Chapter-2

Profile of Hotel Industry and Five Star Hotels in Karnataka
Chapter 2

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2.1 Introduction to Hotel Industry

Hospitality is the way of treating people in the way you want yourself to be treated. Hotels are called “home away from home” because it’s the only place where one get food & accommodation, which provides all luxuries and comfort. A safe shelter wherever one travels is the basic physiological need of any human being, which in civilized term is known as accommodation. In the concept of travel and tourism it is called hospitality. Hotel industry has followed path of travelers from the time they travel. Thus the rest-house, inns and monasteries came into existence. Inn keeping is believed to be started in 1200 years ago. In 1650 Mr. Pascal opened cafe in Paris and coffee house in London. During industrial revolution 1750-1820 English inns were considered finest in the world. Hotel de Henry was one of the 1st European hotels built in 1788 with capacity of 60 rooms. Growth of hotel inns took place with concept of family hotels i.e. run by the families were called mom & pop in England.

Termand house was the first class hotel made in Boston 1829 it provided private guest room, door with lock, free soap, bell-boy service. It is called Adam and eve of modern hotel industry. Mr. Ellsworth M Statler started new chain and made his first hotel “buffalo statler” on 18 January 1908. He gave a slogan that “room and a bath for a dollar and a half”.

In 1950, new concept as motels, boatels, floatels and rotels were built. In 1960 many individual owners merge themselves with large chains such as Sheraton, Hilton, Hyatt, Holiday inn for franchising by paying a fee and then they can use the name, reservation
System national and international advertisement and operational manuals. In 1970 the hotel industry experienced the start of construction boom, and since then the hotel industry is progressing day by day. International business is rapidly developing and with this lot of business executive is travelling out; modern hotels are developing as per the needs and wants of tourist and business class guest. Tourism and hospitality is considered to be as international or as global industry. In the modern way of the life hotels are the major source of accommodation hence, the nature of hotel industry is basically global and become the modern concept of mass tourism is a western product, therefore, major players in the hotel industry are people or establishments from the western world and their influence on the hotel industry of developing nations of other parts of the globe is well established. One of the fastest growing sectors of the economy of our time is the hotel industry alone is a multi-billion dollar and growing enterprise. It is exciting, never boring and offer unlimited opportunities. The hotel industry is diverse enough for people to work in different areas of interest and still be employed within the hotel industry. This trend is not just in India but also globally.

### 2.2 Hotel Industry in India

Indian Hotel industry started very late compared to the hotel industry elsewhere in Europe and America and evolved at a snails pace, therefore, though our hotel industry is small in size yet qualitatively we are not only at par with the best hotel industry in the world but the best in some respect and accordingly some of the Indian hotel groups are outstanding in providing the best services and facilities to the tourists.
2.2.1 Classification and Concepts of Hotels

Hotels in India can be broadly divided into three segments; namely, star hotels, hotels awaiting classification and licensed hotels. Star hotels are further classified as Heritage hotels (which are, in turn, classified by age) or Star hotels, which are rated as 1, 2, 3, 4 or 5. In addition, there are several important concepts in the hotels industry depending on the nature of service provided, which are independent of the broader classification standards.

The hotel industry in India can broadly be classified into 3 major types

![Classification of Hotel Industry in India (Source: www.crisilresearch.com)](https://www.crisilresearch.com)

**Star hotels:** These are hotels classified by the Ministry of Tourism into heritage hotels, 5-Star Deluxe, 5 star, 4 star, 3 star, 2 star and 1 star. Heritage hotels include old palaces and havelis, which have been converted into hotels. The ministry re-classifies hotels every 5 years. Heritage and Heritage Classic hotels also include posh residences, havelis, hunting lodges, forts and palaces built prior to 1950 and 1935 respectively.
Approved (Awaiting classification) hotels: This category includes hotels that have acquired approval from the ministry of tourism but have not been classified into any star category.

Licensed Units: This comprises of hotels that have acquired a license from local municipal authorities to conduct boarding and lodging facilities.

