tidal mangrove forest in the world and is the home of the majestic Royal Bengal Tiger. Further, they engrossed that the word sustainable tourism is well known in Sundarban. The development of sustainable tourism in the Sundarban is one of the top priorities of the Forest Department in the state and even at the central level. It also contributed to the development of a healthy, responsible and sustainable type of sustainable tourism for the benefit of all. The paper emphasized on the concept of sustainable tourism, varied issues related to promoting the local economy, socio-cultural changes and lifestyle of the people settled in and around the tourist locations, challenges related to opportunities, weakness of sustainable tourism and as well the impact on development of socio-economic condition of the socially challenged regions.
Rao, K. S.

Indian Tourism and Hospitality Industry to Create Future Prospect

Mr. Kurma Sankara Rao presented their research paper on Indian Tourism and Hospitality Industry to Create Future Prospect. The study highlighted that India uplifted ‘Tourism and Hospitality’ at a rapid pace. The research article mentioned the future prospects of the Indian Tourism and Hospitality Industry and outshined the important points about Tourism and Hospitality segments, growth drivers of the tourism market, trends in the tourism industry, strategies and opportunities of the industry.

The Best Paper Award was given to Mr. Sandeep Chatterjee and Dr. Paramita Suklabaidya for their research paper titled “Socio-Demographic dynamics of Food Tourism: A tale of two cities - Delhi and New York” and the Best Paper Presenter Award was given to Ms. Priyanka Verma for her paper titled “Housekeeping Department: A Study On Hotel Management Students’ Preference And Perspective”.

The conference concluded with the vote of thanks by Prof. R. K. Bhandari, Principal, BCIHMCT & President IIHTTRC 2020, highlighting the major learning’s of the two-day conference. He emphasized that the conference has enlightened the researchers and stake holders to get an insight into the opportunities that are provided in the field of sustainability and its long term implications for the hospitality and tourism sector. Expressing his gratitude towards all the International and domestic delegates who participated in the conference, he appreciated their contribution and appreciated their feedback for the conference. He acknowledged the support provided by media partners and Banarsidas Chandiwala Sewa Smarak Trust Society for organizing the conference. The conference culminated in a Culture Trip to “Agra”, Uttar Pradesh, India organized for International conference delegates.

We also appreciate the support and contribution received from the following Organizations and Media Partners:

- Delhi Tourism and Transportation Corporation Ltd.
- Eclat Hospitality
- Woodpecker International Film Festival
- Hospitality Biz India: Saffron Media Pvt. Ltd.
- Hotel & Restaurant Network: Hospitality Trade Magazine
- www.hospemag.com: The Hospitality E-Magazine
- Clean India Journal: A Magazine on Cleaning Technology & Hygiene Solutions