

THE INDIAN HOTELS COMPANY LIMITED

IHCL

THE FUTURE CHECKS IN



SELEQTIONS

VIVANTA

GINGER

amã
STAYS & TRAILS

3min
guaranteed quality cuisine





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A rallying call to action, Ahvaan 2025 will see us re-engineer our margins, re-imagine our brandscape and re-structure our portfolio to be the most iconic and profitable hospitality company.



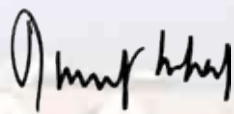
Welcome to our world of opportunities

For close to 120 years, The Indian Hotels Company Limited has built a reputation of unrivalled leadership, offering a fusion of warm Indian hospitality and world class service. This strong foundation of our rich experiences has uniquely established us as South Asia's most reputable hospitality company.

We offer a powerful portfolio of compelling and well defined hotel brands- Taj, SeleQtions, Vivanta and Ginger. These brands ensure opportunities are optimised across different segments and geographies, fuelling our growth story. Our depth of expertise across all business models and key segments, backed by a strong development team, ensures we create partnerships that are driven by a mutual focus on maximising results.

Our invaluable relationships with all our partners are built on the bedrock of trust, awareness and joy, which allow us to have engaging and meaningful alliances that stand the test of time.

We look forward to crossing many exciting milestones ahead, together. Join us in this journey of success.



Puneet Chhatwal
Managing Director & Chief Executive Officer
The Indian Hotels Company Limited

IHCL OVERVIEW

South Asia's largest hospitality brand

For close to 120 years legacy of iconic hospitality and unparalleled service, uniquely positions us to engage with discerning travellers. Defined by our values of being visionary, authentic and passionate, we succeed in crafting delight across our diverse portfolio.

Pioneers in creating destinations

Over the years, we have created destinations such as Goa, Kerala, Rajasthan and the Andamans, establishing them on the global map as major leisure attractions.

100 + Locations across 4 Continents

242 + Hotels in 12 Countries

80 + Spas

28,000+ Keys

Unique F&B Concepts

Introduced gourmet cuisine in India
A repertoire of over

430 + Restaurants

02 Michelin Restaurants

Recent Openings in

Dubai, Navi Mumbai, Goa, Haridwar, Bhopal,
Bhubaneshwar, Pakyong, Kochi, Noida, Kolkata, Chennai

Upcoming Hotels

Will be opening 60+ hotels
in the next 5 years


San Francisco


New York

London (2x)

Dubai (3x)

Nepal (2x)

Thimpu

India (223x)

Sri Lanka (3x)

Maldives (2x)

Lusaka

Cape Town



TATA GROUP

Leadership with Trust

30
 COMPANIES
 ACROSS 10 VERTICALS

OVER **800,000+**
 EMPLOYEES
 OPERATIONS IN OVER

100+
 COUNTRIES
 GROUP REVENUE OF
 OVER **US\$ 100 BN**

29 LISTED
 COMPANIES

MARKET CAP:
 OVER **US\$ 300 BN**

10 TOP
 CORPORATES
 IN THE WORLD

Pioneering Spirit

1ST STEEL PLANT
 AIRLINE
 FULLY INDIGENOUS
 PASSENGER CAR
 LUXURY HOTEL

Nation Building

The Tata Trusts have helped set up the Indian Institute of Science, Tata Institute of Fundamental Research, Tata Institute of Social Sciences and health care facilities such as the Tata Memorial Hospital and Tata Medical Centre.

Global Leaders

TATA CONSULTANCY SERVICES

 **TITAN**





TATA MOTORS



TIMELINE

A HISTORY OF MILESTONES

1899



The Indian Hotels Company Limited (IHCL) is incorporated.

2004



Launches Taj Wellington Mews Luxury Residences, Mumbai.

1903



Launches The Taj Mahal Palace in Mumbai, India.

2001



Launches Taj Exotica Resort & Spa in Maldives.

1970



Takes over Management of Taj Lake Palace, Udaipur and Rambagh Palace, Jaipur.

2000



Establishes Taj GVK Hotels and Resorts Limited in Hyderabad.

1974



Launches Fort Aguada, The First Five-Star Deluxe Beach Resort in Goa. Launches Taj Coromandel in Chennai.

1998



Opens Taj Exotica Resort & Spa in Bentota, Sri Lanka.

1979



Forays into Africa with Taj Pamodzi, Lusaka, Zambia.

1982



Acquires the St. James' Court in London. The Taj Palace, New Delhi, is opened for the Asian Games.

2005



Forays into New York, US, with A management contract to operate The Pierre. Restores Umaid Bhawan Palace in Jodhpur.

2007



Acquires Ritz-Carlton in Boston, US, later renamed The Taj Boston. Launches Taj Campton Place in San Francisco.

2008



Launches The Gateway Hotels and Resorts. South-West Coastal Indian Restaurant Quilon in London receives A Michelin-Star.

2010



Launches A New Brand, Vivanta By Taj. Celebrates the reopening of The Taj Mahal Palace in Mumbai after the terrorist attacks of 2008.

2012



Launches a free two- year hospitality Trade Training Programme for youth from below poverty line (BPL) families.

2014



Rebrands and repositions Taj 51 Buckingham Gate Suites & Residences and St. James' Court, A Taj Hotel, London under the Luxury Brand.

2022



Completed 50 Years of managing Rambagh Palace, Jaipur.

2022



Launched Paathya.

2021



Completed 50 Years of managing Taj Lake Palace, Udaipur.

2020



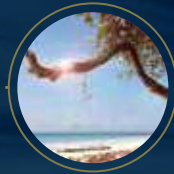
New Brand Launches: Qmin 7 Rivers.

2019



New Brand Launches: amā Stays & Trails, SeleQtions, niu&nau; relaunch of The Chambers.

2018



Unveils 'Aspiration 2022.' Taj Exotica Resort & Spa, Andamans, A Luxury Resort offering, commences operations in February.

2017



IHCL re-imagines it's brand architecture.

2015



Redesigns the Award-Winning programme, Taj InnerCircle announces the opening of Taj Dubai, Unveils 'Tajness'.

IHCL

FROM A BRANDED HOUSE
TO A HOUSE OF BRANDS



THE INDIAN HOTELS COMPANY LIMITED (IHCL)

South Asia's Largest Hospitality Company

Since the opening of the iconic The Taj Mahal Palace in Bombay in 1903, IHCL has welcomed guests with world-class refinement and warmth, while remaining deeply rooted in local heritage and strong global values. From living grand palaces to jungle safaris, landmark hotels to idyllic resorts, from contemporary residences to exquisite epicurean experiences and more – IHCL invites you to explore its world of unforgettable hospitality.