Hotel Concepts

Apart from their ratings, hotels are classified based on other parameters such as:

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**Figure 2.2- Basis of Classification of Hotels (Source: [www.crisilresearch.com](http://www.crisilresearch.com))**

**Based on Location**

**City Hotels:** These are hotels which are located in the heart of the city near the Central Business District. They attract the highest number of visitors as they are easily accessible from any location in the city or suburbs. Due to the locational advantage, these properties generally charge high Average Room Rate (ARR). Occupancy Rates (ORs) are generally high on weekdays. Hotel Leela Chanakyapuri in New Delhi and Taj Banjara in Hyderabad and The Oberoi in Bangalore are examples of City hotels.

**Suburban Hotels:** These are located in suburban areas, catering to customers travelling for business or leisure. For instance, in Bangalore, the Taj Group's Vivanta caters to corporate
demand arising from the various business hubs in the city. At the Hitech city in Hyderabad, another similar suburb, Ista and Novotel address demand from customers in the IT hub. Sohna Road, a suburb near Gurgaon is a weekend getaway for Delhi residents. Westin Sohna Resort and Spa operates in this region, catering to demand from tourists and leisure travelers.

**Airport Hotels:** These hotels are located near an airport and act as transit hotel for guests who stay-over between flights. Novotel Airport Hotel in Hyderabad and Clarks Exotica in Bangalore are some examples.

**Resorts:** Usually located at hill stations or seashores, these are places for relaxation or recreation of tourists and regular travelers. Resorts can be further classified into hill resorts, health resorts, beach resorts, summer resorts and winter resorts. Generally occupancy rates in resorts are high on weekends and public holidays.

**Motels:** The word motel (a portmanteau of "motor and hotel" or "motorists' hotel") initially referred to a single building of connected rooms whose doors faced a parking lot and/or common area or a series of small cabins with common parking. In general, motels are located along highways connecting important cities. The significant features distinguishing a motel from a hotel are:

- Adequate parking facilities
- Cottage style accommodation (provided by most motels)
- Short duration of stay.

KTDC's Motel Aaram Kuttippuram, Motel Aaram Kayamkulam, Motel Aaram Kannur, Motel Aaram Athirapally, Motel Aaram Erimayur Palakkad and Motel Aaram Palaruvi are some of the motels in India.
**Floatels:** A floatel is a floating hotel or a boat or ship operating as a hotel. An example of a floatel is the Oberoi Motor Vessel Vrinda that operates across Kerala.

**Rotels:** A Rotel is a hotel on wheel. These hotels are trains which provide a luxurious hotel-like atmosphere. Palace on Wheels, Deccan Odyssey and Golden Chariot are some of the prominent examples.

**Based on level of Service**

**Economy / Budget hotels:** Economy / Budget hotels provide limited services and only provide accommodation to the guests. These hotels offer fewer amenities to the guests and charge lower prices. Budget hotels would have services equivalent to 3-star rated hotels.

**Mid Segment / Midscale hotels:** Mid segment hotels provide simple and comfortable services to their guests. These hotels may possess amenities such as a fitness centre or a swimming pool, but the usage of these facilities is not included in the room tariff. They have a single restaurant rather than many multi-cuisine restaurants that are found in luxury hotels. Midscale hotels would have services equivalent to 4-star rated hotels.

**Upscale / Luxury hotels:** Upscale hotels are those which have a 5-star rating or above and house multi-cuisine restaurants and lounges. Other facilities include concierge service, meeting rooms, dining facilities. The guest rooms contain furnishing, artwork etc. The prime target customers for these hotels are business executives, high-ranking diplomats and High Net-worth Individuals (HNIs). A prominent example is the Oberoi Amarvilas, Agra. These hotels would have service equivalent to 5 star / 5-star Deluxe rated hotels.

