

Taj group of hotels essay sample

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For more than 100 years, we have acquainted guests with the living heritage of India – and a legendary experience in hospitality.

It began on December 16, 1903, when Jamshetji Nusserwanji Tata opened Taj's first hotel, the Taj Mahal Palace & Tower, Mumbai. This grand hotel epitomized a philosophy that still holds true today: provide impeccable service and unparalleled facilities so every stay is a memorable one.

A part of the Tata Group of companies www.tata.com, India's premier business house, Taj Hotels Resorts and Palaces comprises 57 hotels in 40 locations across India with an additional 18 international hotels in the Maldives, Mauritius, Malaysia, Seychelles, Australia, UK, USA, Bhutan, Sri Lanka, Africa, and the Middle East. Over the years, Taj has won international acclaim for its quality hotels and its excellence in dining, business facilities, interiors, and world-class, personalized service.

In India, Taj is recognized as the premier hospitality provider, spanning the length and breadth of the country, and gracing important industrial towns and cities, beautiful beaches, historical and pilgrim centres, and wildlife destinations.

An innovator in dining, Taj was the first to introduce Sichuan, Thai, Italian, Mexican, and Californian cuisine into the country. In 1972, it was the first to open a 24-hour coffee shop in India at Taj Mahal Palace & Tower, Mumbai. Today, each restaurant is reflective of that tradition, setting benchmarks for an outstanding culinary experience.

HISTORY:

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Billed by the Times, London as the finest hotel in the East, the Taj's first hotel, the Taj Mahal Palace & Tower, Mumbai was perhaps the only place in the world where a British Viceroy could rub shoulders with an Indian Maharajah, where the Congress could debate with right wing leaders, and where sailors on shore leave could flirt with the Pompadour Follies. Built at the cost of a quarter of a million pounds, the hotel introduced a series of firsts that set new benchmarks in Indian hospitality. Over the years, the Taj brought into Bombay, “ Professors of Dance’ Mademoiselle Singy to raise temperatures and a few eyebrows with the Tango, the first air-conditioned ballroom to cool things down, the first cold storage, the first licensed bar, and more.

The changing decades ushered in new tastes and newer guests including Mick Jagger, Steven Spielberg, and David Rockefeller, to name a few. From Nobel laureates to rock stars, fashion divas, to oil-rich sheiks, Taj represented a global village long before the term was to become a cliché. Even today, a hundred years on, guests will find Taj taking luxury to greater heights in all its hotels around the world including business capitals, fairy-tale palaces, on secluded islands, in private yachts, aboard executive jets, and amidst spas and resorts. Still, as the discerning traveller will note, a little ahead of its time.

Important Milestones in the History of Taj

1903: Created history with the opening of The Taj Mahal Palace Hotel, Bombay (Mumbai) – India's first Luxury hotel

1971-72: Pioneered the concept of authentic Palace Hotels in the country with the Rambagh Palace in Jaipur, the Palace of the Maharajah of the esrtswhile state of Jaipore.

1974: Conceptualized the unique beach resort at Fort Aguada, Goa built within the walls of a Portuguese fort overlooking the Arabian Sea

1978-82: Taj launched in Delhi with its luxury hotel – Taj Mahal Hotel on No. 1 Man Singh Road and then prepared India for the Asian Games by setting up Taj Palace, Delhi with the largest convention centre in the country

1982: Taj established a presence in the Western Hemisphere with the historic St. James Court Hotel near Buckingham Palace, London

1984-92: Well before these destinations became world renown for their beauty, Taj expanded to Kerala and Sri Lanka

1992-97: Rolled out Business Hotels in key cities and towns across the country, branded as Taj Residency hotels

2000: Consolidated its position as the largest chain in India with hotels in Ahmedabad and Hyderabad, the latter city being a joint venture with GVK Hotels resulting in a dominant position in the market for premium and luxury hotel rooms

2002: The new Taj Exotica Resort & Spa, Maldives, within six months of its launch, was awarded the title of “ The Best Resort in the World” in the first ever Harpers and Queen Travel Awards.

COMPANYS PROFILE:

The Indian Hotels Company and its subsidiaries, collectively known as Taj Hotels Resorts and Palaces, is recognised as one of Asia's largest and finest hotel companies. Incorporated by the founder of the Tata Group, Jamsetji N. Tata, the company opened its first property, The Taj Mahal Palace Hotel, Bombay in 1903. The Taj, a symbol of Indian hospitality, completed its centenary year in 2003. Taj Hotels Resort and Palaces comprises 56 hotels in 39 locations across India with an additional 18 international hotels in the Maldives, Mauritius, Malaysia, Seychelles, United Kingdom, United States of America, Bhutan, Sri Lanka, Africa, the Middle East and Australia.

The company has had a long-standing commitment to the continued development of the Indian tourism and hospitality industry. From the 1970s through the 1990s, the Taj played an important role in launching several of India's key tourist destinations. Working in tandem with the Indian government, the Taj developed resorts and retreats while the government developed roads and railways to India's hidden treasures.