12+
Countries

100+
Locations

240+
Hotels

400+
Restaurants

25,000+
Employees

28,000+
Rooms

IHCL PORTFOLIO



The TAJ brand is the hallmark of iconic luxury hospitality across the globe. With authentic living palaces, landmark hotels, idyllic resorts and wildlife safaris, the brand targets the luxury leisure and business traveller. The brand is recognised for its warm and intuitive service and remains the undisputed leader in Indian hospitality.

SELEQ TIONS

SeleQtions is a named collection of properties with a distinct character. Celebrating legacy of time, a sense of place or a specific theme, these properties enjoy a strong equity and bring to life experiences through their location, décor, service, cuisine and more. The brand serves multiple customer segments and caters to their specific travel needs.

VIVANTA

The brand Vivanta is dynamic, spirited and distinct and represents a collection of sophisticated upscale hotels. The brand, delivering experiences with a dash of uniqueness and an unexpected twist, caters to contemporary travellers.

GINGER

Ginger is India's first hospitality brand for the lean luxe segment. Reflecting the rising aspiration of India, it facilitates the never-stop lifestyle of its guests via refreshing and reviving experiences. A tribute to their spirit, the brand represents the seamless ease with which they switch between work and relaxation, individualism and the collective and local and global influences.



A PORTFOLIO OF
BRANDS DELIVERING
**MEMORABLE
EXPERIENCES**





amã

STAYS & TRAILS

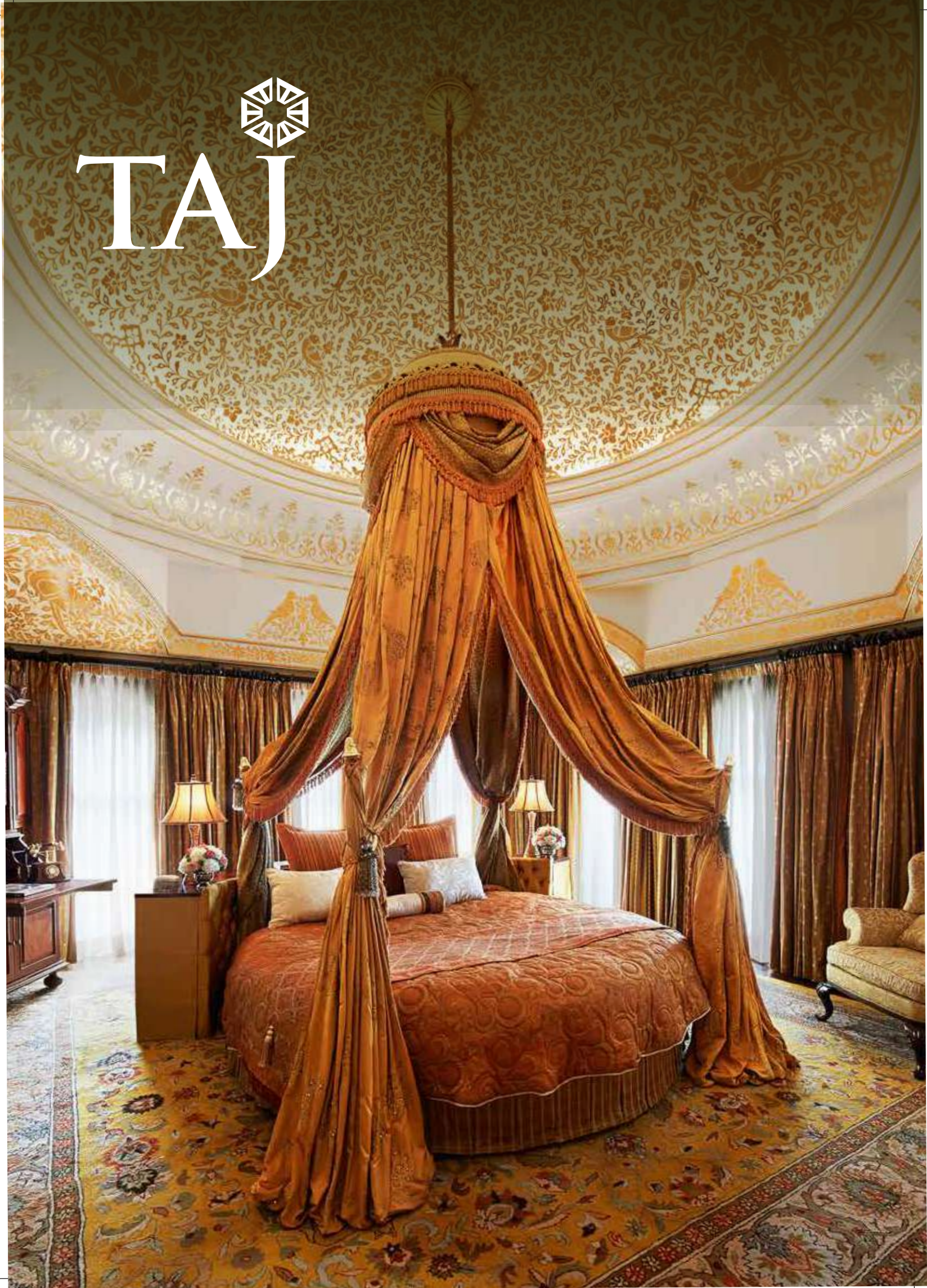
Is a distinctive branded offering by IHCL, which comprises of untouched experiential escapes ranging from charming to mesmerizing trails in unique locations.