**Based on Themes**

**Ecotel:** An ecotel is an exclusive group of inns, hotels, or resorts that define the concept of environmental responsibility within the hospitality industry. All certified hotels have to pass a
detailed inspection and satisfy stringent criteria designed by Hospitality Valuation Services (HVS) International, the international ecotel-accreditation agency. The ECOTEL inspection is based on five separate inspections each with a three-tiered Numerical Scoring System. The five inspections correspond with the five globe awards namely ‘environmental commitment, solid waste management, energy efficiency, water conservation, employee education & community involvement. Since its establishment in 1994, over 1,100 hotels from over 30 countries have applied for the ecotel certification. However, to date, less than 5 per cent have been certified. In Asia, The Orchid Hotel, Mumbai, was the first to receive the Ecotel award in India. Hotel Rodas, Lotus Suites in Mumbai and Uppals Orchid Hotel in Delhi are some of the other properties in India to receive the Ecotel certification.

**Boutique hotels:** Boutique hotels differentiate themselves from larger chain/branded hotels and motels by providing personalised accommodation and services / facilities. Boutique hotels have typically been unique properties operated by individuals or companies with a small collection. The typical boutique hotel has less than 100 guest rooms, limited service, one or no boardroom, and food and beverage is generally outsourced. Typically boutique hotels are furnished in a themed manner. Usually, boutique hotels are characterised by a high percentage of repeat clientele.

Reportedly, there are around 500 boutique hotels worldwide. Some of the international boutique hotels include Melia-Comfort Boutique Hotels, Hotel Punta Islita, W Hotels, Zoo Hotels, Ian Schrager Hotels, Scotsman Hotels, Bvlgari Hotels, Myhotel, The Kimpton Group, Joie de Vivre Hospitality, Orient-Express, Park Hyatt, Sofitel Demeure Hotels and Aman Resorts. In India, all the properties of The Park Hotel (Delhi, Kolkata, Visakhapatnam and Bangalore) are boutique hotels.
**Heritage hotels:** Heritage hotels are old palaces and havelis, which have been converted into hotels. These hotels offer unmatched luxury and are known for individual attention and personalised services. Erstwhile royal families, especially in Rajasthan, have converted their palaces into a chain of hotels. Guests at such palace-turned-hotels enjoy great ambience, royal food, huge rooms, antique furniture and also modern facilities. Rajasthan has the highest number of heritage hotels in the country. Welcome Heritage hotels run over 60 heritage hotels across the country.

**Other Concepts**

**Timesharing industry:** A timeshare is a form of vacation property ownership. Under this concept, the use and costs of running the hotel are shared among the owners. The timeshare concept as an innovative way for increasing holiday choice took root in Europe in the 1960s. Instead of booking a week or two at a resort every year, or purchasing a holiday property outright, timeshare offers buyers the ability to buy rights of occupancy in a property, typically in multiples of one week, for a set period. Once consumers have purchased their holiday time, they can use it, pass it to friends or relatives, or rent it out.

**Service apartments:** This concept is slowly gaining ground in the industry. Service apartments mainly target emigrants and long-duration visitors, both business and leisure. Service apartments offer all the luxuries of a five-star hotel, but at far more competitive rates, and in addition, give the 'at home' feel. The customer can enjoy all the comforts of a hotel and at the same time enjoy the personal touch. As more and more quality-conscious expatriates come to India and stay for longer durations, they find that 5-star service apartments offer them just what they require in terms of price, lifestyle and convenience. These apartments are ideal for people who do not have to stay long enough to set up a home, but also stay long enough to
want to live a more normal lifestyle, even while experiencing the creature comforts that a 5-star hotel offers. This is an ideal accommodation even for foreigners who prefer the 'home away from home' experience at service apartments instead of 'cramped' hotel rooms.

2.3. Different Departments in Hotels

The hotel departments are classified on the basis of its function. They are as follows:

2.3.1 Core Functioning Departments

Food Production Department:

Food production deals with the preparations of food items. It basically engaged in preparing those dish, which are ordered by the guest and afterwards is catered by the Food & Beverage (F&B) Service department. There are different Cuisines like Indian, Continental, Thai, Italian, Konkani (Coastal Sea Food), South Indian, Chinese, Mexican, etc. Different Chefs are appointed for the specialty cuisine.

