

**FACET**™

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SUMMER  
BODY

Art of love

*I am enjoying the journey*

**SHARAD  
KELKAR**



Meet

Chris

*The Liquid Meister*

Area Vice President- West India Hyatt  
General Manager - Grand Hyatt Mumbai Hotel & Residences

Interviewed By  
DEEPTI

Your experience in India being the first stint in the country ?

Absolutely love being in India. It is such a vibrant place that has so much to offer from many facets of life. Be it the various cultures, food, from the Himalayas to the Sea. Just breath taking!

How would you describe your leadership style?

That is probably a question that should be asked to my colleagues. But I would say hands-on, strategic, forward looking, guest and employee centric and above all we must hold colleagues accountable for their performance and actions and never lose the fun.

What's a typical day of a Hotel GM?

There is no such thing! Yes, of course, there are certain things you do every day, like walk around the hotel, meet guests, have to odd meeting, go on sales calls and interview potential candidates. But the day-to-day is more or less structured around what events take place in the hotel, the VIP's that are arriving, the forward planning that needs to take place. But I could be spending time in the outlets or helping our colleagues in F&B and the kitchens or discuss strategy with the sales & marketing team.



## Vision of next 5 year for Grand Hyatt Mumbai Hotel & Residences

We definitely try to re-invent ourselves without losing the fantastic heritage and reputation we enjoy in the market in the luxury market. But like any hotel, it would be dangerous not to go improve, upgrade, re-invent ourselves with new restaurant and bar concepts while also upgrading our rooms and meeting facilities. So in a nutshell, we are currently planning forward to improve on our existing facilities and become an even better hotel than what we are today!

## How would you encourage trust and loyalty in your guests?

I believe in delivering services and experiences that are 'genuine' and come from the heart. Some hotels train friendliness and make employees work from scripts; but this is not the way forward when we want true human interaction. Good service, delivering great experiences and have engaging colleagues taking care of our guests will result in loyalty.

## As the GM what is the most important thing you will do to ensure the hotel is a financial success?

I am a firm believer of the 'generate revenue' school of thought whereas many of my colleagues are solely or exclusively focused on costs. I believe that if we create engaging experiences people will come and generate revenues, but also keep a keen eye on the costs.

## The need of the hour is combating climate crisis. Is there something you follow to contribute to the cause?

As a company and as a hotel we are extremely focused on this cause. It is ingrained in what we do. Be it sourcing energy from renewable resources – we have a windmill – to re-using gray water; reducing our carbon footprint and not using items from the endangered species list when cooking. It all comes together. We are also well on the way to eliminate the majority of plastics and if there is a case where we still have to use them, we make sure the same is biodegradable.



## What are your hobbies and how is your family adapting to India?

I love to cook, enjoy a glass of wine, a sip of single malt and a great cigar! But my true passion comes as a surprise to many. It is motorbiking. So you will probably see me on the weekends cruising the streets of Mumbai. I have, over the years, already explored South Africa, Lesotho, Bhutan, Vietnam, Australia and parts of Europe on the back of my trusted BMW motorbike. India has a lot to offer – I am currently planning a trip to the Spiti Valley in northern India.