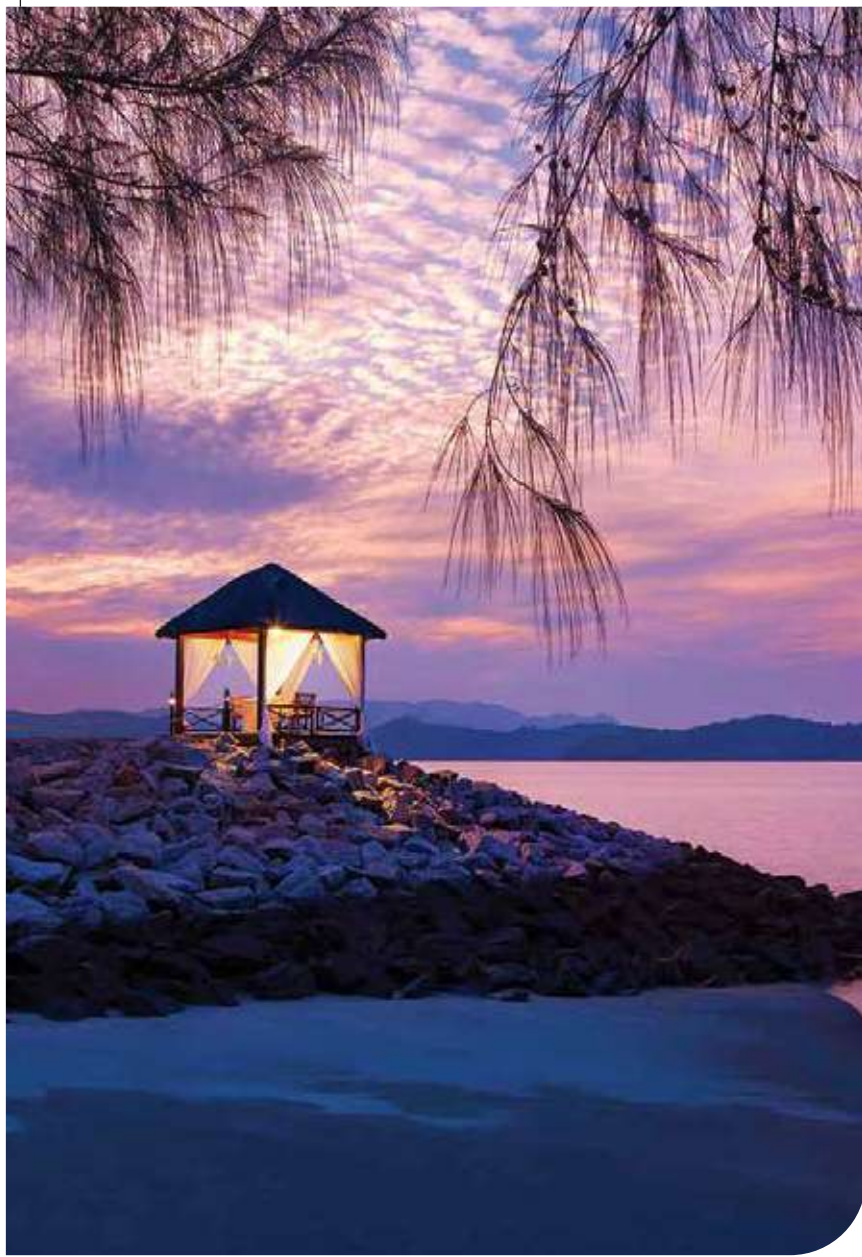
Just like a home, amã Stays & Trails residences are serene, wholesome, understated and elegant. With a warm and welcoming personality and a feeling of simplicity that is comforting and familiar, they truly put one at ease.





TAJ



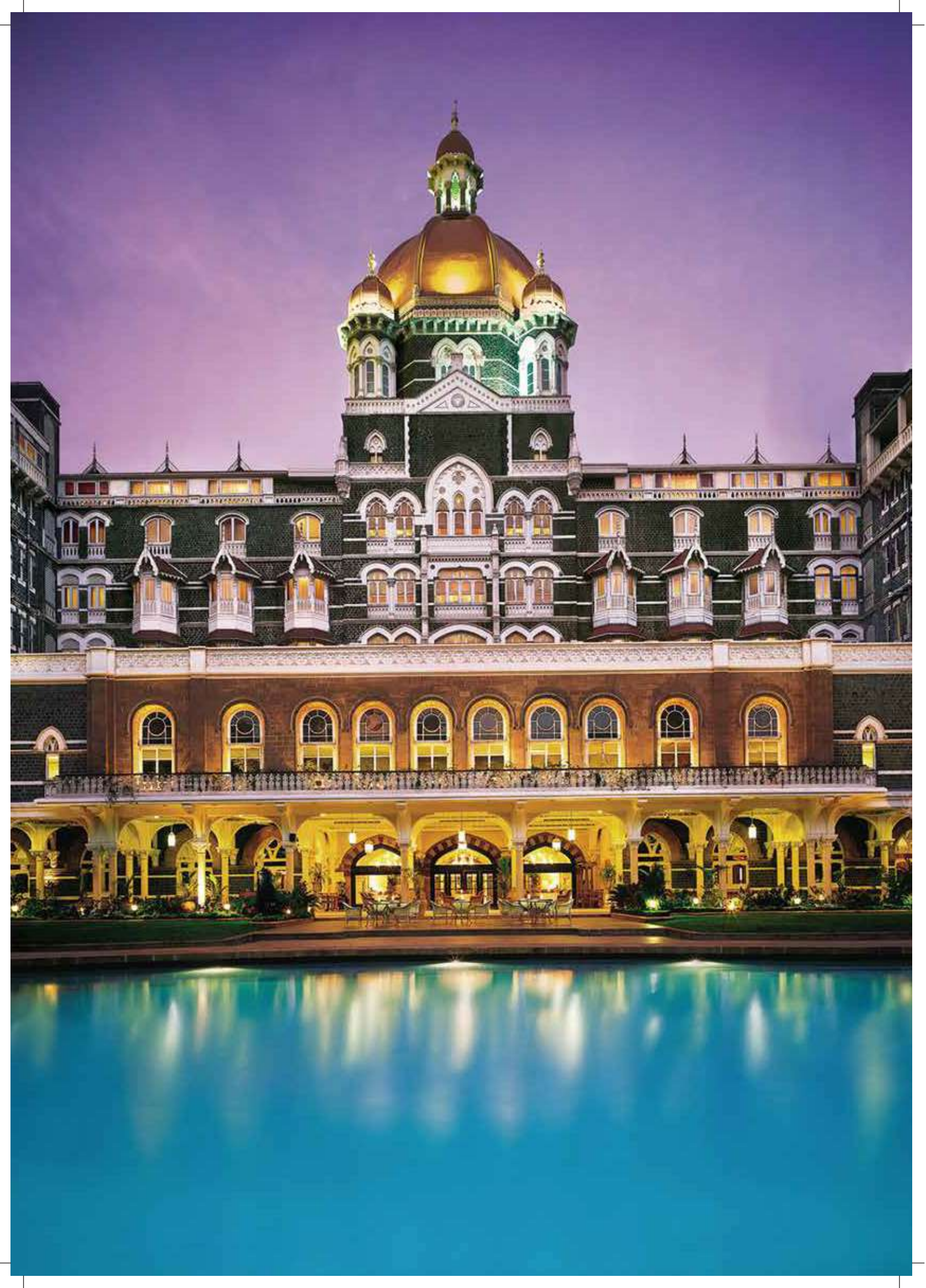


AUTHENTIC ICONIC

Inspired by its **INDIAN HERITAGE** and **TRADITIONS**,
Taj delivers world class hospitality that is
distinctively **NOBLE**.