Food and Beverage (F&B) Service Department:

F & B Service department deals mainly with food and beverage service allied activities. Different divisions are there in F & B Service department like Restaurants, Speciality Restaurants, Coffee Shop (24 hrs.), Bar, Banquets, Room service etc. Apart from that they have Utility services (Cleaning).

Housekeeping Department:

The housekeeping department is another important department in hotels. Housekeeping is responsible for cleaning the hotel’s guestrooms and public areas. This department has the largest staff, consisting of an Executive Housekeeper, assistant housekeeper, room inspectors, room attendants, a house-person crew, linen room attendants and personnel in charge of employee uniforms. They may also have their own laundry and valet service. Hotels with
laundry and valet equipment may use it only for hotel linens and uniforms and send guest clothing to an outside service where it can be handled with specialized equipment.

**Front Office Department:**

The front office is the command post for processing reservations, registering guests, settling guest accounts (cashiering), and checking out guests. Front desk agents also handle the distribution of guestroom keys and mail, messages or other information for guests. The most visible part of the front office area is of course the front desk. The front desk can be a counter or, in some luxury hotels, an actual desk where a guest can sit down and register.

**2.3.2 Support Departments (Cost Centers)**

**Sales & Marketing Department:**

Sales and marketing has become one of the most vital functions of the hotel business and an integral part of modern hotel management. It includes packaging for selling, sales promotion, advertising and public relations. The marketing division is charged with the responsibility of keeping the rooms in the hotel occupied at the right price and with the right mix of guests.

**Engineering and Maintenance Department:**

The energy crisis throughout the world has given a great importance to the engineering department of a hotel. This department provides on the day-to-day basis the utility services, electricity, hot water, steams, air-conditioning and other services and is responsible for repair and maintenance of the equipment, furniture and fixtures in the hotel. The engineering department has an important role in satisfying the guest-demand and helping to maintain the profit level of the hotel. The cleaning, up-keep, repair, replacement, installation and maintenance of property and its furnishing, machinery and equipment are the joint responsibilities of Engineering/Maintenance and the Housekeeping Department.
Finance, Accounting and Control Department:-

A hotel’s accounting department is responsible for keeping track of the many business transactions that occur in the hotel. The accounting department does more than simply keep the books-financial management is perhaps a more appropriate description of what the accounting department does. Whereas the control department is concern with cost control guidelines by way of reducing in investment, reduction in operating cost, control of food service costs, control of beverage costs, labour cost control, etc.

Safety and Security Department:-

The security of guests, employees, personal property and the hotel itself is an overriding concern for today’s hoteliers. In the past, most security precautions concentrated on the prevention of theft from guests and the hotel. However, today such violent crimes as murder and rape have become a problem for some hotels. Unfortunately, crime rates in most major cities are rising. Hence today security department also concentrate on these additional criminal activities too. Hotels are more vigilant these days after the 9/11 and the 26/11 kind of attacks by terrorists in the US and India respectively.

Administration (Human Resource) Department:-

Top organizational members usually supervise the Administration Department in a hotel. This department is responsible for all the work connected with administration, personnel, manpower, employee’s welfare, medical, health and security.

2.4. Hotel Industry in Karnataka

Karnataka is one of the most enchanting tourist destinations in India. Surrounded with misty mountains, lush green forests, beautiful waterfalls, cute chirping birds etc, the state of Karnataka presents nature at its best. Fragrance of the sandalwoods, aroma of the fresh coffee
beans and the beauty of the roses in Karnataka will surely make anyone go mad. The state comes with the perfect blend of tradition and technology.

The manifold attraction of Karnataka which compliments Karnataka Tourism beautifully includes varied things of interests for the tourists to enjoy. Eco-tourism places like Kudremukh, Madikeri and Agumbe are well known. It also houses national parks and wildlife sanctuaries. The remains of the Vijayanagara Empire at Hampi, the monuments of Pattadakal, the rock temples of Aihole, the cave temples at Badami, the Hoysala temples at Halebid and Belur are some of the best heritage sites of the place. One of the tallest waterfalls of India, Jog Falls, is also located at Karnataka. The state is also emerging as a centre for health tourism.