The company has also started TajSATS Air Catering Ltd. is a joint venture of the Indian Hotels Company, popularly known as the Taj Hotels Resorts and Palaces, and SATS (Singapore Airport Terminal Services). SATS, a subsidiary of Singapore Airlines, is a leader in airline catering and ground handling services in Asia. TajSATS is the market leader in airline catering. The company provides in-flight catering at Mumbai, Delhi, Chennai and Kolkata and manages Airport Lounges in Mumbai and Chennai.

The Taj Madras Flight Kitchen operates airport restaurants in Chennai. The company is a joint venture of the Indian Hotels, SATS and Malaysian Airlines. All these facilities are equipped with state-of-the-art technology and advanced kitchen equipment for efficient and hygienic food production and handling. At the heart of their offering is a commitment to be ‘ One with the Customer’.

TajSATS is expanding its operations in the following cities in India – Amritsar, Ahmedabad, Bangalore, Hyderabad & Pune.

BOARD OF DIRECTORS:

Mr. Raymond Bickson

Managing Director & Chief Executive Officer

Raymond Bickson’s experience in hospitality spans thirty years and four continents. In January 2003, Mr. Bickson moved to India and joined the Board as Executive Director & Chief Operating Officer of Taj Luxury Hotels, overseeing the operations of all luxury properties and playing a key role in the global expansion and development of future hotels. He assumed the role as Managing Director & Chief Executive Officer of The Indian Hotels Company Limited in July 2003.

Anil P. Goel

Senior Vice President, Finance

Anil Goel is charged with the task of overseeing the Taj Group's finance, mergers and acquisitions, purchase and audit functions. With over 24 years of experience in the Tata Group in various financial roles, including Chief Financial Officer of Tata Tea, he brings a unique understanding of fiscal responsibility to Taj. Anil is also a Non-Executive Director in Taj GVK, Oriental Hotels Limited, Indian Resort & Hotels Limited, Taj Samudra, amongst others.

Ajoy K. Misra

Senior Vice President, Sales and Marketing

In his 24 years with the Taj Group, Ajoy Misra has worked in various capacities, from sales and marketing to operations. Ajoy joined the Taj in 1980 in the Corporate Sales and Marketing Department through the Tata Administrative Services. He served as General Manager of the Taj President Hotel in Mumbai and Area Director in the Sri Lanka and Maldives regions. Today, Ajoy represents Taj in industry organizations such as the World Travel and Tourism Council, India Initiative (WTTC), World Tourism Organisation (WTO), Hotel Association of India (HAI).

Prakash V. Shukla

Senior Vice President, Technology and Chief

Information Officer.

With over 20 years experience in the information technology industry, Prakash Shukla brings valuable expertise to the expanding network of Taj Hotels. He is currently responsible for total IT deployments at the Taj Group

and is on MD's management committee. With a background in some of the industry's most venerable corporations–Unisys / Sperry and IBM–Prakash has provided IT solutions for numerous clients: Morgan Stanley, Goldman Sachs, Citigroup, and Solomon Smith Barney.

Yogi Sriram

Senior Vice President, Human Resources

Yogi Sriram has over 28 years of experience in Human Resources Development. He has lead the HR function in Asea Brown Boveri Limited, Dabur India Limited and Larsen & Toubro Limited, one of India's largest conglomerates as Vice President – Corporate Human Resources. Before joining Taj Hotels Resorts and Palaces, he was H. R. Director (Africa, Middle East, Turkey & South Asia) with BP (British Petroleum).

Franz Zeller

Sr. Vice President & Chief Operating Officer

Taj Luxury Hotels – International

Franz Zeller joined The Indian Hotels Company Limited as Senior Vice President & Chief Operating Officer, in November 2003. Previously he was Senior Vice President Middle East & North Africa, Millennium Hotels & Resorts and prior to that Senior Vice President Operations, Asia Pacific & General Manager for the same Group.

Abhijit Mukerji

Chief Operating Officer, Taj Luxury Hotels – India

Abhijit Mukerji manages a portfolio of the thirteen Taj Luxury Hotels in India, which consists of landmark hotels in key metro cities including the group's flagship hotel, The Taj Mahal Palace & Tower, Mumbai, historic royal Palaces, and luxury residences.

Jyoti Narang

Chief Operating Officer

Leisure Hotels

In a career spanning 23 years with Taj Hotels, Jyoti Narang has held a variety of positions, from sales and marketing to operations. Currently, she serves as Chief Operating Officer of the Leisure Division of Taj Hotels Resorts and Palaces, and is responsible for the operations and performance of 27 Leisure hotels in India and abroad.

Jamshed S. Daboo

Chief Operating Officer

Business Hotels

As COO of the Taj Group Business Hotels, Jamshed S. Daboo oversees the performance of 23 properties across India and abroad. Prior to this assignment, Jamshed was COO of the Leisure Division of the Taj.