BRAND CHARACTERISTICS

TAJ HOTELS



TAJ RESORTS



Brand Style
Positioning
Target Audience

Iconic, Authentic, Timeless
Luxury
Discerning, World Traveller

Iconic, Authentic, Timeless
Luxury
Discerning, World Traveller

PROGRAM OVERVIEW

Room Size
Min. Inventory
Bathroom Fixtures
F&B Outlets

32-36 sqm
150 keys
>= 4
All Day Dining restaurant
Minimum 1 Specialty restaurant
Bar

34-40 sqm
100 keys
>= 4
All Day Dining restaurant
Minimum 1 Specialty restaurant
Bar

Meeting Facilities

Main Ball Room: 400-600 sqm
Conference Hall: 100 sqm
Meeting Rooms: 40 sqm

(To be finalized as per market requirement)

Main Ball Room: 400 sqm
Conference Hall: 100 sqm
Meeting Rooms: 40 sqm
Outdoor Venues

(To be finalized as per market requirement)

Wellness Areas

Heated Swimming Pool
Jiva Spa (>=4 treatment rooms)
Gymnasium
Salon

Heated Swimming Pool
Jiva Spa (>= 4 treatment rooms)
Gymnasium
Salon

DEVELOPMENT ESSENTIALS

Min. Land Area
Built-up Area*/Key
Accommodation Area
Public and F&B Areas
Back of House Areas
Development Cost

~ 8,000 sqm
90-100 sqm
55%
28%
17%
Rs. 125-135 Lakhs/key
(2022, India, excl. land)

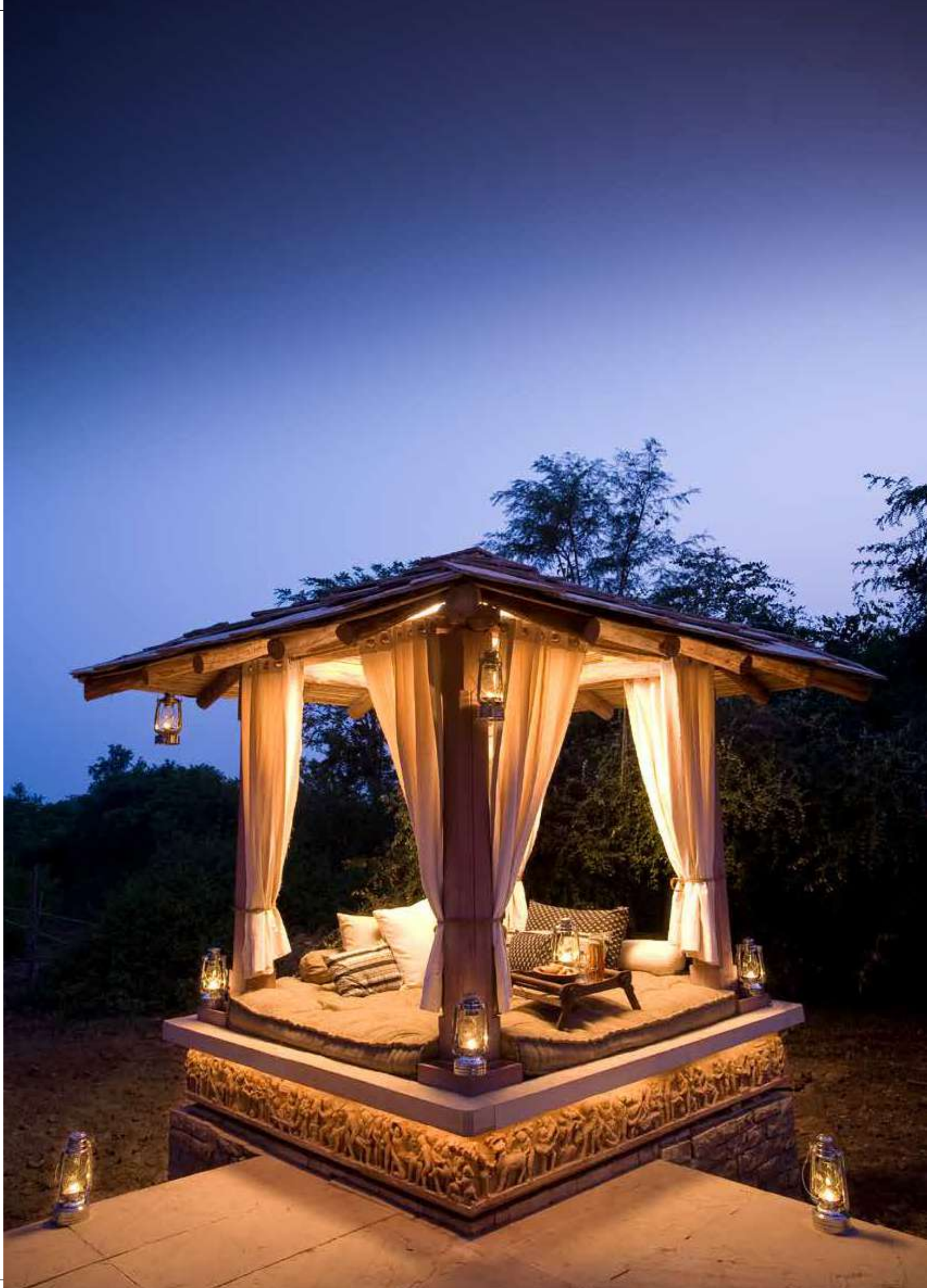
~ 40,000 sqm
110-120 sqm
53%
26%
21%
Approx. 15%-20% higher than city hotels
(will vary basis location, topography, regulations)

Business Model

Management Contract/ Ownership

Management Contract/ Ownership

**excl. parking and MEP areas*



BRAND CHARACTERISTICS

TAJ PALACES



TAJ SAFARIS



Brand Style
Positioning
Target Audience

Iconic, Authentic, Heritage
Luxury
Discerning, World Traveller

Wilderness, Nature and Conservation
Luxury
Discerning, World Traveller

PROGRAM OVERVIEW

Room Size
Min. Inventory
Bathroom Fixtures
F&B Outlets

Specific to the subject Palace

40-45 sqm
30 keys
>= 3
All Day Dining restaurant
Outdoor Dining Pavilions
Conference Hall: 80-90 sqm
(To be finalized as per market requirement)
Heated Swimming Pool
Jiva Spa (>= 2 treatment rooms)

Meeting Facilities

Wellness Areas

DEVELOPMENT ESSENTIALS

Min. Land Area
Built-up Area/Key
Accommodation Area
Public and F&B Areas
Back of House Areas
Development Cost

~ 60,000 sqm
160-170 sqm
40%
14%
46%
Rs. 80-90 Lakhs/key
(2022, India, excl. land)
Management Contract/ Ownership

Business Model



SELEQ TIONS





A NAMED COLLECTION

Spanning signature city hotels and extraordinary leisure resorts, SeleQtions provides **DISTINCT EXPERIENCES** for travellers seeking unforgettable stories.