Karnataka is easily accessible. It is linked with all the important places in India through the airport of Bangalore. The state also has a good network of railways. The road network with bus services and other transports helps in traveling between the towns and cities.

Since tourism business in Karnataka has made the state one of the popular and sought after tourist destinations, so a huge number of hotels have emerged in Karnataka. Be it a five star hotel in Karnataka or a budget hotel in Karnataka, one would get the best of facilities and accommodation in the Karnataka hotels. The travelers also have the scope to choose from a wide range of Karnataka Hotels. The hotels in Karnataka are so designed that it suits the taste and budget of all classes of people.

2.5 Profile of Five Star Hotels in Karnataka (Bangalore)

Bangalore in Karnataka is one of the most beautiful cities in India. Also known as the Garden City, Bangalore is an IT hub and thus also known as the Silicon Valley in India. It is not only the gardens and its claim to fame as information technology hub that contribute in bringing
Cost of Employee Turnover: A Study Based on Various Levels of Employees of Five Star Hotels in Karnataka

tourists to Bangalore, but also various historic monuments and a climate that has made Bangalore a year-round destination.

Bangalore has an excellent tourism infrastructure, which offers tourists all the modern facilities and services. The city is modern in outlook and lifestyle, which makes it easy for a traveler to explore Bangalore at its own pace. The city boasts of some fine Five Star Hotels, excellent eating joints and pubs. The Five Star Hotels of Bangalore are fully equipped with all the modern facilities. The city is home many multi-national company offices and thus a number of business travelers across the globe also frequent the city.

There are many Five Star Hotels in Bangalore that are fully equipped with all the modern facilities. The Five Star Hotels of Bangalore promises to offer world-class hospitality and warm hospitality to tourists visiting Bangalore. The Five Star Hotels provide fully equipped business centers, which are fully equipped with audio-visual aids and projectors. The following section discusses the profile of the Five Star Hotels in Bangalore:

**Vivanta by Taj- M.G.Road (Old name- Taj Residency Hotel)**

Vivanta by Taj- M.G.Road Bangalore is an eclectic blend of material pleasures and aesthetic beauty. Overlooking Lake Ulsoor, the Taj Residency offers picturesque views of the city of gardens. Strategically located, Vivanta by Taj- M.G.Road Bangalore is equipped to handle the needs of business travelers and the whims of holidaymakers. All 163 rooms at the Vivanta by Taj- M.G.Road Bangalore are cocoons of plush comfort and endearing warmth. Replete with modern room amenities, the rooms at the Taj Residency Bangalore are perfect for business and holiday travelers. The hotel is located 38 kms from Bangalore International Airport, 7 kms from City Railway Station, and 7 kms from City Bus Stand.
There are a variety of Restaurants and Bars at the Vivanta by Taj- M.G.Road including Cafe Mozaic that serves an eclectic mix of Mediterranean, Mexican, Italian, Lebanese and Indian delicacies as well as regular coffee-shop items and pre-plated platters, served in innovative styles. The Vivanta by Taj- M.G.Road hotel offers an array of business facilities including a fully equipped Business Centre, offering 24-hour Internet connectivity, copier/facsimile facilities and secretarial service. The Vivanta by Taj- M.G.Road hotel Bangalore also offers meeting Rooms and Banquet Facilities.

**The Taj West End - Bangalore**

Taj West End is a fragrant potpourri of dainty elegance, rich luxury and brilliant facilities. Located on the Race Course Road in Bangalore, the Taj West End Hotel is strategically situated and comfortably accessible. The 129 Taj West End rooms and suites may be classified as rooms with Private Verandah, Poolside Rooms, Luxury Rooms with Sit-outs, Luxury Old World Rooms, Suites and the Taj Club Rooms, each a cozy haven of lavish luxuries that spoil you completely and help you unwind. Located at a distance of 39 kilometers from the Bangalore airport and at a distance of 2 kilometers from the local railway station, five star deluxe Taj West End is the ideal way to experience Bangalore hospitality at its charming best.

