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THE DEFINITIVE GUIDE TO SUCCESSFUL HOTEL MANAGEMENT

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11th Anniversary

THE POWER LIST 2019

INDIA'S MOST INFLUENTIAL
HOSPITALITY LEADERS

THE POWER LIST 2019

CELEBRATING EXCELLENCE
IN HOSPITALITY

The Living Legend: P.R.S. Oberoi, EIH Limited

Power List 2019

1. Ajay Bakaya, Sarovar Hotels & Resorts
2. Amit Bhosale, ABIL
3. Dr Ankur Bhatia, Bird Group
4. Anshu Sarin, Keys Hotels
5. Arjun Oberoi, EIH Ltd.
6. Arun Saraf, Juniper Hotels
7. Ashish Jakhanwala, SAMHI Hotels Pvt. Ltd.
8. Dilip Puri, Indian School of Hospitality
9. Dipak Haksar, ITC Hotels & WelcomHotels
10. Jean-Michel Cassé, AccorHotels, India and South Asia
11. Jitu Virwani, Embassy group
12. Jyotsna Suri, Bharat Hotels Limited
13. KB Kachru, Raddison
14. Manav Thadani, Hotelivate
15. Nakul Anand, ITC LTD.
16. Navjit Ahluwalia, Hilton (India)
17. Neel Raheja, K. Raheja Corp. Pvt. Ltd.
18. Neeraj Govil, Marriott International
19. Nirupa Shankar, Brigade Hospitality
20. Patanjali Keswani, The Lemon Tree Hotel Company
21. Priya Paul, Apeejay Surrendra Group
22. Puneet Chhatwal, IHCL
23. Rahul Chaudhary, CG Corp Global and CG Hotels & Resorts
24. Rajiv Kaul, The Leela Palaces, Hotels & Resorts
25. Ranjit Batra, Panchshil Realty
26. Rattan Keswani, Lemon Tree Hotels
27. Ritesh Agarwal, Oyo
28. Sanjay Sethi, Chalet Hotels
29. Satyen Jain, The Pride Group of Hotels
30. Souvagya Mohapatra, MAYFAIR Hotels and Resorts
31. Sunjae Sharma, Hyatt Hotels and Resorts
32. Vijay Thacker, Horwath HTL India
33. Vikram Oberoi, EIH Limited
34. Vivek Bhalla, IHG
35. Zaid Sadiq, Prestige Group



SATYEN JAIN

Director, The Pride Group of Hotels



JAIN IS A HANDS-ON
LEADER BUT BELIEVES IN
EMPOWERING HIS TEAM.

None but the brave venture into uncharted territories, and Satyen Jain has proved his mettle time and again.

His Pride Hotels recently ventured into the below-the-radar north-eastern part of India with Pride Terrace Valley Resort Gangtok, the group's first property in the region. The 45-room luxury resort boasts of elegantly furnished rooms and suites replete with all modern elements.

This is Pride's 16th hotel and Jain says the group has a plan to add about 500 rooms in Goa, Nagpur and Pune. By 2022, he is looking at taking the total to 20 hotels and resorts. Currently, Pride Hotels Ltd is operating four brands Pride Plaza, which is an upper-upscale luxury hotel, Pride Hotels which is an upscale hotel, Pride Resorts, the 3-star upscale resort and Pride Biznotel, a mid-market hotel.

Jain brings his exacting standards, his eye for details and global hospitality standards to Pride Hotels. He is a hands-on leader but believes in empowering his team. He often delegates responsibilities, ensuring that the general managers of his properties have a large say in how they run a hotel.

Ultimately, Jain's ambition is to make Pride into a national chain. "I want to position The Pride Hotels as one of the leading Indian hospitality companies in India to manage mid-market and upscale hotels and resorts. The emphasis is on setting up a service culture to impart excellence in all spheres of guest interaction and surpass guest expectations," he says.

Pride Hotels is focussed on guest experiences and monitor customer reviews to identify strengths and weaknesses in the system. However, it is their 'Indian-ness' that sets them apart, Jain says. "There is traditional Indian instrumental music playing in the lobby and the welcome is always traditional too." Jain is looking to expand through the management route, particularly in Tier-2 and Tier-3 cities. ■