SELECTIONS

BRAND CHARACTERISTICS



Brand Style
Target Audience

A Named Collection, Distinct, Hyperlocal
Discerning Business and Leisure Traveller

PROGRAM OVERVIEW

Bathroom Fixtures	>= 3
F&B Outlets	Minimum 2: All Day Dining and Bar
Meeting Facilities	As per location
Wellness Areas	Fitness Centre (City Hotels only) Lounge/Reception/Drawing Room

DEVELOPMENT ESSENTIALS

Back of House Areas	Min 14%
Business Model	Management Contract / Ownership / Franchise
Unique Characteristics	Storied Architecture / Legacy / Sense Of Place / Distinctly Thematic



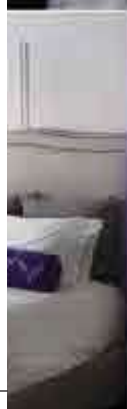
VIVANTA



DASH OF UNIQUE

Experience for **SMART** travelers with a dash of **UNIQUENESS**
Celebrating individuality with a unique **STYLE** and distinct **PERSONA**









BRAND CHARACTERISTICS

VIVANTA CITY



VIVANTA LEISURE



Brand Style
Positioning
Target Audience

Spirited, Ambitious, Dynamic
Upscale
Contemporary Business and Leisure Traveller

Spirited, Ambitious, Dynamic
Upscale
Contemporary Business and Leisure Traveller

PROGRAM OVERVIEW

Room Size
Min. Inventory
Bathroom Fixtures
F&B Outlets

24-28 sqm
100 keys
>= 3
All Day Dining restaurant
Bar
Main Ball Room: 250 sqm
Conference Hall: 100 sqm
Meeting Rooms: 40 sqm

26-30 sqm
100 keys
>= 3
All Day Dining restaurant
Bar
Main Ball Room: 250 sqm
Meeting Rooms: 100 sqm

Meeting Facilities

Wellness Areas

Swimming Pool
Gymnasium

Swimming Pool
Gymnasium
2 treatment rooms (Optional)
Salon (Optional)

DEVELOPMENT ESSENTIALS

Min. Land Area
Built-up Area*/Key
Accommodation Area
Public and F&B Areas
Back of House Areas
Development Cost

~ 4,000 sqm
60-70 sqm
60%
29%
20%
Rs. 70-80 Lakhs/key
(2022, India, excl. land)

~ 15,000 sqm
60-70 sqm
50%
28%
22%
Approx. 15%-20% higher than city hotels.
(will vary basis location, topography,
regulations)

Business Model

Management Contract/ Ownership

Management Contract/ Ownership

**excl. parking and MEP areas*



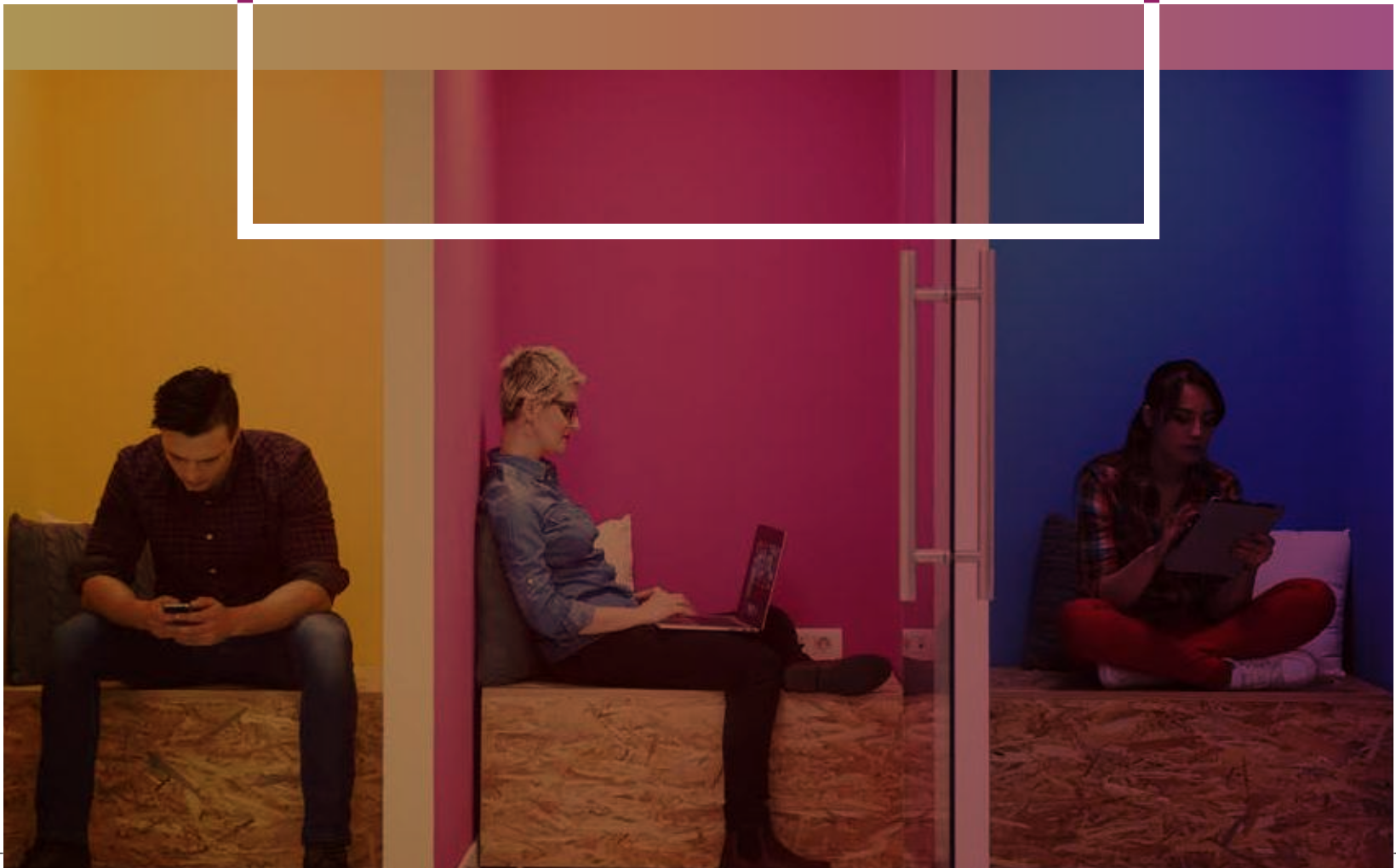
GINGER

SEAMLESS

Where the boundaries of **WORK** and **PLAY** are blurred.

Where **LOCAL** merges with **GLOBAL**.

WHERE CONTRASTS COME TOGETHER, SEAMLESSLY.