The Taj West End hotel boasts of 4 in-house Restaurants and Bars to pamper your taste buds and keep your spirits high. The Taj West End hotel meets the needs of the international business traveler in Bangalore with its fully equipped Business Center, 24-hour fax/telex facilities, 2 Meeting rooms, Workstations, Laptops on hire and Secretarial service.
The Taj West End hotel also offers 6 luxurious Banquet rooms for gatherings. Amongst the many recreational, and health facilities offered by the Taj West End hotel are fitness center, Beauty Parlor, hair salon, flood lit tennis courts and arrangement for golf.

**Vivanta by Taj.-Whitefield- Bangalore**

The hotel's unique facade changes colour, texture and tone to express the borderless potential for the corporate nomads who feel at home in any of its 199 rooms and suites. Offering comprehensive business facilities, a vibrant range of food and beverage options and a well-equipped fitness centre (complete with a salon), Vivanta by Taj - Whitefield, Bangalore is designed to create a truly memorable experience for the guests, time and again. Located 45 km away from the airport, the hotel stands right at the main entrance to the International Tech Park, Bangalore (ITPB), which is India's first hi-tech park of its kind and integrates office, retail, residential and recreational facilities in a single location. Set amidst a refreshing and aesthetically appealing lush landscape, ITPB provides the perfect setting for a unique design structure.

Staring at a very huge piece of rock, the architect of this unique hotel saw three things during his first site visit. Stone, Grass, and Sky. These three elements - stone, grass and sky combine to create a feeling that captures a stylish vibe which can be seen in the lobby, cascading by the poolside. It's everywhere, in perfect harmony. This modern architecture marks 170 rooms and 29 suites.
The Lalit Ashok (Old name The Grand Ashok) - Bangalore

The Lalit Ashok hotel Bangalore offers 5 star facilities to its guests. The Lalit Ashok hotel is located in over ten spacious acres in the High Grounds area of Bangalore. The hotel is close to the bustling business and shopping districts of the city of Bangalore. The hotel is situated 35 kms from the New Airport, Cantonment Railway Station-Approx 2 kms, Just Opposite Golf Course, 4 kms from the city main shopping area; M.G. Road is approx 3.5 kms.

The Lalit Ashok offers 179 guest rooms including twin rooms, 13 double executive rooms, 10 Luxury suites, 4 double suites and 2 presidential suites. The Lalit Ashok hotel Bangalore offers a variety of delicacies like Chinese, Continental, South Indian, Mughalai, and Tandoori cuisines. The Coffee Shop and the Bar of the hotel are the other two popular hangouts. For the business travelers in Bangalore, the Lalit Ashok hotel offers a well-equipped Business Center and other conferencing facilities.

ITC Windsor Sheraton Hotel and Towers - Bangalore

The ITC Windsor Sheraton Hotel and Towers is located in the garden city of India, Bangalore. The ITC Windsor Sheraton Hotel and Towers offers 240 well-appointed rooms and 22 luxury suites, 29 Non-smoking rooms and 1 Presidential Suite for a comfortable stay in Bangalore. The hotel is located 34 kms from the Airport, approx 5 kms from the central railway station & approx 3-4 kms from the city centre

Besides the speciality and multi-cuisine restaurants, one must check out the Dublin - The Welcompub, a first-of-its-kind, distinctively Irish Pub in Bangalore. Conferences at the Windsor Sheraton are an experience in them; there are as many as 6 different venues available in this Bangalore hotel. The poolside lawns of the ITC Windsor Sheraton Hotel are ideal gala dinners/informal parties. For the business travelers in Bangalore, the Windsor Sheraton Hotel
ITC Gardenia embodies the splendors of Nature. Built as a tribute to the beautiful city of Bangalore, and inspired from the magnificent gardens of the City. The Hotel is conveniently located in the commercial heart of Bangalore and is in close proximity to key business districts and ITC Hubs of Bangalore. The Hotel is equipped with 292 Luxury rooms and suites offering the discerning business and leisure traveler the best in hospitality and hotel services.

