

# CELEBRATING FOUR DECADES OF HERITAGE

ITC Windsor Bengaluru has completed 40 years and has stood the test of time even as it has evolved to make guests feel welcome and at home.

BY BINDU GOPAL RAO



Waterloo suite opening to the Lancelot Gardens at ITC Windsor Bengaluru.

Windsor reflects the heritage of the Raj Era. "I think the property is intricately designed to provide a royal experience. The secret Lancelot garden on the third floor plays a perfect host to the city's weather to enjoy a cup of tea or take a walk," says Menezes.

The hotel has three signature restaurants, a 24-hour coffee shop, and a Dublin Irish-themed pub. The 24-hour Coffee Shop, The Raj Pavilion, is themed after the Lalbagh glass house, while Dakshin perfectly combines South India's cultural and culinary heritage. Royal Afghan is our poolside barbeque that serves the cuisines of the North-West Frontier and offers the popular Dal Bukhara. Dum Pukht Jolly Nabobs is the perfect choice for someone who wants to indulge in a Grand Indian experience and relish the anglo-Lucknowi cuisine.



Deepak Menezes, General Manager at ITC Windsor

ITC Windsor is a lavish property that overlooks the Bangalore Golf Club, and this unique setting comprises its imposing white edifice that reflects Regency architecture. Complete with fluted pillars, Georgian windows, hushed corridors, art décor paintings of the Georgian and Edwardian Era and period furniture. It is impossible to miss the unhurried ambience that will remind you of the glorious past of this property.

The property was originally built in 1982 with an inventory of 140 rooms; an additional 100 rooms were built in 1993. ITC Windsor was one of the first premium hotels that opened in Bengaluru. ITC Hotels as a brand is known for providing service par excellence, and Windsor is a stellar example of that.

"Our patrons and associates are the pillars of what makes ITC Windsor not just a hotel but an institution that has adapted to the numerous changes over the last four decades. We have associates who have been with us for three decades who understand the nuances of what ITC Windsor stands for in terms of guest experiences. Our patrons have been with us since the hotel first opened, generations have changed, but their preferred choice for a dining experience has not changed. This is because of the nostalgia, memories, and the standard of service our team has provided effortlessly over the years," says Deepak Menezes, General Manager, ITC Windsor.

At ITC Hotels, all properties are themed after destinations, and ITC

As far as sustainability is concerned, the hotel has been a front runner, and it is little wonder that ITC Windsor is the first hotel in the world to be LEED Zero Carbon certified. Powered by its wind turbine generators, the hotel uses new-age energy-efficient technologies like electrical boilers, induction burners and other renewable energy. The hotel is a stellar example of how hospitality can make a positive global impact by committing to sustainability and achieving net zero carbon status.

"We take pride in the personalisation provided to our guests. Every element and experience is intricately designed to customise guest experiences and create memories. Our associates spend a lot of time understanding each guest's needs and preferences, which is reflected in our products and services. We have city tours that highlight the city's essence, culture and culinary speciality. Local Love by ITC Hotels is all about bringing local flavours together to create authentic tastes," says Menezes.

Keeping in mind the new safety norms in the post-COVID world and its promise of 'Responsible Luxury', ITC Hotels launched a path-breaking 'WeAssure' program. This encompasses the highest standards and protocols in health, hygiene, safety, and infection control management. This program has earned ITC Hotels the distinction of being the first hotel chain in the world to receive Platinum level certification under DNV's My Care Infection risk management programme. In addition, the hotel group introduced waste segregation methods to achieve more than 99% waste recycling and pioneered the mitigation of single-use plastic.

Looking ahead, the outlook for FY 2022-23 is buoyant as de-



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picted, by the same is visible in April and May 2022 performance. "Corporate travel has also been restored, and we believe it will continue to rise. We are expecting international travel to be completely restored by Q2 of 2022. Food takeaway vertical including Gourmet Couch and Flavours 2 :0 will also continue to be a major source of Incremental revenue," says Menezes. ITC Windsor will also aggressively focus on new initiatives of the organisation "Sleep Boutique" and "Lavendria"

As ITC Windsor completes 40 years, the team looks forward to creating curated experiences for their guests. "We want to ensure that we bring back all the events and experiences that were available pre-covid. Sleep is probably the most essential element of achieving well-being. Sleep boutique is a unique concept enabling us to showcase our products which are synonymous with a healthy and comforting sleep experience," concludes Menezes. ■



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