ACHIEVEMENTS:

Taj Hotels Resorts and Palaces – Group Awards

Aug. 2006 Dun & Bradstreet – American Express Corporate Award 2006 for being the top company in the Hotels sector

Jun. 2006 Chairman’s Award for the ‘ Best Advertising Campaign’ for the Taj Grand Palaces campaign at The Leading Hotels of the World – Chairman’s Award 2006 ceremony. To view the winning campaign ads, click the links:

» Rambagh Palace, Jaipur

» Taj Lake Palace, Udaipur

» Umaid Bhawan Palace, Jodhpur

May 2006 Taj Hotels Resorts and Palaces won the Platinum Award in the Hotel category of the Reader’s Digest Trusted Brands Awards. As a Platinum winner, Taj achieved a rating score more than three times the nearest other brand.

Feb. 2006 The Taj is India’s Most Trusted Hotel Brand – Economic Times Brand Equity Most Trusted Brands Survey 2005

Dec. 2005 Avaya Global Connect Customer Responsiveness Award 2005 (Travel and Tourism – Hospitality)

Nov. 2005 Travel + Leisure 2005 Global Vision Award – Corporate Initiative

May 2005 Best Travel Online Campaign worldwide in the Web Marketing Association’s 2005 Internet Advertising Competition

Nov. 2004 World Travel Market 2004 - 25th Anniversary Silver Award - sponsored by Trav Talk

Sep. 2004 TTG Travel Awards 2004 - Best Local Hotel Chain.

TTG Travel Awards 2004 Central Plaza, Bangkok-for the Best Local Hotel Chain

Mar. 2004 Golden City Gate contest - Donderpreis Städtefilm-Wettbewerb, ITB, Berlin. Taj was awarded a special prize because it did not really fit into any of the three categories. However, as the presenter said: " There are films that are simply prize-worthy; and the Taj film is one of them."

Dec. 2004 Galileo Express Travel & Tourism Awards, New Delhi - Best Luxury Hotel Chain

Nov. 2003 India Brand Summit Award for Brand Leadership Hospitality presented to Taj Group of Hotels

Voted the Best Hotel Group in India in the 2003 Selling Long Haul Travel Awards by Travel Agents, UK

LUXURY HOTELS

Taj Mahal Palace & Tower, Mumbai

Jul. 2006 Ranked amongst the Top 50 Hotels in Asia in Travel + Leisure's list of the World's Best Hotels 2006

2006 Travel + Leisure 2006 - 500 Best Hotels in the World

May 2006 House and Garden, UK – Best Hotels in the World list

Apr. 2006 Best Hotel of the Year – SATTE Awards 2006

Mar. 2006 Best Hotel for Leisure and Business Travel in Asia – Pacific Asia
Travel Writers Association (PATWA), ITB, Berlin 2006

Summer 2006 Luxury Travel Magazine, Australia 2006 Gold List – Best
Overseas Hotel

Feb. 2006 Best Hotel in Mumbai – DestinAsian Readers' Choice Awards 2006

Jan. 2006 Conde Nast Traveller U. K 2006 Gold List- Taj Mahal Palace &
Tower, Mumbai was awarded the highest points for food in Asia

Conde Nast Traveler USA 2006 – The Gold List

Tatler Travel Guide – Ranked amongst 101 Best Hotels in the World

2005 Conde Nast Traveler selects Wasabi by Morimoto in the Hot List Tables
2005 of the 80 new restaurants worldwide

Sep. 2005 Best Business Hotel at the ' 2005 Business Traveller Asia-Pacific'
Awards. Dedicated to continuous innovation and the highest standards of
hospitality, the awards are recognition of the investment in product
standards and in service

Feb. 2005 India's leading Hotel -11th World Travel Awards 2004 Barbados

Jan. 2005 Travel + Leisure Annual list of the 500 highest-rated properties in
the World's Best Awards survey

Dec. 2004 16th in the Conde Nast Traveller's first ever ' Gold List 2005'.

21st in the Luxury Travel Magazine, Australia Gold List Award for Best Overseas Hotels category

Nov. 2004 Ranked 64 by a high-powered panel of senior corporate and financial executives surveyed by Institutional Investor magazine for its 24th annual ranking of the World's Best Hotels

Oct. 2004 Rated 35 in the Top 50 Asia Hotels of Condé Nast Traveler's Top 100 The Best in the World Readers' Choice Awards, U. S. A.