Not far from this delightful spot, where the breeze bears the fragrance of fresh blossoms and new leaves, and the roads are shaded by the canopies of old trees, stands ITC Gardenia, ITC Hotels’ 5 star green luxury business hotel in Bangalore.

An elegant building that appears unassuming at first glance, ITC Gardenia is a marvel of technological engineering and architectural genius, evident in the seamless blend of its outdoor and indoor spaces that convey a unique sense of the hotel’s garden inspiration, while shrinking guest’s carbon footprint by over 60%.

From its wind cooled lobby that frames a stunning view of the beautiful outdoor island restaurant Lotus Pavilion with its vivid grass topped roof, to the vertical gardens in Cubbon Pavilion and the lobby, and the distinctive nature-driven theme on each floor moving up from earth to sky, ITC Gardenia brings together the best of what is natural and manmade.

ITC Gardenia is the first Hotel in India to achieve ‘The world’s largest LEED Platinum rated Green Hotel’ award. ITC Gardenia uses frontier green technologies in its systems like water recycling, energy and waste management, along with eco friendly materials in its
architecture and decor, to offer 5 star luxury for the discerning business traveler, with the soft touch of nature.

India’s first hotel to be granted permission to operate helicopters on its rooftop; ITC Gardenia features a 25m diameter helipad on the hotel’s 22nd floor, with the (Director General of Civil Aviation) DGCA’s approval and authorisation, to land and take-off under day VFR (Visual Flight Rules ) conditions – interpreted as day time operations only. Designed to cater to twin engine CLASS 1 helicopters weighing upto 5.4 tonnes, all operations are carried out by an experienced crew of qualified helicopter pilots.

**The Oberoi Hotel - Bangalore**

The exclusive Oberoi Hotel in Bangalore enamors the guest with its elegant accommodation and glamorous style. A part of the Leading Hotels of the World, Oberoi in Bangalore reflects a quiet class and yet, is brilliantly ostentatious.

A stay at any of the 158 rooms or suites at the super deluxe Oberoi Hotel Bangalore opens up doors into a chic and meticulously classy hotel that offers a plethora of world-class amenities. The guest may choose from amongst Deluxe or Executive suites, Superior Garden View rooms, non-smoking rooms, Premium Garden View rooms, Deluxe Rooms or the exotic Presidential suite. The hotel is situated 38 kms from Airport, 7 kms from Railway Station, 3 kms from Shivaji Nagar Bus Stand.

In order to cater to the needs of the modern business travelers The Oberoi hotel in Bangalore, offers a 24-hr Business Center and three meeting rooms equipped with modern amenities. The Oberoi Bangalore offers several modern day conference facilities too. There are two in-house deluxe restaurants at The Oberoi Bangalore that serve sumptuous Continental, Indian and Chinese cuisines. At the Oberoi the guest may enjoy a range of services and facilities
including the outdoor swimming pool, Sauna, Fitness center, Massage, beauty salon, barbershop, health club, and book/gift shop.

**The Leela Palace Hotel- Bangalore**

The Leela Palace Hotel is a popular Five Star Hotel in Bangalore. The hotel is located 45 kms away from New Airport; 12 kms from Bangalore City Railway Station.

The Leela Palace in Bangalore is synonymous with state-of-the-art facilities, regal ambience, and outstanding service as all the hotels of the Leela Group. The Leela Palace offers 254 elegant and spacious rooms and suites that spread over six floors. The Leela Palace, Bangalore is the perfect place to feast your taste buds. There is Citrus, the 24-hour Brasserie offering multi-cuisine specialty; Jamavar, the Fine dining signature Indian restaurant; Library Bar serving International Martinis and Cigar lounge.

