Dr. Anil Madhok
(Chairman)

Sarovar Hotels & Resorts

CUSTOMER CENTRIC

Words by: The Executives India

Passion is what influenced Anil Madhok to enter hospitality. However, it is his genuine love of people that is behind his ongoing drive for success.

Having been part of the sector for more than 25 years, Anil Madhok has spent much of that time achieving his personal goal: experiencing all aspects of the industry.

His portfolio includes city hotels, resorts across globally, Anil Madhok, now Chairman of Hotel Operations, has been part of the planning, hiring and unveiling of the largest chain integrated hotels globally

When the opportunity arose to be part of the pre-opening team and build a prestigious brand from scratch, Anil Madhok grabbed it. It's a decision that has led him on his most significant career adventure yet – full of new trials and rewards.

"Developing the hotel from nothing was the greatest challenge," Anil Madhok says. "It has also been the most fulfilling experience of my entire career." The brand doesn't have properties elsewhere, which mitigated the risk of preconceived notions of what the resort would be like or what it would offer.

"Sarovar Hotels presented the greatest opportunity to build a brand from ground zero," he adds. "We had a chance to establish all our operating procedures

and guest experiences with world class Service standards."

Since its opening, the beautiful located properties has continued to adapt and change its business model to align with the newest strengths. "We're a fast-paced business and differ from a traditional hotel," Anil Madhok says.

"In the integrated resort and hotel environment, you have the opportunity to do both significant and small changes on a weekly, monthly and annual basis."

Following its ethos of endless adaptation, Sarovar is looking to open additional services for customer satisfaction.

"We're aiming to continue to grow and diversify our business to suit the needs of every single traveller who comes to our Hotel," Anil Madhok says. In recognition of the resort's grandeur, Sarovar Hotels won number of appreciations and awards

"This is the Oscar in the hospitality industry," Anil Madhok enthuses. He further notes that providing exceptional guest experiences has been part of the property's DNA from the beginning. "That motto has become the driving

motivator behind every single day," he says.

"That has made us successful so far and will be the key to our future growth." To achieve such a high level of guest experience, Sarovar provides training to all staff members.

"We have fantastic training programs for team members," Anil says. The resort also organizes staff motivational events that lead to creating better morale within the organization.

"It's important to ensure that our employees are empowered to perform their tasks and that they have the tools to execute their job. People are the most important asset of our company. We have a biggest chain in the country; however, the heart and soul are our employees."

The aim of every resort is for people to spend time together – something that isn't advised in the climate of COVID-19. So Sarovar has had to adapt to the current situation. "Our priority is to go through this time together," Sarovar Says "It's to ensure the wellbeing of staff and to make sure that we support them and their families." During these months, the property temporarily ceased all

Artificial Intelligence (AI)

operations until further notice to support the Indian government.

Our business model is adapting to social distancing to ensure the safety and security of our team and all our guests," he says. "We will continue to adjust our business to the current environment and we will do our best to adapt to these new changes.. That's all we can do."

Anil leads his team with the same honesty, a virtue that he says is vital in every business, especially in hospitality. "You have to practice integrity daily," he says. "You have to be able to teach it to hundreds of people. It's everything."
While on the subject of leadership, Anil shares that he's a firm believer in