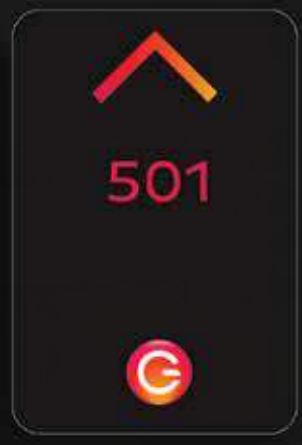
OTTA
VE
07/-

GETTING
HUNGRY!
RS 150/-

GET
MORE TIME
with unlimited
RS 400/-



501



GO
GIVE ME
PEACE



GINGER





HOTELS



BRAND CHARACTERISTICS

Brand Style
Positioning
Target Audience

Refreshing, Liberating, Lively
Lean Luxe
Young, Millennial, Business and Leisure Traveller

PROGRAM OVERVIEW

Room Size	16-20 sqm
Min. Inventory	100 keys (metros), 80 keys (non-metros)
Bathroom Fixtures	3 (no bathtubs)
F&B Outlets	All Day Diner cum Bar (optional)
Meeting Facilities	1-2 Meeting Rooms
Wellness Areas	Gymnasium

DEVELOPMENT ESSENTIALS

Min. Land Area	~ 2000 sqm
Built-up Area/Key	35-40 sqm
Accommodation Area	60%
Public and F&B Areas	30%
Back of House Areas	10%
Development Cost	Rs. 35-40 Lakhs (2022, India, excl. land)
Business Model	Operating Leases Fully-fitted leases, Management Contracts



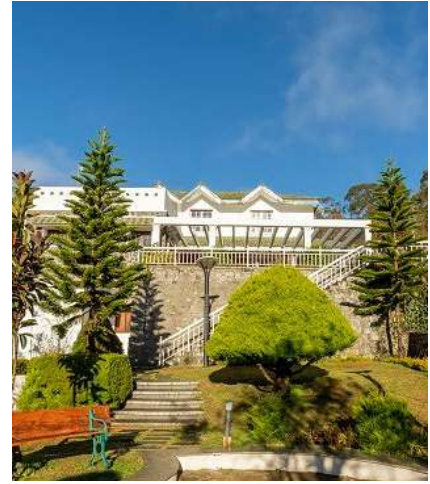
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STAYS & TRAILS





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STAYS & TRAILS

BRAND
CHARACTERISTICS



Brand Style	Authentic, local, immersive experiences
Positioning	A collection of untouched experiential escapes that range from charming homes to mesmerising trails across unique locations in India offering warm & intuitive personalised service and inclusive of all meals.
Target Audience	Discerning leisure traveller who seeks truly immersive experiences and has a zest for wanderlust.

PROGRAM OVERVIEW	One Transaction. One Key. All Meals inclusive (local/regional homestyle cuisine) Pet Friendly
Number of rooms Other areas	2-8 rooms, Living room, Dining Area, Kitchen, Pantry/Storeroom, Recreation room, Accommodation for staff
Outdoor & Wellness Areas	<ul style="list-style-type: none"> • Swimming Pool (preferred) • Garden/outdoor private spaces • Access to a variety of outdoor activities and authentic experiences rooted in local traditions

DEVELOPMENT ESSENTIALS	
Location	Located within 2-hour driving distance from any IHCL (Taj, Vivanta, SeleQtions) Hotel across the country
Access	Last mile motorability
Business Model	Management Contracts



EXPRESSIONS

SERVICE RETAIL BRANDS



The Chambers niu&nau

JIVA

amã

STAYS & TRAILS

LOCATIONS

Cities across India
& Global Destinations

BRAND STYLE

Luxury business club

TARGET AUDIENCE

Industry thought
leaders

NATURE OF ARRANGEMENTS

Owned

NUMBER OF CLUBS

9

LOCATIONS

Cities across India

BRAND STYLE

Urban contemporary
beauty and grooming
services

TARGET AUDIENCE

Wellness & grooming
seekers

NATURE OF ARRANGEMENTS

Owned

NUMBER OF SALONS

42

NIU&NAU

6

LOCATIONS

Cities and Resorts
across India

BRAND STYLE

Ancient Indian
wellness

TARGET AUDIENCE

Wellness seekers

NATURE OF ARRANGEMENTS

Owned

NUMBER OF SPAS

80

LOCATIONS

Offbeat location
across India

BRAND STYLE

Authentic, Immersive

TARGET AUDIENCE

Discerning leisure
traveller

NATURE OF ARRANGEMENTS

Management
contracts

NUMBER OF BUNGALOWS

98

ROOMS

150+



KHAZANA RESTAURANTS

LOCATIONS

Bengaluru

BRAND STYLE

Curious, Confident, Inclusive

TARGET AUDIENCE

For everyone who wants to explore, who want to add some flavours to their lives.

NATURE OF ARRANGEMENTS

Owned (Group Company)