Voted the winner in India at the 7th Annual Best Business Hotels in Asia Awards 2004

Sep. 2004 2004 Travel + Leisure World's Best Awards Business Travellers survey

Aug. 2004 " The Best Business Hotel in Mumbai City" by the readers in Business Traveller Asia-Pacific's 2004 Annual Travel Awards - (facilities, food, services, location and value), Hong Kong

Jul. 2004 Prestigious Wine Spectator Award for Excellence given to the restaurant that features a wine menu with the maximum number of listed wines - in terms of quality and vintages. Souk and Zodiac Grill received the award

Jun. 2004 Best Business Hotel in Mumbai-Global Finance survey of travel preferences of its worldwide readership

Apr. 2004 Best Hotel in Mumbai-Asiamoney's Business Travel Poll 2004 an annual feature where Asiamoney seeks to identify some of the best hotels and airlines in Asia for the benefit of its readers who happen to be frequent and discerning business travelers

Feb. 2004 Financial Express Business Traveller Awards – Best Business Hotel

2003 Euromoney Business Travel Awards 2003 – Best hotel in Mumbai

Dec. 2003 Institutional Investor Magazine December 2003 – One of the “ Best Hotels” to stay in.

2004 Tatler Travel Guide Awards, USA – the World's 101 Best Hotels – “ Best for Wi-fi”

Oct. 2003 10th World Travel Awards, New York – Asia's Leading Hotel – voted by travel agents worldwide

2003 The Best and the Rest Readers' Poll 2003 – Best Business Hotel Brand in Asia-Pacific & Middle East/Africa.

2003 World's Best Business Hotels – The winner by readers of Travel + Leisure

Sep. 2003 The Best Business Hotel in Mumbai – Business Traveller Asia Pacific Reader Survey, Hong Kong

Jun. 2003 Global Finance Readers' World's Best Hotels & Airlines 2003, New York – awarded in Asia

2002 Elite Traveler Pure Decadence 2002 Annual Top Suites – Presidential Suite – “ One of the best suites in the world”.

Business Traveller -Asia Pacific Awards, 2002 – Best Hotel in Mumbai.

Global Finance awards, 2002 – Best Hotel in Mumbai.

Travel + Leisure USA, 2002, World’s Best Business Hotels – Best Hotel in Mumbai.

2001 PATA Award 2001 – Best Hotel in Mumbai.

World Travel Awards, 2001 (Travel Agents Worldwide) – Asia Pacific

1999 Condé Nast Traveler Annual Gold List Africa/Middle East, Asia, Australia/ Pacific Nationals, 1999

1998 The American Academy of Hospitality Sciences “ Five Star Diamond Award”, 1998

Taj Coromandel Hotel, Chennai

2003 Euromoney Business Travel Awards 2003 – Best hotel in Madras

Jan. 2000 The Ministry of Tourism “ National Tourism Awards” – Five Star Category

Taj Lake Palace, Udaipur

Jul. 2006 Ranked in the Top 10 Hotels in the World in Travel + Leisure’s list of the World’s Top 100 Hotels 2006

Ranked 8th amongst the Top 50 Hotels in Asia in Travel + Leisure's list of the World's Best Hotels 2006

Ranked 6th amongst the Top 15 Small Hotels in Travel + Leisure's list of the World's Best Hotels 2006

Apr. 2006 Best Palace Hotel - SATTE Awards 2006

Mar. 2006 SpaAsia's Connoisseur Collection of the World's Finest Spas

Feb. 2006 Awarded 2nd place by The Leading Hotels of the World Advisory Board in the ' Rising Stars' Competition, at the 2006 IRRRM Conference, Nice.

Jan. 2005 Travel + Leisure Annual list of the 500 highest-rated properties in the World's Best Awards survey

Oct. 2004 Rated No. 25 in the Top 50 Asia Hotels of Condé Nast Traveler's Top 100 The Best in the World Readers' Choice Awards, U. S. A.

The 2004 New York Times Best Seller " 1000 Places to See Before you Die", U. S. A

May 2004 Departures Magazine 2004 Readers Survey - 4th on the Favourite Hotels in Asia List

Dec. 2003 Condé Nast Traveler 2004, USA Gold List of World's Best Places to Stay

May-Jun. 2003 Departures Survey Readers' Favourites

2002 Condé Nast Traveller Poll, UK, 2002 – in the top 30 Asian Hotels

Jan. 2000 The Ministry of Tourism “ National Tourism Awards” – Five-Star
Deluxe Category

1999 Condé Nast Traveler Annual Gold List Africa/Middle East, Asia,
Australia/ Pacific Nationals, 1999

Oct. 1998 Vogue, U. K. October 1998- The Sajan Niwas Suite, “ The Top Ten
Hotel Rooms”

Rambagh Palace, Jaipur

Jul. 2006 Ranked amongst the Top 50 Hotels in Asia in Travel + Leisure’s list
of the World’s Best Hotels 2006

Jan. 2005 Travel + Leisure Annual list of the 500 highest-rated properties in
the World’s Best Awards survey

Oct. 2004 The Independent, U. K. – among 5 best Palace Hotels in the world

Jan. 2004 Travel + Leisure’s Annual List, USA of the 500 greatest hotels and
resorts in the world

May-Jun. 2003 Departures Survey Readers’ Favourites

1999 Condé Nast Traveler Annual Gold List Africa/Middle East, Asia,
Australia/ Pacific Nationals, 1999

Umaid Bhawan Palace, Jodhpur

2006 Conde Nast Traveler Hot List Hotels 2006

May 2006 House and Garden, UK – Best Hotels in the World list

Apr. 2006 Australian Gourmet Traveller – Selected by the editors in the Best of the Best list of 20 hotels from around the world

Taj Palace Hotel, New Delhi

Sep. 2005 Travel + Leisure's 2005 Business Travel Guide – World's Best Business Hotels – chosen by T + L readers.