empowering people through guidance and mentorship. "We try to build people up so that they're not scared of making mistakes," he says.
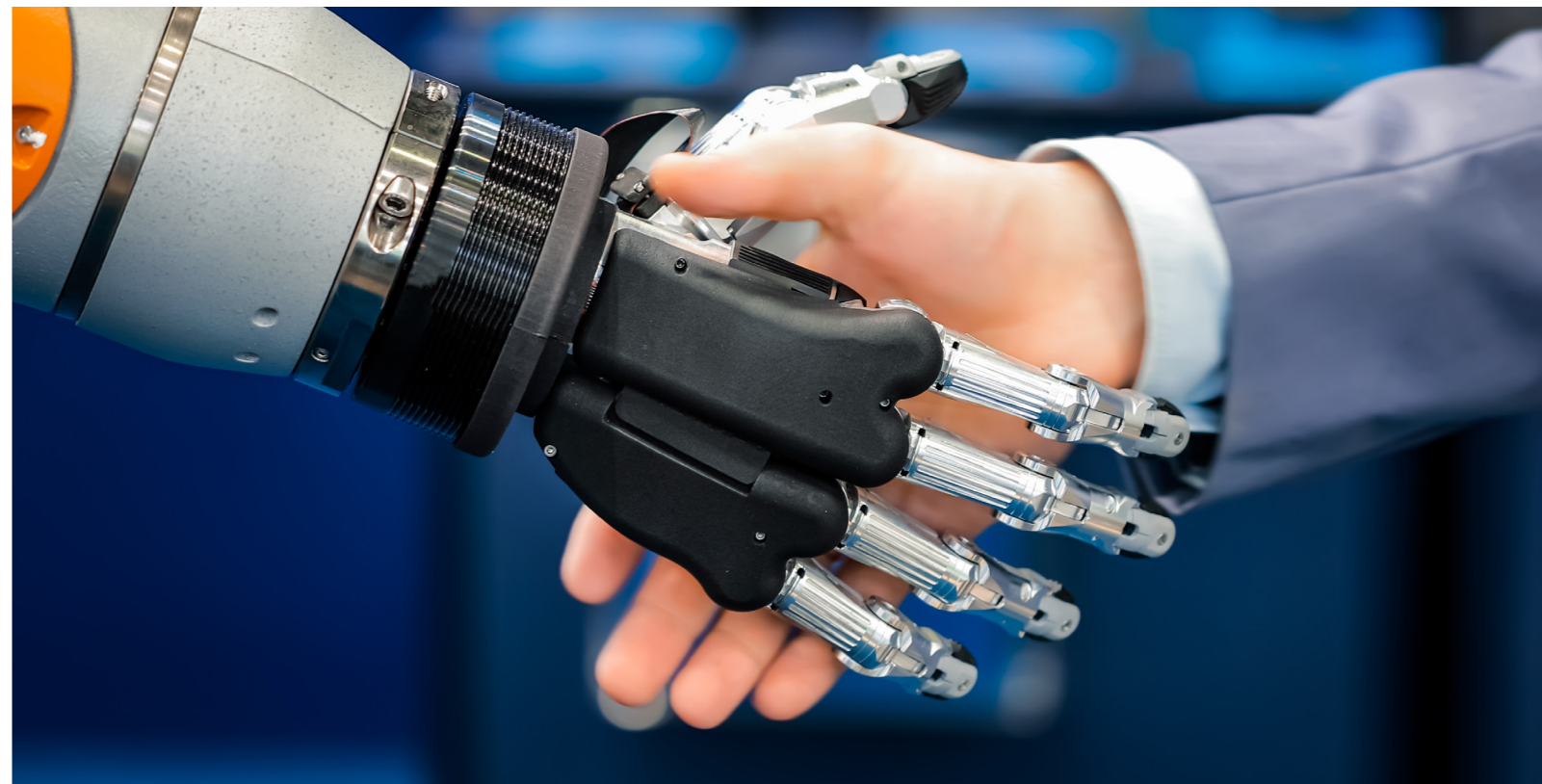
Anil also surrounds himself with people who genuinely care about the sector. "We're in the people industry. You cannot be successful if you don't like people. My leadership viewpoint is to focus on developing, motivating and pushing people to be their best. I deal with every single person as an individual." We have a fantastic strong relationship with all the suppliers

Sarovar is a technologically advanced and environmentally friendly property," he confirms. "When you have a hotel

and resort like Sarovar, you have a huge impact on the environment. But you can also make a substantial positive impact."

"The biggest challenge is in making sure we take care of nature even better," Anil notes. "There is currently a big push happening in India to ensure businesses across all areas have an environmentally friendly policy. I'm pleased about where we stand right now."

Artificial Intelligence, or AI, has already received a lot of buzz in recent years, but it continues to be a trend to watch because its effects on how we live, work, and play are only in the early stages. In addition, other branches of AI have developed, including Machine Learning, which we will go into below. AI refers to computer systems built to mimic human intelligence and perform tasks such as recognition of images, speech or patterns, and decision making. AI can do these tasks faster and more accurately than humans.

Five out of six Americans use AI services in one form or another every day, including navigation apps, streaming services, Smartphone personal assistants, ride-sharing apps, home personal assistants, and smart home devices. In addition to consumer use, AI is used to schedule trains, assess business risk, predict maintenance, and improve energy efficiency, among many other money-saving tasks.
AI is one part of what we refer to broadly as automation, and automation is a

hot topic because of potential job loss. Experts say automation will eliminate 73 million more jobs by 2030. However, automation is creating jobs as well as eliminating them, especially in the field of AI: Pundits predict that jobs in AI will number 23 million by 2020. Jobs will be created in development, programming, testing, support, and maintenance, to name a few. Artificial Intelligence architect is one such job. Some say it will soon rival data scientists in need of skilled professionals. To learn more about potential jobs in AI, read about building a career in AI, or why you should earn an AI certification.

CYBERSECURITY

Cybersecurity might not seem like emerging technology, given that it has been around for a while, but it is evolving just as other technologies are. That's in part because threats are constantly new. The malevolent hackers who are trying to illegally access data are not going to give up any time soon, and they will continue to find ways to get through even the toughest security

measures. It's also in part because new technology is being adapted to enhance security. As long as we have hackers, we will have cyber security as an emerging technology because it will constantly evolve to defend against those hackers.
As proof of the strong need for Cybersecurity professionals, the number of cyber security jobs is growing three times faster than other tech jobs. However, we're falling short when it comes to filling those jobs. As a result, it's predicted that we will have 3.5 million unfilled Cybersecurity jobs by 2021.
Many cybersecurity jobs pay six-figure incomes, and roles can range from the ethical hacker to security engineer to Chief Security Officer, offering a promising career path for someone who wants to get into and stick with this domain.