NUMBER OF CITIES

1

NUMBER OF HOTELS

1

NUMBER OF OUTLETS

1

LOCATIONS

Cities and Resorts across India

BRAND STYLE

Indian luxury

TARGET AUDIENCE

Global traveller

NATURE OF ARRANGEMENTS

Multi-product retail outlet

NUMBER OF BOUTIQUES

20

LOCATIONS

Cities and Resorts across India and global destinations

BRAND STYLE

Speciality cuisine flavoured with tradition and innovation

SIGNATURE BRANDS

Bombay Brasserie, Golden Dragon, Wasabi, Thai Pavilion and House of Ming

NATURE OF ARRANGEMENTS

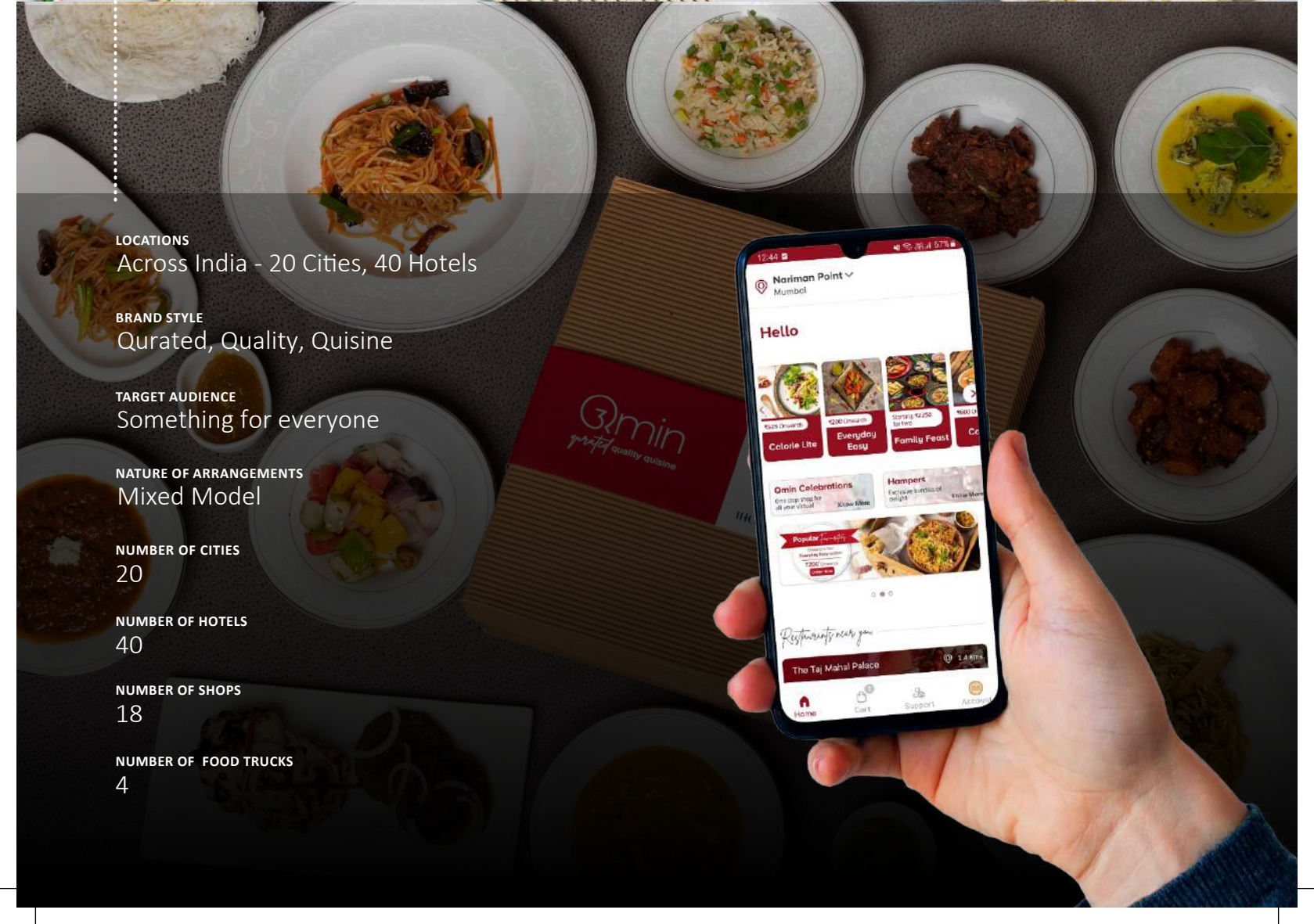
Owned

NUMBER OF RESTAURANTS

430+



Qmin
Quarated quality cuisine



LOCATIONS

Across India - 20 Cities, 40 Hotels

BRAND STYLE

Quarated, Quality, Cuisine

TARGET AUDIENCE

Something for everyone

NATURE OF ARRANGEMENTS

Mixed Model

NUMBER OF CITIES

20

NUMBER OF HOTELS

40

NUMBER OF SHOPS

18

NUMBER OF FOOD TRUCKS

4

OUR DIFFERENTIATORS



Owner and Operator Experience

Our group owns more than half its portfolio either directly or through joint ventures and lease arrangements, which gives us the experience and unique ability to approach challenges in design, development, approvals, operations and renovations of hotels from the ownership perspective as well.

Our Internal Asset Management Team further improves business value by ensuring streamlined operations.





Iconic Portfolio

Our strength lies in the transformation of undiscovered locations into landmark leisure destinations. Our success stories include being the first luxury resort in Goa, built on the historic Fort Aguada, and the opening up of Kerala, Rajasthan and the Andamans as prized global destinations. We are the only hospitality brand in India with living palaces, operationalised with strong restorative ethics and spectacular recreation of the Palaces' history by way of themed suites and signature experiences.

Our award winning palaces and resorts, have earned us the position of India's top Breakaway Brands across categories, with an enviable brand recall and equity.



Jiva Spa

Award-winning Indian and all-natural spas, have signature wellness treatments & therapies.

These are result-oriented holistic services designed to introduce guests to Ayurveda, Naturopathy and Yoga.

An array of experiences lead to longer stays and more spend per guest.

OUR DIFFERENTIATORS



Tailor made products for different customer segments

Timeless Weddings

From opulent to the intimate, our in-house specialists bring dream weddings to life with an extraordinary array of venues, rituals and cuisines.

Taj Holidays

Taj offers the widest selection of distinct holiday packages that cater to various customer segments.



Robust Talent Pipeline

IHCL pioneered the cause of world-class hospitality education in India by establishing the Institute of Hotel Management, Aurangabad in partnership with University of Huddersfield, UK.

Training programs such as TajLEAD & OLMS learning modules foster an environment for cutting-edge online platforms.

American Hotel and Lodging Educational Institute certified supervisors & junior managers are our domain experts associates.

Individual General Manager Development Plans are aimed at result focussed coherent growth.



Operational Excellence

Leaders in revpar, guest engagement, employee engagement and online reputation in most markets.

Robust certification and process compliance programs deliver consistency and quality such as TPAM audits and TBEM assessments.



Promise of Sustainability

Our Earth Check certified hotels are conscious of their carbon footprints and promote green initiatives with a number of safe environment practices.

Our hotels operate under Earth Check Certification Systems.

We engage in community participation through philanthropic activities and the Taj Service Welfare Public Trust.



Enhanced Safety and Security

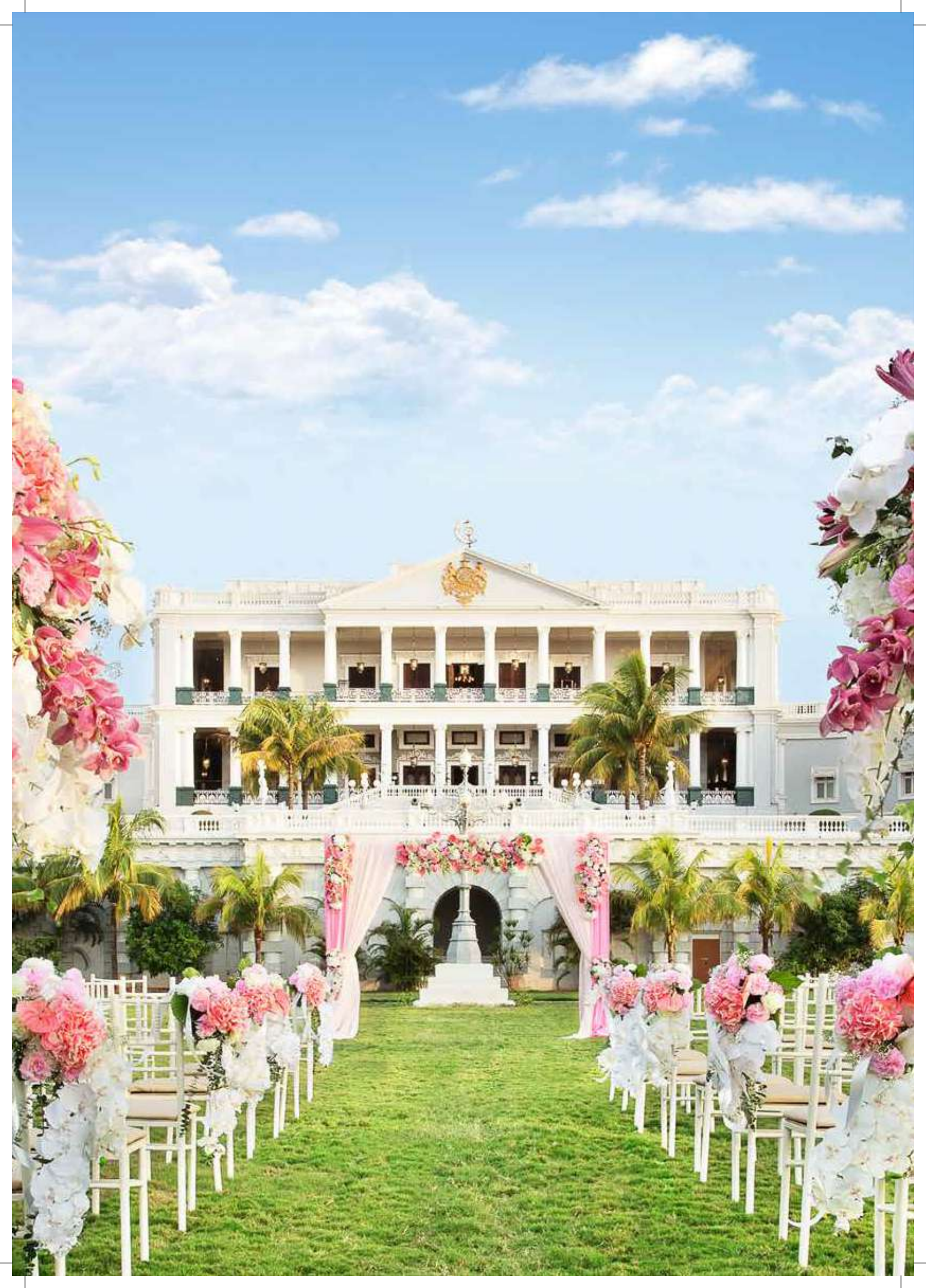
IHCL is committed to providing a safe and secure environment for its guests, employees and all stakeholders and adopts a three-pronged approach- Fire and Life Safety, Food Safety & Hygiene and Security. The company continuously strives to go beyond mere compliance and all of its efforts are geared towards making Safety a culture in the organization. Safety management is an integral part of the senior management's duty and is also the responsibility of all employees. A systematic emergency response mechanism is in place, after emerging stronger from various crisis's such as the tsunami, terror attacks and the pandemic.