Best Business Hotel ' 2005 Business Traveller Asia-Pacific' Awards. Dedicated to continuous innovation and the highest standards of hospitality, the awards are recognition of the investment in product standards and in service.

Sep. 2004 2004 Travel + Leisure World's Best Awards Business Travellers survey

Jul. 2004 Elite Traveler Pure Decadence July/August 2004 – Presidential Suite

2003 Euromoney Business Travel Awards 2003 – Best hotel in Delhi

1998 Business Asia readers and viewers of CNBC, 1998 – “ Best Business Hotel in Asia”

The Taj Mahal Hotel, New Delhi

Jul. 2006 Named Best Hotel in New Delhi in Global Finance readers' survey of World's Best Business Hotels and Airlines 2006

May 2004 Departures Magazine 2004 Readers Survey – 12th on the Favourite Hotels in Asia List

Apr. 2004 Best Hotel in Mumbai – Asiamoney’s Business Travel Poll 2004

2003 The Best and the Rest Readers’ Poll 2003 – Best Business Hotel in New Delhi

Jun. 2003 Global Finance Readers’ World’s Best Hotels & Airlines 2003, New York – awarded in Asia

2002 Business Traveller -Asia Pacific Awards, 2002 – Best Hotel in Delhi

The Taj West End, Bangalore

Dec. 2005 Winner of the 2005 Best Business Hotel in India – one of the categories of the Best business Hotel in Asia Awards.

Jan. 2005 National Tourism Awards – Department of Tourism Awards for facilities for physically challenged guests, eco-friendly practices and social responsibility practices followed by the hotel – in the 5 Star Deluxe Category

Jan. 2004 National Tourism Award of the Department of Tourism 2002-2003 – 5-Star Deluxe Category

Taj Lands End, Mumbai

Jun. 2005 6th Annual Best Business Hotels in Asia Awards by Business Asia magazine and CNBC Asia Pacific

Taj Bengal, Kolkata

Jan. 2000 The Ministry of Tourism “ National Tourism Awards”, January 2000
- Five Star Deluxe Category

Taj Wellington Mews Luxury Residences, Mumbai

May. 2006 Jiva Grande Spa listed in Conde Nast Traveler’s Hot List – Spas

Mar. 2006 SpaAsia’s Connoisseur Collection of the World’s Finest Spas

Taj Palace, Dubai

Mar. 2006 ‘ Dubai’s Best Indian Restaurant 2006’ awarded to Handi
restaurant, by Time Out magazine, Dubai

Aug. 2004 Dubai Department of Tourism and Commerce Marketing (DTCM)
presented the award for the ‘ Best Co-participant Workshop Table Display’
during the road shows conducted in New Zealand and India

Nov. 2002 TTG Middle East & North Africa – Travel Trade publication has
rated the hotel as one of the best

The Pierre, New York, USA

Jul. 2006 Ranked 10th amongst the Top 25 Hotels in New York in Travel +
Leisure’s list of the World’s Best Hotels 2006

Jul. 2005 The Travel + Leisure “ World’s Best Awards 2005” – ranked 35th in
USA and Canada

Taj Exotica Resort & Spa, Mauritius

May 2006 House and Garden, UK – Best Hotels in the World list

Mar-Apr. 2006 Luxury SpaFinder Magazine – Editor’s choice of Best of Mauritius

Mar. 2006 SpaAsia’s Connoisseur Collection of the World’s Finest Spas
Senses Wellness Award as Best Beach Resort Worldwide

Jan. 2006 Tatler – Ranked amongst 101 Best Hotels of 2006

Apr. 2005 Condé Nast Traveller, U. K. May 2005 – The Hot List – 60 best new hotels in the world

Crowne Plaza, London St. James, London, U. K.

Feb. 2005 In the Food, Marketing and Manufacturing Awards 2005, The Quilon Malabar Banquet Box for Two sold at Waitrose was the winner in the ‘ Best New Product’

Nov. 2004 Westminster in Bloom Certificate of Excellence for Best Restricted Access Garden 2003 & 2004

Mar. 2004 The Bombay Brasserie has been awarded the Good Curry Guide Lifetime Achievement Award – 1982-2004, U. K.