**The Chancery Pavilion - Bangalore**

Unlike other 5-star hotels in Bangalore, The Chancery Pavilion is not fully been called as business hotel. The hotel covers a vast area, festooned with all the modern amenities and facilities to give you the utmost pleasure of heaven. They are renowned for their 24*7 services. Business centers Restaurants of the Chancery Pavilion offered both Indian and international fare.

The hotel is located 40 kms from Bangalore New Airport, 5 kms from Bangalore Railway Station, 5 kms from Majestic Bus Terminus.

This five star hotel in Bangalore is known for offering delicious cuisines to tantalize your taste buds. A world class culinary selection from around the globe is available to the guest’s in the hotels restaurant, the lounge and bar each with its own distinguishing character and flavor.
The Royal Orchid Park Plaza - Bangalore

The Royal Orchid Park Plaza hotel overlooks the lush greens of the KGA Golf Course. The Royal Orchid Park Plaza hotel caters to the needs of the discerning corporate traveler and privileged businessperson. The Royal Orchid Park Plaza hotel is strategically located. It is just three kilometres away from the main commercial hub of the Bangalore city and approx 45 Kms from New Air port. The Royal Orchid Park Plaza hotel offers several elegantly appointed 93 rooms and suites to its guests for a comfortable stay in Bangalore. The Royal Orchid Park Plaza hotel serves the very best of International food, a wide variety of beverages and light snacks, and a large selection of the finest alcohol.

Ista Hotel - Bangalore

Ista Hotel Bangalore is strategically located close to the business and shopping options. This five star hotel enjoys breathtaking views of Ulsoor Lake. Hotel Ista Bangalore offers a taste of true perfection. The hotel has 143 guest rooms. Every guest unit has been spaciously laid out with a touch of elegance. Guests can choose from 3 room categories - Premium Room, Deluxe Room and Executive Suite. Executive suites at the hotel are lavishly furnished with first-class comforts. The hotel is located 38 km from new airport and 14 km from the railway station.

Right from Oriental to Indian to Italian, the hotel offers an excellent array of food and beverage options. This 5 star Bangalore hotel brings forward three meeting rooms. All meeting rooms are equipped with modern audio-video aid. The 24-hour business center will connect you with your business and clients. A wide spectrum of recreation facilities like Swimming Pool, Jacuzzi, Fitness Center and Shopping Arcade at the hotel will ensure a pleasurable stay.
Le Meridien Hotel - Bangalore

Le Meridien Bangalore is synonymous with invigorating freshness and incomparable style that is in perfect sync with the 'city of gardens' i.e. Bangalore that exudes a spirit of new life. There are 201 elegant rooms at the five star hotel Le Meridien Bangalore, which are storehouses of silken comforts and modern room amenities. The hotel is situated 35 kms from New International Airport, 2 kms from City Railway Station, and 2 kms from Majestic Bus Stand.

The in-house multi-cuisine restaurants of the Le Meridien hotel are renowned for their phenomenal buffet spread for breakfast, lunch and dinner and ala carte menu throughout the day. The Cocktail Lounge Sundowner of the Le Meridien hotel serves exotic cocktails and a variety of liqueurs. The hotel offers as many as six convention halls for business meetings, conferences and Business Centre with its two very own boardrooms.

The Park Hotel - Bangalore

The Park hotel, Bangalore is ideally situated on the MG Road in the heart of Bangalore's business district. The Park hotel is a unique 109-room experience in Bangalore. The Park hotel boasts of being the first contemporary boutique hotel in India. Just like the other Park Hotels all over India, The Park hotel Bangalore showcases its global standards in luxury, comfort and hospitality. The hotel is 38 kms away from the new Airport, 7 kms from railway station and 2 kms from bus stand. The 24-hour restaurant of The Park hotel serves a select assortment of items from coastal cuisines of South India and South-East Asia.

2.6. Summary

This chapter provided an overview of the hotel industry and the profile of the Five Star Hotels in Karnataka.