IHCL's Safety policy was recast as an integrated Safety and Security Policy, in line with the Tata Group Safety Policy.



Technology at the heart of progress

IHCL drives operational excellence through digitization and adoption of mobility to provide anytime, anywhere service. The hotel chain works with world-class partners to ensure delivery of optimal solutions that are cost effective and fit the Business needs. We leverage Taj Central Procurement as well as Tata Group Procurement in IT to get the best benefits from our vendors. We are members in bodies like "Hospitality Technology Next Generation" HTNG and HFTP from where we adopt and contribute towards Global standards in Hotel technology. Our recommended GPON based technology infrastructure ensures scalability and enhancement of seamless guest experiences in our hotel. Our world class IT outsourcing partners enable our Hotels to adhere to stringent IT standards of security, uptimes & statutory regulations like GDPR, GST etc.



SALES, MARKETING & DISTRIBUTION





Loyalty and CRM

- Taj InnerCircle program, one of the most rewarding and awarded loyalty programs, has now migrated into Tata Neu
- An exciting platform that brings together multiple Tata brands into one powerful app
- Universal program, Single currency, Enhanced value to customer & Digital First Interface –Super App
- Enhanced customer acquisition and brand visibility
- Earn & Redeem across multiple brands
- Signature experiences with complimentary upgrades, priority check-ins and special benefits and privileges.
- A large member base in NeuPass Loyalty with significant contribution to total revenues
- Popular Dining subscription programme, Epicure – A lifestyle membership card with a world of benefits designed to indulged with access to rarefied spaces and best-in-class renewal rates
- Robust targeted CRM campaigns
- Partnerships and Alliances with Banking partners, Multinational groups and Networks



Sales, PR & Marketing Network

- Over 100+ highly engaged sales experts across 08 Sales offices in India and 5 in International locations
- Strong segment focus with dedicated teams.
 - Strong company's market and brand leadership position
 - Strategic advantage of Relationship Building leading to optimal market share from all key sources
 - Robust Sales Force Automation Tools Tracking.
 - Corporate Marketing drives a range of dynamic, innovative and market specific initiatives including strategic customer and B2B advertising, omni channel media outreach and strong marketing products
 - Global Corporate Communications & PR team in India



Digital Platforms

Robust tools to improve customer engagement and drive revenue generation:

- Dedicated mobile responsive web-sites for each brand – Taj, SeleQtions, Vivanta and Ginger
- Multi-lingual websites to serve international audience
- Own channels remain the fastest growing channels for revenue generation
- Dedicated Online Reputation Management (ORM) platform and team
- Largest social media presence in this industry



Analytics and Business Intelligence

Intelligent customer segmentation leading to higher revenues

- Customer 360 for deeper business insights
- Hyper personalisation for superior guest experience and revenue predictions
- Industry best technology partners and platforms
- Enterprise data lake for consolidation and cross integration of data



Revenue Management and Distribution

Robust Revenue Management systems and Distribution connectivity ensuring omni channel revenue maximisation

- Trained on site and cluster revenue management associates to drive and optimise revenues
- Centre of Revenue Excellence (CORE) for focused revenue management for cluster hotels
- Industry best central reservation systems and automated revenue management systems
- Dedicated chain codes for GDS with TJ and YX to reach over 600,000 travel agents, counselors and travel management companies worldwide
- 24 x 7 Contact Centre via toll free numbers
- Strategic partnership with over 30+ online travel agencies with preferred commercial agreements
- Regional Reservation Offices in Key Cities to optimize demand
- Incorporation of new age booking channels such as bots, WhatsApp for reservations



DEVELOPMENT SUPPORT TO **PARTNERS**
What we provide when you partner with us



Technical Services and Development Assistance

An in-house team of experts with experience in handling greenfield, brownfield and conversion projects hand-hold our partners through every stage of the development process including design and construction.



Pre-opening Support

A dedicated cross-functional pre-opening team comprising both corporate and on-site staff help to set up and launch the hotel.



Central Materials Group

A central sourcing team provides purchasing economies of scale to all our partners enabling swift, easy and economical procurement of capital goods and operating supplies.



Owner Privileges

Exclusive post-inaugural benefits and opportunities await our partners across the portfolio as a gesture of our commitment to add value to our partnership.



"When you become a part of the IHCL world, you become a part of South Asia's largest hospitality company with a robust portfolio of multiple brands, including the iconic luxury brand Taj, which has been rated as the World's Strongest Hotel Brand 2022 and India's Strongest Brand 2022 across sectors by Brand Finance. Our varied portfolio of key hotel brands, aided by our supporting brands has created a hospitality ecosystem that has something for everyone! You also have access to world-class service, an expansive sales & marketing team, established loyalty program and an extensive distribution network."

Suma Venkatesh

Executive Vice President, Real Estate & Development
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