Feb. 2004 Britain Tatler Restaurant Guide 2004 – Quilon has been featured in the Top 300 Restaurants in Britain

51 Buckingham Gate, London, U. K.

Jan. 2006 Considerate Hotel of the Year – awarded by the national Considerate Hoteliers Association

Nov. 2004 American Academy of Hospitality Sciences Five Star Diamond Award 2005.

Most Excellent London Hotel 2004, Condé Nast Johansens Award.

101 Top Hotels in the World 2004, Tatler Travel Guide.

RAC Five Star Townhouse Gold Ribbon Award 2004.

World's 100 Best Spas, Harpers & Queen.

Dec. 2003 2004 Tatler Travel Guide Awards, USA – the World's 101 Best Hotels – “ Best for Families” section.

Nov. 2003 American Academy of Hospitality Sciences Five Star Diamond Award 2003.

2001 RAC Gold Ribbon Award, 2001.

5 Star Diamond Award, 2001 (American Academy of Hospitality Science).

Taj Exotica Resort & Spa, Maldives

May 2006 House and Garden, UK – Best Hotels in the World list

Mar. 2006 SpaAsia's Connoisseur Collection of the World's Finest Spas

Summer 2006 Best Overseas Resort – Luxury Travel Magazine, Australia
2006 Gold List

Best Overseas Spa – Luxury Travel Magazine, Australia 2006 Gold List

Dec. 2005 Luxury Travel Magazine’s Gold List 2006-Australia

Nov. 2004 2004 SpaAsia Crystal Awards 2004, Singapore – for the “ Most Scenic Spa”

Sep. 2004 Condé Nast Traveller UK Annual Readers’ Travel Awards (October issue) – third in the “ Best Overseas Leisure Hotel in Africa, The Middle East and the Indian Ocean” category

Feb. 2004 Gallivanter’s Guide Editors’ Choice Award Worldwide, 2003 – five-plus rating, which has the status of Extraordinary – the highest in the Maldives, just a notch below the highest rating of 6

Oct. 2003 10th World Travel Awards, New York – Indian Ocean’s Leading Resort – voted by travel agents worldwide

2003 Condé Nast Traveller’s – The Hot List 2003 – 50 of the Coolest New Hotels in the World.

Harpers & Queen, U. K. 2003 – 150 Best Resorts on Earth – Best Hotel Resort

LEISURE HOTELS

Taj Malabar, Cochin

May 2005 Kerala State Tourism Awards 2003-04 for the best performers in the travel and tourism sector. Best Five Star Deluxe hotel

Jul. 2004 Elite Traveler Pure Decadence July/August 2004-Top Spas of India
by Margie Goldsmith

Sep. 2002 Taamra Ayurveda Spa gets Green Leaf Certification, Department
of Tourism, Government of Kerala

Taj Exotica, Goa

Apr. 2006 Best Beach Resort - SATTE Awards 2006

Feb. 2005 Taamra Spa has been voted amongst the top 10 (at number 8)
overseas hotel spas in Asia in a survey conducted by Conde Nast Traveller,
U. K.

Taj Garden Retreat, Varkala

Jan. 2005 National Tourism Awards - Department of Tourism Awards for
facilities for physically challenged guests, eco-friendly practices and social
responsibility practices followed by the hotel - in the 4 Star Category

Savoy Hotel, Ooty

Jan. 2005 National Tourism Awards - Department of Tourism Awards for
facilities for physically challenged guests, eco-friendly practices and social
responsibility practices followed by the hotel - in the Heritage Grand
Category

Taj Ganges, Benares, Varanasi

Oct. 2004 The 2004 New York Times Best Seller “ 1000 Places to See Before you Die”, U. S. A.

Jai Mahal Palace, Jaipur

Dec. 2003 2004 Tatler Travel Guide Awards, USA – the World’s 101 Best Hotels -“ Best Spas” section

Fort Aguada Beach Resort, Goa

Dec. 2003 India’s Best Resort and Spa – World Travel Awards at World Travel Mart, London

Taj Holiday Village, Goa

1999 Hotel & Food Services National Hospitality Awards for Excellence, 1999 – Resort of the Year

Taj Garden Retreat, Madurai – Heritage Class Category

Jan. 2000 The Ministry of Tourism “ National Tourism Awards” – Heritage Class Category

Fisherman’s Cove, Chennai

Jan. 2000 The Ministry of Tourism “ National Tourism Awards” – Five Star Category

Taj Residency, Ernakulam

May 2005 Kerala State Tourism Awards 2003-04 for the best performers in the travel and tourism sector – Best Five Star hotel

Taj Coral Reef Resort, Maldives

Apr. 2006 Winner of ‘ The Best Over Water Bungalow Dive & Travel Award 2006’ at Marine Diving Fair 2006 held in Tokyo

Mar. 2006 SpaAsia’s Connoisseur Collection of the World’s Finest Spas

Apr. 2004 “ Dive & Travel Awards 2004” – The lagoon villas were rated among the top nine in the “ Over Water Bungalow” category by the readers of the popular Marine Diving Magazine which has a readership of over 400,000 readers in Japan

2003 “ 10th Best Over Water Bungalow” prize during the “ Dive & Travel Awards 2003” presentation at the Marine Dive Fair, Tokyo, Japan

SPAS AT TAJ HOTELS

Taj Mahal Palace & Tower, Mumbai

July’06 10 Most Luxurious Spas in the World – Forbes. com

51 Buckingham Gate, London, U. K.

Nov. 2004 World’s 100 Best Spas, Harpers & Queen.

Taj Coral Reef Resort, Maldives

Mar. 2006 SpaAsia’s Connoisseur Collection of the World’s Finest Spas

Taj Exotica Resort & Spa, Maldives

Mar. 2006 SpaAsia's Connoisseur Collection of the World's Finest Spas

Nov. 2004 2004 SpaAsia Crystal Awards 2004, Singapore – for the “ Most Scenic Spa”

Taj Exotica Resort & Spa, Mauritius

Mar. 2006 SpaAsia's Connoisseur Collection of the World's Finest Spas

Jai Mahal Palace, Jaipur

Dec. 2003 2004 Tatler Travel Guide Awards, USA – the World's 101 Best Hotels -“ Best Spas” section

Taj Exotica, Goa

Jan. 2006 Taj Exotica Goa was listed among 10 spas in the Best Spa Interior Design category in Luxury Spa Finder's 2005 Readers' Choice Awards

Feb. 2005 Taamra Spa has been voted amongst the top 10 (at number 8) overseas hotel spas in Asia in a survey conducted by Conde Nast Traveller, U. K.

Taj Lake Palace, Udaipur

Mar. 2006 SpaAsia's Connoisseur Collection of the World's Finest Spas

Taj Malabar, Cochin

Jul. 2004 Elite Traveler Pure Decadence July/August 2004-Top Spas of India
by Margie Goldsmith

Sep. 2002 Taamra Ayurveda Spa gets Green Leaf Certification, Department
of Tourism, Government of Kerala

Taj Wellington Mews Luxury Residences, Mumbai

May. 2006 Jiva Grande Spa listed in Conde Nast Traveler's Hot List – Spas

Mar. 2006 SpaAsia's Connoisseur Collection of the World's Finest Spas

FINANCIAL ANALYSIS:

TAJ HOTELS AND RESORTS:

Balance Sheet

(Rs in Cr.)

Mar ' 06 Mar ' 05 Mar ' 04 Mar ' 03 Mar ' 02

SOURCES OF FUNDS

Owner's Fund

Equity Share Capital 56. 67 46. 41 45. 12 45. 12 45. 12

Share Application Money 1. 74 3. 84 0. 00 0. 00 0. 00

Preference Share Capital 0. 00 0. 00 0. 00 0. 00 0. 00

Reserves & Surplus 1, 657. 83 1, 081. 80 844. 79 842. 17 844. 13

Loan Funds

Secured Loans 423. 73 433. 45 461. 37 603. 84 721. 02

Unsecured Loans 120. 61 574. 88 911. 18 152. 75 45. 28

Total 2, 260. 58 2, 140. 38 2, 262. 46 1, 643. 88 1, 655. 55

USES OF FUNDS

Fixed Assets

Gross Block 1, 308. 33 1, 252. 94 944. 77 858. 39 866. 87

Less : Revaluation Reserve 0. 00 0. 00 0. 00 0. 00 0. 00

Less : Accumulated Depreciation 465. 33 405. 50 346. 56 307. 94 291. 07

Net Block 843. 00 847. 44 598. 21 550. 45 575. 80

Capital Work-in-progress 48. 97 37. 76 214. 92 127. 32 79. 28

Investments 656. 57 607. 01 600. 83 571. 64 541. 34

Net Current Assets

Current Assets, Loans & Advances 1, 195. 06 1, 115. 51 1, 210. 02 676. 96
726. 78

Less : Current Liabilities & Provisions 484. 17 469. 00 363. 70 282. 49 267.
65

Total Net Current Assets 710. 89 646. 51 846. 32 394. 47 459. 13

Miscellaneous expenses not written 1. 15 1. 66 2. 18 0. 00 0. 00

Total 2, 260. 58 2, 140. 38 2, 262. 46 1, 643. 88 1, 655. 55

Note :

Book Value of Unquoted Investments 582. 64 533. 08 523. 70 494. 52 465.

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Market Value of Quoted Investments 625. 85 240. 84 89. 45 42. 80 49. 24

Contingent liabilities 230. 81 225. 63 389. 00 418. 16 415. 65

Number of Equity shares outstanding (in Lacs) 566. 65 464. 13 451. 15 451.

15 451. 15

Income Statement

(Rs in Cr.)

Mar ' 06 Mar ' 05 Mar ' 04 Mar ' 03 Mar ' 02

Income :

Operating Income 1, 084. 26 847. 63 665. 23 569. 27 580. 38

Expenses

Material Consumed 0. 00 0. 00 0. 00 0. 00 0. 00

Manufacturing Expenses 207. 54 181. 41 163. 95 152. 95 159. 11

Personnel Expenses 222. 28 200. 26 154. 07 130. 95 129. 48

Selling Expenses 30. 51 23. 91 26. 33 25. 90 25. 40

Administrative Expenses 311. 76 250. 72 240. 03 178. 04 174. 77

Expenses Capitalised -8. 10 -0. 01 -20. 67 -10. 97 -0. 70

Cost Of Sales 763. 99 656. 29 563. 71 476. 87 488. 06

Operating Profit 320. 27 191. 34 101. 52 92. 40 92. 32

Other Recurring Income 58. 83 42. 87 31. 77 40. 64 30. 64

Adjusted PBDIT 379. 10 234. 21 133. 29 133. 04 122. 96

Financial Expenses 48. 54 53. 98 43. 89 56. 21 63. 59

Depreciation 65. 90 56. 77 48. 58 38. 98 47. 49

Other Write offs 0. 00 0. 00 0. 00 0. 00 0. 00

Adjusted PBT 264. 66 123. 46 40. 82 37. 85 11. 88

Tax Charges 88. 22 35. 82 19. 55 12. 92 17. 44

Adjusted PAT 176. 44 87. 64 21. 27 24. 93 -5. 56

Non Recurring Items 7. 34 18. 22 35. 90 15. 95 85. 82

Other Non Cash adjustments 0. 00 0. 00 3. 48 -0. 40 0. 44

Reported Net Profit 183. 78 105. 86 60. 65 40. 48 80. 70

Earnings Before Appropriation 265. 68 150. 20 93. 62 76. 10 111. 71

Equity Dividend 77. 95 50. 25 36. 09 31. 58 36. 09

Preference Dividend 0. 00 0. 00 0. 00 0. 00 0. 00

Dividend Tax 10. 93 7. 05 4. 62 4. 05 0. 00

Retained Earnings 176. 80 92. 90 52. 91 40. 47 75. 62

Exchange: NSE Start Date: 12-8-2006 End Date : 11-9-2006

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FUTURE INVESTMENT AVENUES:

Taj Hotels Resorts and Palaces has joined forces with Qatar Sports Investment Company (QSI), to develop Qatar's first five-star golf and spa hotel in Doha. With investment of around QR 220 million (Rs 280 crore) over three years, the Taj Hotels Resorts and Palaces will launch Taj Exotica Golf and Spa Resort in the Doha Golf club premises by 2009. The proposed design comprises a luxury low-rise five-star boutique hotel with inventory of 150 rooms and suites.

The Taj Group's Southeast Asia and Far East plans are gathering momentum. Hospitality major Indian Hotels Company (IHCL), which owns and operates Taj Hotels, Resorts and Palaces, has firmed up plans for the first project in Phuket even as negotiations are on for projects in Singapore, Hong Kong, and possibly in mainland China. The project in Phuket, which could be under the Taj Exotica brand, is being executed through Taj Asia, a vehicle identified for the Southeast Asian plans.

Hospitality industry major Indian Hotels Company, which owns the Taj hotels, is seeking to increase its presence in the Pune market where it is now all set to convert the erstwhile Padma Vilas Palace, a heritage property that once belonged to the royal family of Gwalior, into a boutique hotel. Sources told Business Line that plans are being firmed up to convert the existing structure, set in a 12-acre property in the city's Wanowrie area, into a 45-room boutique hotel.

Hospitality major Indian Hotels Company (IHCL), which owns the Taj chain of hotels, plans to build three new properties in Delhi & NCR region targeting the 2010 Commonwealth games to take place in the Capital. " Delhi is going to be a buoyant market. We have decided on a business hotel in Gurgaon and a luxury hotel in Delhi. We have kept open the option of building a third one too," said vice-chairman Krishna Kumar after the annual general meeting of the Tata Group Company.

Taj GVK Hotels will invest Rs 400 crore in the next 3-4 years to expand its chain in the country. The company has plans to set up new hotels of about 250 rooms in Chennai, Bangalore and Hyderabad.

CONCLUSION:

There is a difference between making money for oneself and creating wealth for others. This is the story of a business house that has created wealth for a nation. It is a story of struggle, anxiety, adventure and achievement. This is the story of benevolent Sir Jamsetji Tata.

Sir Jamsetji Tata started the Taj group of hotels to give probably a deliberate snub to the English king due to nationalist feelings. He left for heavenly abode on December, 1903.

His sons expanded his business in every nooks and corners of the world, the taj group is also globally recognised, the Taj group has carved a niche in the business world. they have opened catering service to popular airlines like singapore airlines, etc. the hotels have earned accolades internationally for its hospitality, infrastructure, catering, food .

The company is diversifying its hotels all over the world and has made India as well as Indians proud globally. according to its financial statements the company is economically stable and well prepared for its future deals and investments.